

Important 2026 Contact Information

HealthTeam Advantage Hours of Operation	October 1 – March 31, 8AM - 8PM EST, 7 days a week; April 1 – September 30, 8AM - 8PM EST, Monday - Friday		
Phone for PPO and HMO	888-965-1965 (TTY 711)		
Fax	800-820-0774		
Website	www.htanc.com		
Address	HealthTeam Advantage 300 E. Wendover Ave., Ste. 121 Greensboro, NC 27401		
Utilization Management			
Phone	844-806-8217 option 3 (Monday to Friday 8AM – 5PM)		
After Hours Phone	336-207-2095		
Fax	844-873-3163		
Provider Portal	https://acuityconnect.conehealth.com		
Care Management			
Phone	844-806-8217 option 6 (Monday to Friday 8AM – 5PM)		
After Hours Phone	877-229-8614 (24-hour nurse line)		
Fax	844-873-3163		
Email	caremanagement@htanc.com		
Provider Benefits & Eligibility Verification			
Phone	844-806-8217 option 1		
Provider Portal	https://htaprd-provider.nirvanahealth.com		
Payer ID	88250		
Email	providerbenefitseligibility@htanc.com		
Provider Concierge			
Phone	844-806-8217 option 5		
Email	providerconcierge@htanc.com		
Claims			
Phone	844-806-8217 option 2		
Payer ID	88250		
Provider Portal	https://htaprd-provider.nirvanahealth.com		
Mailing Address	HealthTeam Advantage Claims Department PO Box 1264 Westborough, MA 01581		
Email	htaclaims@htanc.com		
Zelis			
Phone (Enrollment)	855-496-1571		
Phone (Support)	844-292-4066		
Pharmacy Services (Nirvana/RxAdvance)			
Phone (Pharmacy Help Desk)	PPO/Cardinal: 800-237-1992 (TTY 711) HMO: 800-459-0984 (TTY 711)		
Phone (Coverage Determinations/Appeals)	PPO/Cardinal: 800-237-1992 (TTY 711) HMO: 800-459-0984 (TTY 711)		
Fax (Coverage Determinations/Appeals)	Part D Coverage Determinations: 866-871-8565		
	Part D Appeals: 866-836-8043		
Cover My Meds	www.covermymeds.com		
Website (Formulary and Medication lookup):	https://healthteamadvantage.com/2025-pharmacy-and-prescription-drugs/		
Routine Supplemental Benefit Providers			
Phone	Dental: Dominion	Vision: VSP	Hearing: TruHearing
	833-208-3848	800-615-1883	866-202-2271
Compliance, Ethics, Fraud Waste and Abuse (FWA)			
Phone	855-741-4518		
Website	www.hta.ethicspoint.com		
Medicare (CMS) Contact Information			
Phone	800-MEDICARE or 800-633-4227 (TTY 877-486-2048)		
Website	www.medicare.gov		