

Apple

Bytes



A Teachers Health Trust and WellHealth Publication

Teachers Health Trust Performance Plus Plan Updates

par8o Referral System Update

As of January 1, 2017, all providers in the Trust/WellHealth network are required to utilize par8o online for sending and receiving referrals. Referrals sent or received by fax or in paper format will not be accepted or applied to claims, except for referrals sent on the participant's behalf by the WellHealth Healthcare Advocate team. Any specialist office who does not currently receive par8o referrals online in their offices should schedule to be onboarded as soon as possible. Please contact networkrelations@wellhealthqc.com or stacy@par8o to have your staff trained on how to utilize this system online.

TRISTAR's claim system is linked directly to the par8o referral management system. If a referral does NOT exist in par8o (i.e. you have not entered a referral into the system for a participant), and the participant sees the specialist without this electronic referral in place, those office encounters will be subject to 20 percent coinsurance AFTER the participant's deductible has been met. As a reminder, for specialist visits with a par8o referral in place, there is a \$20 copayment for an office visit and a 20 percent coinsurance for all other office services (deductible does NOT apply).

Specialists, please verify online that the participant has a referral in the par8o system prior to scheduling an appointment. If you cannot find the referral in the system, please do not refuse to see the participant — inform the participant of the benefit level (no referral) described above. The participant should contact their Patient-Centered Medical Home (PCMH) primary care provider to generate the referral, or contact a **WellHealth Healthcare Advocate (855-404-9355)**, who will assist and may under certain circumstances, generate a retro-referral.

WellHealth Network Relations Departmental Updates/Changes

Due to increased demand from providers, WellHealth has modified and improved their Network Relations Department to better assist providers.

Network Relations is now split into four separate units:

- **Network Relations and Provider Advocacy:** Belinda Veloz is WellHealth's new manager of network relations. She will handle provider claims issues, assistance with provider portal, par8o management and training, and provider education and communication. She can be reached directly at **(702) 321-2119** or by email at bveloz@wellhealthqc.com.
- **Network Contracting and Provider Onboarding:** Vanessa Garcia will continue to manage network contracting, including all contracting and re-contracting, fee schedule management, group changes, network additions, terms and PCMH guidelines. She can be reached directly at **(702) 466-5313** or by email at vgarcia@wellhealthqc.com.
- **Director of Network Management:** Mia Emery will assist with escalated provider issues and concerns, as well as manage network adequacy and quality standards. She is responsible for oversight of the Network Relations and Contracting teams. She can be reached directly at **(702) 335-5525** or by email at memery@wellhealthqc.com.
- **Director of Credentialing:** Sophia Grubbs will continue to manage the credentialing department. She can be reached directly at **(702) 304-5756** or by email at sgrubbs@wellhealthqc.com or credentialing@wellhealthqc.com

WellHealth Network Relations and Trust Provider Relations: General Contact Information

Please remember that there are separate departments for providers and the office to contact depending on who your contract is held by. If your Trust contract is assigned to WellHelath (includes all medical providers), you may contact **WellHealth Network Relations at (702) 728-5880** and use option #1 or **(702) 866-6160** and use option #2. If your Trust contract is not assigned to WellHealth and is held by the Teachers Health Trust directly (facility, DME, hospital, dental, and vision providers), you may contact the **Trust Provider Relations team at (702) 866-6160** and use the following options:

- 3 - Hospital & Facility Providers
- 4 - Dental Providers
- 5 - Vision Providers

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HBI Network and Human Behavior Institute Medical Group

For Providers wishing to refer participants to a behavioral health specialist, please note that referrals are not required for behavioral health. Participants can see a behavioral health specialist at will, and may also access a behavioral health provider through their telehealth option, MDLive.

The Trust's behavioral health network is managed by Human Behavior Institute (HBI) and includes nearly all locally-based behavioral health specialists, as well as some in Reno, Arizona, Utah and rural areas. Participants can search for a behavioral health specialist in the HBI Network at www.hbinetwork.com/provider-network. There are more than 300 providers available in this network who have practices independent of the HBI group itself for Trust participants.

Concurrently, HBI has their own behavioral health facility and providers that participants can utilize if need be. This is a single group led by Dr. Abi-Karam, housing a multi-disciplinary and multi-cultural clinical team under one roof in Las Vegas. Participants may choose to see a provider through the HBI group, as opposed to another provider within the HBI network, and may also call one of **HBI's Intake Specialists at 1(800) 441-4483** to be matched to an appropriate provider based on their geographic preference and preliminary clinical information.

