



Teachers Health Trust Performance Plus Plan Updates

Important Information

It has come to our attention that the last issue of Apple Bytes (Q1 2017 Edition) contained a misprint in respect to **Tina Phyfer's, APRN, Director of Population Health Management** phone number. Please note that her phone number is **(702) 794-0272 ext. 2760**. We apologize for any confusion this may have caused.

Patient-Center Medical Homes (PCMH) Guidelines for Primary Care Physicians (PCPs)

The Patient-Centered Medical Home is founded on the principle of recreating the bond between patients and their PCP. As part of the Performance Plus Plan, participants are required to select a PCP, which they can see for a \$0 copayment for all preventive care, a \$10 copayment for office visits beyond preventive care, and 20 percent coinsurance for all other services. Patients who see an out-of-network PCP are responsible for 100 percent of care costs until their deductible is met. Then, once the deductible has been met, the patient is responsible for a 20 percent coinsurance. Provider offices should verify participant PCP attribution prior to scheduling appointments in order to avoid high out-of-pocket costs for patients. PCP offices should adhere to the following guidelines.

- Trust participants shall be seen within 24 hours of a request, if needed, and have same-day appointments for acute situations.
- PCP offices must strive for patient wait times of no more than 30 minutes.
- PCP offices must participate in the par8o online referral system.

OB/GYN Providers and PCMH

As of January 1, 2017, female participants **are no longer required** to choose an OB/GYN as a secondary PCMH provider; however, OB/GYN office visits and services costs will remain the same as PCMH visits in 2016. This means that participants will no longer need to submit a provider change request for OB/GYN services, and can see any OB/GYN at the same benefit level as their PCP (see above for details). Additionally, OB/GYN providers will be able to send referrals through the par8o system on behalf of participants.

The par8o system: mandatory for 2017

As of January 1, 2017, the par8o system is now **mandatory** for all WellHealth network providers. All referrals should be sent via the par8o system by office staff and acknowledged within the par8o system by receiving specialist offices. In addition, primary ICD-10 diagnosis will be required. Referrals are tracked and monitored for response times and additional utilization data. If you or your office staff needs training on the par8o system, please contact Stacey Sarmiento at stacey@par8o.com, or Autumn Emery at aemery@wellhealthqc.com.

PCP Attributed (Assigned) Participants

Providers wishing to verify a participant's PCP selection can do so by either calling the Network Relations team at **(702) 304-5788**, or by looking up a participant in the par8o system. Participants are able to change their PCP provider only once per quarter, with the change becoming effective the first day of the following quarter. Immediate changes are only implemented under rare circumstances. For all normal change requests, please allow adequate time for the participant's PCP change to take effect prior to scheduling appointments. In the future the PCP will be able to obtain the complete list of those patients attributed to him directly through the par8o system.

Continued on next page

Here's To Health: Population Health Management

The WellHealth Team now has an active Population Health Management (PHM) program for Teachers Health Trust. Using patient data from groups of patients with similar diagnoses obtained across multiple health information technology resources and then placing that data into a single, actionable patient record allows providers to improve both clinical and financial outcomes. The program:

- Defines the population
- Identifies care gaps
- Stratifies risk
- Engages stakeholders
- Measures outcomes

Delivering on the vision of PHM requires a care management infrastructure, a cohesive delivery system, and a well-managed network.

WellHealth has implemented four Population Health Management programs:

- Control is the Goal (Diabetes Mellitus)
- Have a Heart (Hypertension, CHF and Hyperlipidemia)
- Breathe Easy (COPD, Asthma)
- My Best Pregnancy (High-Risk Pregnancy)

The program includes:

- General health and prevention reminders
- No copayment for specialist visits for enrolled members
- Disease-specific patient education/assistance with referrals
- Physician-led educational sessions
- Population health nurse follow-ups
- Annual patient self-health assessments

Enrollment - Use of par8o

To enroll a patient into any of the above programs through par8o simply:

- Identify Teachers Health Trust insurance
- Choose specialty - Population Health
- Select one of the four programs from the population health compass
- Send the referral
- Individual will be contacted by PHM team

Quick Contacts:

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

Authorizations - P: (702) 575-6100 ext. 2745 | E: thtpreauth@tristargroup.net

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

Contracting/Corporate Line - (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

Provider Relations - P: (702) 304-5780 | 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