

## IMPORTANT MEMORANDUM

**TO:** ALL PROVIDERS FOR TEACHERS HEALTH TRUST / WELLHEALTH QUALITY CARE NETWORK

**FROM:** TEACHERS HEALTH TRUST / WELLHEALTH QUALITY CARE  
Keith G Boman MD, FACC  
Chief Medical Officer

**DATE:** March 1, 2016

**SUBJECT:** SIGNIFICANT PERFORMANCE PLUS PLAN CHANGES

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During the first quarter of 2016, the Teacher's Health Trust (The Trust) and its Performance Plus Health Plan have undergone a number of significant changes and improvements that affects patients and their providers. These changes are outlined below and take effect **April 1, 2016** unless otherwise stated. **Please read carefully and implement in your practice.** If you have questions or need further information, please utilize the THT website at [www.teachershealthtrust.org](http://www.teachershealthtrust.org).

- **PREAUTHORIZATION CHANGES AND ADDITIONS:** Additions to the 2016 Preauthorization list include endoscopy, hernia surgery, and cardiolyte SPECT nuclear studies. Cardiology procedures including SPECT, CT, and PET will require additional documentation. Physical/Occupational and Speech Therapy visits have changed to allow 20 visits per year. Preauthorization is now administered by WellHealth through TRISTAR, a third party administrator, at **702 832 4658 or 844 586 2244**. You may also email [authorizations@wellhealthqc.com](mailto:authorizations@wellhealthqc.com). Please note that regular turnaround time for pre authorization is 5 business days upon receipt of appropriate medical documentation.
- **RADIOLOGY PROCEDURE POLICY:** Steinberg Diagnostics is the exclusive *freestanding* facility for outpatient radiology. Physicians who have the ability to perform radiology studies in their office may do so as per their 2015 Trust contract. Preauthorization requirements will apply. Trust patients are required to pay a 20% co-insurance of the allowed amount which is NOT required at Steinberg Diagnostics except for a co-pay for CT, MRI, and PET scans (\$50, \$75, & \$200).
- **PCMH CONTRACT AMENDMENT:** Qualified PCMH providers MUST sign and return their agreement which summarizes payment and procedures and was mailed to you in February, 2016. **Failure to do so by March 31, 2016, will result in NO PAYMENT** being issued for the PMPM monthly fee for the first quarter of 2016. For questions you may email [vgarcia@wellhealthqc.com](mailto:vgarcia@wellhealthqc.com) or call Tiffany Wright, your provider advocate, at 702-866-6162 or 702-682-8893.
- **PCMH PROVIDER CHANGES:** A teacher may change their designated qualified PCMH provider each quarter. A request made in the second quarter will take effect in the following third quarter and will reflect in the PMPM payment to the provider for that quarter. The form is available on The Trust website. The most frequent reason for change in provider is poor access. Providers who consistently have poor access may be dropped from the qualified PCMH list of providers.
- **REFERRAL POLICY & par8o DEADLINES:** Training for par8o continues in March at an accelerated pace for PCMH providers. The entire system will be linked to the TRISTAR TPA and functional for The Trust on April 1, 2016. Subsequently, all referrals should be sent via the par8o system by the PCMH provider or a WellHealth Patient Advocate available at **855 404 9355** for previous established physician relationships. **The month of April will be transitional and economic penalties for Trust patients for no referral will begin May 1, 2016.** Referrals are for one year duration. For questions regarding par8o call Jared Salls at 702 241 7887 or email [jsalls@wellhealthqc.com](mailto:jsalls@wellhealthqc.com)
- **TEACHERS HEALTH TRUST – STAFFING, SYSTEMS, & CLAIMS:** The introduction of new advanced technology for processing claims, integration of TRISTAR, and significant Trust staff turnover have led to increased response times for eligibility, benefits, and pre-authorizations. WellHealth Quality Care and The Trust are working tirelessly to resolve this issue - please be patient with us during this transition to an improved and more efficient Teachers Health Trust.
- **SUMMARY PLAN DOCUMENT:** The complete 2016 THT Plan Design is available online and outlines in detail the policies and procedures for delivering the Performance Plus Plan, including the Trust's claims appeals processes. For more information visit [www.teachershealthtrust.org](http://www.teachershealthtrust.org).