



Teachers Health Trust, Performance Plus Plan Updates



WellHealth Network Relations Team from Left to Right: Jennifer Moy, Tiffany Wright, Vanessa Garcia, Autumn Emery, Elba Gonzalez, and Pamela Dall.

Introducing WellHealth Network Relations:

During the next year, members of our team will be visiting office locations, in person, to touch base with you and put a face to the name. Should you need assistance in the meantime, please do not hesitate to call our team:

Vanessa Garcia, Network Relations Manager

Courtney Diggins, Network Services Administrator

Tiffany Wright, Provider Advocate (Data Coordinator)

Jennifer Moy, Provider Advocate (Teacher's Health Trust)

Autumn Emery, Provider Advocate (Claims & par80)

Pamela Dall, Provider Advocate (Cigna & Prominence)

Elba Gonzalez, Network Relations Administrative Assistant

Claims and Technology Update:

Critical operating functions have recently been integrated into the Trust which include a new advanced phone and claims management systems. In the past processing of claims was not up to potential, but since the installation of the new claims system over 150,000 claims were processed in the last month alone. You as providers have been amazingly patient throughout this process. With the implementation of the new system, we can now strive to reach our goal of processing clean claim submissions within 30 calendar days.

In addition to new claims and advanced phone systems, additional staff members were recently added. Average call times were reaching unacceptable wait times for participants and provider offices. This is no longer the case as most phone calls are now answered within sixty seconds. As we continue to implement new infrastructure for a stronger and confident Trust experience, we cannot thank you all enough for your patience.

Practice Managers Council: Food for Thought:

We want to thank all who attended the August 18th luncheon at TPC Summerlin. These meetings are primarily informative in nature; however, it does give the office manager and staff a chance to meet with WellHealth leadership and ask questions. Please save the date, November 17, 2016, for the next Food for Thought event. Space will be limited to just 35 attendees.

Quick Contacts:

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

A standard preauthorization form is available on the Trust websites for your convenience.

Credentialing- P: (702) 545 6108 | E: credentialing@wellhealthqc.com

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

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

