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## Teachers Health Trust Performance Plus Plan Updates

### WellHealth Welcomes Andrew Wells to the Team!

WellHealth is pleased to add Andrew Wells to our team as our Network Operations Manager. Andrew will be based on-site at the Teachers Health Trust and will be responsible for the management of daily operations between our network, the Trust and the third party administrator (TPA), TRISTAR. Andrew's lengthy experience in network management and claims operations allows him to manage the workflows between our various departments and, together with the TPA claims department, quickly investigate and resolve any issues our network providers are having. Please feel free to reach Andrew directly at [anwells@wellhealthqc.com](mailto:anwells@wellhealthqc.com) or **(702) 335-5525**.

### Claims Submission

Claims have become an issue as of late. When submitting claims, please try to always submit using the same format (i.e. paper or electronic) every time. This will expedite claims payments. If you have any questions, or need an in-service, please reach out to the Provider Advocate team at **(702) 304-5788**.

### Open Enrollment

Open enrollment is scheduled for this October. Although we strongly discourage closing your patient panel, if your practice is at maximum capacity and not open for additional Trust enrollees, please notify the Provider Advocate team as soon as possible. We expect a significant increase in volume for the 2017-18 year.

### par8o/Referrals

The par8o referral system has been implemented throughout the network. If you have any issues or concerns regarding this system, please call the Provider Advocate team at **(702) 304-5788**. All network providers are listed within par8o. Please do not refer any out-of-network providers as this leads to a significant financial penalty for the participant. If you cannot find a specific specialty in the par8o referral system, call the above referenced number for further information.

### Quest and Steinberg

This is a follow-up to previous communications. **Quest** is our exclusive lab contract, and **Steinberg Diagnostics** is our exclusive free-standing radiology clinic. Any services referred to other facilities without a prior authorization are considered out-of-network. X-ray services provided in your offices are allowed; however, the participant will be required to pay a 20 percent coinsurance. Pre-authorization may apply.

### TRISTAR Provider Portal

The improved provider portal is up and running. Please make sure you are utilizing this as much as possible. This feature is a wonderful tool for claims questions, EOBs and much more. If you need any help navigating through this tool, please contact the Provider Advocate team at **(702) 304-5788**.

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### 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: [tthpreauth@tristargroup.net](mailto:tthpreauth@tristargroup.net)

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

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

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

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

**Provider Advocates** - P: (702) 304-5788 | E: [networkrelations@wellhealthqc.com](mailto: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](http://hcrnet.com) **Emdeon Customer Solutions** - P: (877) 363-3666 | [emdeon.com](http://emdeon.com)