



TO: PROVIDERS & STAFF - TEACHERS HEALTH TRUST Performance Plus Plan.

FROM: WELLHEALTH QUALITY CARE – Provider Advocacy Department
Keith G Boman MD, FACC – Chief Medical Officer

DATE: July 5, 2016

SUBJECT: IMPORTANT NEW DEVELOPMENTS FOR PROVIDERS!!!

Over the last several months Teachers Health Trust has made several great strides in refining all aspects of operations. A few areas of significant improvement include increasing the efficiency of their call center in order to reduce call wait times, improving departmental communications and procedures, and partnering with alternate organizations to improve operations and bolster staffing.

Here are some of important improvements that you can expect to see over the coming weeks:

- **New claims system** is now fully operational and additional personnel have been added to the claims department. You can expect to see considerable improvement in claims processing and turnaround times for the payment of claims. Goal is less than 30 day turnaround.
- **New and enhanced provider portal** is also now fully operational for the majority of claims submitted on or after April 1, 2016. Providers will be able to log in to the portal once they create a new account and retrieve answers in a matter of minutes rather than call Teachers Health Trust for answers. **This portal should be utilized as your primary resource for info on (1) Claims status and Details, as well as (2) member eligibility, demographics, effective date, and term date (if applicable).** More information will be included in the upcoming Apple TidBits. For assistance with this portal please contact the Network Relations department.
- **New phone system** at Teachers Health Trust will allow for much higher call volume and shorter wait times. Provider calls will now be handled by the WellHealth Network Relations Team. Phone system is expected to be active in July.
- **New Teachers Health Trust Website** will debut during July! Fully redesigned and updated bi-weekly, the site will provide easy access to essential information and administrative forms for providers and members alike.
- **New Retro Referral Policies** allow for members to be seen in your office on an urgent basis or as a follow up to an Emergency Room/Urgent Care Visit. Please call WellHealth Member Advocates at (855) 404-9355 to obtain.

As your Network Managers, we thank you for your patience and partnership as we work through your common concerns. Along with the leadership of the Teachers Health Trust, we continue to look for ways to improve the operations of this health plan and, as always, we welcome your input and feedback.

For any questions or concerns, here is some quick contact information:

Network Relations – P: 702 728 5880 / F: 702 522 1357 / E: networkrelations@wellhealthqc.com
Prior Authorizations – P: 702 832 4658 / F: 702 847 7690 / E: authorizations@wellhealthqc.com
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