



Important Contact Information

Please note those marked with a * have been updated and will be effective as of July 1, 2018

HealthTeam Advantage Hours of Operation		October 1 – February 14, 8AM - 8PM EST, 7 days a week; February 15 – September 30, 8AM - 8PM EST, Monday - Friday
Phone	888-965-1965 (TTY 711)	
Website	www.healthteamadvantage.com	
Address	HealthTeam Advantage Insurance Company, Inc. 7800 McCloud Rd, Suite 100 Greensboro, NC 27409	
Utilization Management		
Phone	844-873-2905 (Monday to Friday 8AM – 5PM)	
After Hours Phone	336-604-1589	
Fax	844-873-3163	
Acuity Connect Portal	https://acuityconnect.conehealth.com/production	
Care Management		
Phone	844-873-9947 (Monday to Friday 8:30AM – 5PM)	
After Hours Phone	877-229-8614 (24-hour nurse line)	
Fax	844-873-9948	
Provider Benefits & Eligibility Verification *		
Phone	844-806-8217 option 1	
Provider Portal	https://htaprovider.prod.healthaxis.net	
Payer ID	88250	
Email	providerbenefitseligibility@healthteamadvantage.com	
Provider Concierge		
Phone	336-554-8752	
Email Provider Concierge	providerconcierge@healthteamadvantage.com	
Claims *	For claims DOS 7/1/18 and forward *	For claims DOS 6/30/18 and older
Phone	844-806-8217 option 3	844-806-8217 option 2
Payer ID	88250	37228
Provider Portal	https://htaprovider.prod.healthaxis.net	https://claims.silverbacktpa.com/claims/#/login
Mailing Address	HealthTeam Advantage Claims Department PO Box 25098 Tampa, FL 33622	HealthTeam Advantage Claims Department PO Box 164579 Fort Worth, TX 76161
Email	htaclaims@healthteamadvantage.com	providerclaims@healthteamadvantage.com
Pharmacy Services (EnvisionRx Options)		
Phone (General Customer Service)	800-361-4542	
Phone (Coverage Determinations/Appeals)	844-846-8003 (TTY 711)	
Fax (Coverage Determinations/Appeals)	877-503-7231	
PromptPA	https://envision.promptpa.com/	
Website	https://www.envisionrx.com/PrescribersAndProviders/Prescribers	
Dental, Vision, Hearing Services (Avesis)		
Phone	855-214-6777	
Website	www.avesis.com	
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	