



# Tidbits

## Teachers Health Trust, Performance Plus Plan Updates



### Claims Update:

The WellHealth Network Relations team and Provider Advocates understand your frustration over the growing backlog of claims. TRISTAR Benefits Administrators – the Trust's TPA – has completed the loading of over 2,000 provider Trust contracts into the new claims system and began processing the backlog of claims as of 7/25/16.

By the end of August 2016, the goal is for TRISTAR to process claims within 30 business days of a clean claim submission. We thank you for your patience as we advocate on your behalf to have these claims processed as quickly as possible in an effort to meet that benchmark.

### New Phone System Routing:

The Trust has launched a new phone system in partnership with TRISTAR, effective 7/25/16. Unfortunately, there were several challenges on the launch date, despite having tested the phone system for several days in advance. We appreciate your patience while the remaining issues are being resolved.

All medical network provider calls are now being forwarded appropriately to the WellHealth Network Relations Team. The new phone system will require providers to specify which type of provider they are and has options as follows:

1. Verify eligibility through the automated phone service
2. All medical network providers, including PCMH verification and claims status updates (for WellHealth network for medical providers only)
3. Facility and Hospitals
4. Dental
5. Vision

The Network Relations and Provider Advocate team will be able to assist you with any of the following:

- Verify a member's PCMH provider
- Verify a member's eligibility
- Check claims statuses / history for both MC400 and the new claims systems
- Network contracting / credentialing
- Group provider roster updates (adds, changes, terms)
- Directory listing issues / website issues
- Portal education and information

**Provider Resources for Benefits & Eligibility:**

The Trust officially launched its new website in mid-July. Providers and members have utilized the website as an instant resource for their most common questions, concerns, and issues. Due to extremely high call volume, both Member Services and the Network Relations Teams will no longer be able to quote member eligibility, benefits, co-pay, and/or deductible levels for providers, however, the Trust has provided several tools and resources for Providers and Members to access this information (see below).

Provider Portal - The Provider Portal is available through the Trust's website and is the primary way for Providers to:

- *Verify Member Eligibility*
- *See a Member's Deductibles that have been satisfied to date*
- *Check Claims statuses / history*

For more information regarding the Provider Portals, including how to create a new account, please reference the July 2016 Apple Bytes. If you do not have a copy, you can find the most recent provider communications on the Trust's website or email [networkrelations@wellhealthqc.com](mailto:networkrelations@wellhealthqc.com) for more info.

2016 Plan Document - Member benefits and co-pay information can be found in the latest Trust Plan Document (PD) available on the website. Please note this document is updated time to time. Pages 6-10 of the document contain the Trust's copayment and coinsurance overview, with further benefit levels described in great detail throughout the page document. You can easily search the index beginning on page 208 to search page numbers regarding specific benefit information.

Trust Website Resources - In addition, the Trust website also provides multiple supporting documents for providers, including the Advanced Control Formulary and a complete list of services requiring prior authorization. Members are also able to search for your practice by utilizing the provider search function available on the website. To update your practice's provider profiles, you are welcome to send hi-res images to the WellHealth Marketing team at [bbenton@wellhealthqc.com](mailto:bbenton@wellhealthqc.com)

**Food for Thought - Practice Manger Luncheon:**

The WellHealth Network Relations Team will be hosting their quarterly Food for Thought, at noon on August 18th, at TPC golf course in Summerlin. The goal of these meetings is to update and educate our Network Practices' Office Staff on common issues, current changes, and ongoing developments, as well as put a face to the names of those we work most closely with. We value each and every one of our Practice Managers, and want to give you the opportunity to partner with us on improving the network. Any and all office staff are welcome to attend. Please send your RSVP to [events@wellhealthqc.com](mailto:events@wellhealthqc.com) or text **(702) 409 2147** by August 15th if you wish to attend.

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**Quick Contacts:**

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

**Authorizations**- P: (702) 832 4658 or (844) 586 2244 | F: (702) 847 7690 or (562) 506 0304 | E: [authorizations@wellhealthqc.com](mailto:authorizations@wellhealthqc.com)

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

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

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

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