ACT (Add, Change, Term) and Credentialing Forms

Please use the updated ACT and credentialing forms found on the Trust website when adding or removing providers, as well as changing your practice's demographics. Old Trust forms will not be accepted by the network team, and your staff will be responsible for resubmitting this paperwork. To save additional work for you and your staff, please utilize only the forms available on the Trust website at www.teachershealthtrust.org/providers/forms.

ECHO Electronic Claims Payment FAQs

Following TRISTAR's switch to ECHO for electronic claims payment at the end of February, many providers contacted us to ask for more details. Here are some of the most common concerns and questions answered:

1. Is ECHO now processing my claims?

No. The new payment solution is fed from TRISTAR's claims administration system. TRISTAR will continue to be the Trust's TPA and process claims as they do now for the Trust. You may receive payment via QuicRemit (VCard), EFT through TRISTAR, EFT through ECHO, or printed checks as before. An improved EPP (explanation of provider payments) will accompany each payment.

2. How does ECHO's payment work?

Instead of issuing paper checks and mailing them out, provider claims payments can be paid electronically via ACH (Automated Clearing House) transfers through ECHO, as long as ECHO has your banking information on file. If you are not signed up with ECHO, you will receive a QuicRemit VCard payment unless you choose another option (see question 6 below).

3. I received a QuicRemit fax with a Virtual Card Payment (VCard). What is this and how does it work?

For providers that ECHO did not have banking information on file, payments were sent electronically through a VCard payment. In order to process this payment, you will need to follow the instructions that accompany the VCard fax. Simply input the 16-digit VCard number into your merchant terminal, along with any required additional information sent with the card, and the payment can easily be processed as a one-time payment or itemized. Normal credit card fees will apply based on your negotiated rates with your merchant. The improved EPP will also be included with the VCard fax.

4. I contacted ECHO directly to sign up for EFT as I was told, and they are still trying to charge me a fee.

Per our last Apple Bytes communication, there was a portion of misinformation that was not corrected in time. The free EFT option is available only to Trust providers through their relationship with TRISTAR. If you contact ECHO directly, they will not offer you this option. In order to sign up for EFT free of charge, the EFT enrollment form must be submitted directly through TRISTAR by emailing Linda.Naif@tristargroup.net, and NOT directly to ECHO as previously communicated.

5. I do not want the VCard payment option; what other options are available for me?

There are several options available should you wish to opt out of the VCard payment.

1. Auto-check. If you do not process the QuicRemit payment, a check will automatically be issued and mailed to you following the expiration of the VCard. There is no fee for this option. Expect a 7-10 day delay in receiving the check.
2. Paper Checks. You may request to receive paper checks free of charge by calling ECHO QuicRemit directly at (877) 705-1230. Please note, normal mail processing times apply. There is no additional fee for this method.
3. Electronic Funds Transfer (EFT) through TRISTAR. Providers may choose an EFT direct deposit option specific to Teachers Health Trust. You must fill out the EFT enrollment form located on the Trust website, under Provider Forms, and submit through TRISTAR by emailing Linda.Naif@tristargroup.net. This is offered free of charge for providers associated with TRISTAR Benefit Administrators. A majority of providers who prefer EFT select this option.
4. Electronic Funds Transfer (EFT) through ECHO. Providers may also choose an EFT direct deposit option directly through ECHO. This is not a free option (cost is approximately 1.99 percent); however, it is significantly less than normal credit card merchant transaction fees.

Quick Contacts:

Mailing Address - PO Box 96238 Las Vegas, NV 89193-6238 | P: (702) 866-6160 | F: (702) 794-2093

Provider Relations - P: (702) 728-5880 | F: (702) 522-1357 | E: networkrelations@wellhealthqc.com

Authorizations - P: (702) 832-4658 or (844) 586-2244 | F: (702) 847-7690 or (562) 506-0304 | E: thtpreauth@tristargroup.net

Credentialing - P: (702) 304-5758 | E: credentialing@wellhealthqc.com

Teachers Health Trust Member Eligibility Verification - P: (702) 866-6160

WellHealth CMO - Keith Boman MD, FACC- P: (702) 205-7752 | E: cmo@wellhealthqc.com

Claims Submission - The Teachers Health Trust Payor ID # is 88019.

For all Paper Claims Submission, mail all paper HCFA, UB92, Superbills, and Dental Claims forms to Teachers Health Trust at P.O. Box 96238, Las Vegas, Nevada 89193-6238. For all Electronic Claims Submission, please contact your current software vendor.

If you do not currently submit claims electronically but would like to, the following *Medical Services Organizations* may be able to assist you: *HCRnet* - P: (702) 735-5525 | hcrnet.com

Emdeon Customer Solutions - P: (877) 363-3666 | emdeon.com

