



Teachers Health Trust Performance Plus Plan Updates

Contact Changes

You may have received several communications in the past couple of weeks advising you of phone numbers that have changed. Please take a moment to verify that you have updated your records with the following information.

Please note, you should still be faxing your prior authorization requests.

- **Credentialing:**
P: (702) 304-5758 or (702) 304-5759
E: credentialing@wellhealthqc.com
- **Medical Network Contracting:**
P: (702) 304-5780
E: networkrelations@wellhealthqc.com
- **Prior Authorizations *Administered by TRISTAR:**
P: (702) 216-8623
F: (702) 216-8700
E: thtpreauth@tristargroup.net
- **Provider Advocates:**
P: (702) 304-5788
E: networkrelations@wellhealthqc.com

Important par8o update

Our teams have been reaching out to specialist offices to schedule training and to ensure everyone on the Trust panel is trained and able to use par8o for receiving referrals online from primary care physicians. If your office has NOT been trained yet, please reach out by email to networkrelations@wellhealthqc.com.

Please note that par8o is currently unavailable to OB/GYN offices to send referrals. You will need to contact a Healthcare Advocate at **855-404-9355**.

Previously par8o referrals could be sent without an ICD-10 diagnosis code. Effective October 1, 2017, an ICD-10 code will be required BEFORE the referral can be sent.

Important reminder

If you have NOT signed up for the new provider portal, please take a moment to visit the Trust website at teachershealthtrust.org/providers/portal to begin the process. Once you have a login (may take up to 12 business days for processing), you will have access to view all claims associated with a single TIN and view benefit information such as deductibles, accumulators, and out-of-pocket costs in real time, including Rx, claim status, EOBs and more. Please make sure to include the TIN and at least one security question. A Provider Advocate can assist you should you need more information.

Meet your Provider Advocate team



Autumn Emery
(702) 338-5137 (Direct Line)
aemery@wellhealthqc.com



Kimberly Doan
(702) 374-8043 (Direct Line)
kdoan@wellhealthqc.com



Jennifer Moy
(702) 721-0990 (Direct Line)
jmoy@wellhealthqc.com

Quick Contacts:

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

Authorizations - P: (702) 216-8623 | F: (702) 216-8700 | E: thtpreauth@tristargroup.net

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

Medical Network Contracting - (702) 304-5780 | E: networkrelations@wellhealthqc.com

Credentialing - P: (702) 304-5758 or (702) 304-5759 | E: credentialing@wellhealthqc.com

Healthcare Advocates - P: (855) 404-9355 | E: advocates@wellhealthqc.com

Provider Advocates - P: (702) 304-5788 | E: networkrelations@wellhealthqc.com

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

WellHealth CMO - Keith Boman MD, FACC- P: (702) 205-7752

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*