



August 8, 2016

RE: IMPORTANT UPDATE ON TEACHERS HEALTH TRUST CLAIMS PROCESSING

Dear Teachers Health Trust Provider,

We are writing to update you on some significant changes at the Teachers Health Trust. As you may be aware, the Trust has outsourced some key operating functions to WellHealth Quality Care (WellHealth) and TRISTAR Benefit Administrators (TBA). Recent changes that came from this outsourcing include the installation of a new integrated phone and claims management system that has been in use with TBA throughout the Country for over a decade. While the process has been lengthy and at times challenging, we are now seeing the positive results of these changes.

Over the last two weeks, the new claims system processed over 20,000 claims, compared to 5,000 claims over the prior two weeks on the old system. We have verified that physician offices have begun receiving these checks and in some cases, a flood of checks.

The Trust's goal is to process claims within 30 business days of clean claim submission by the end of August. Our progress is being monitored daily, and we're confident that we will meet, if not exceed our goal.

During the past month, the Trust, WellHealth and TBA have increased staffing to better serve Members, Providers and other Stakeholders. Average call wait time has dropped from over twenty minutes to under sixty seconds. The Trust also launched a **NEW WEB PORTAL** which has provided more direct and immediate access to the people and information that you need.

The Provider Relations team is able to assist you with the following:

- Verify participant PCMH provider selection
- Website Portal Education & Information
- Verify participant eligibility (Through use of website portal)
- Check claims status / History
- Network Contracting / Credentialing
- Provider Roster Updates (Adds, Changes, Terms)
- Directory Listing / Website Issues

Trust members and you as providers have been amazingly patient throughout this process. The Trust Board and management, WellHealth and TRISTAR appreciate this and are committed to provide you with a better partner experience in the very near future.

Steven Keltie, President
WellHealth Quality Care

Tom Veale, President
TRISTAR Benefit Administrators