

Important 2020 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	PPO: 888-965-1965 (TTY 711) HMO: 833-324-3242 (TTY 711)
Fax	800-820-0774
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 for PPO and HMO	PPO: 88250 HMO: 88350
Email	providerbenefitseligibility@healthteamadvantage.com
Provider Concierge	
Phone	855-218-3334
Email	providerconcierge@healthteamadvantage.com
Claims	
Phone	844-806-8217 option 2
Payer ID for PPO and HMO	PPO: 88250 HMO: 88350
Provider Portal	https://htaprovider.prod.healthaxis.net
Mailing Address	HealthTeam Advantage Claims Department PO Box 94270 Lubbock, TX 79493
Email	htaclaims@healthteamadvantage.com
RedCard	
Phone	844-292-4066
Website	https://enroll.ach835.com
Email	support@ach835.com
Pharmacy Services (Elixir)	
Phone (Pharmacy Help Desk)	PPO: 844-846-8003 (TTY 711) HMO: 833-684-7256 (TTY 711)
Phone (Coverage Determinations/Appeals)	PPO: 844-846-8003 (TTY 711) HMO: 833-684-7256 (TTY 711)
Fax (Coverage Determinations/Appeals)	877-503-7231
PromptPA	https://elixir.promptpa.com/
Website (Formulary and Medication lookup):	https://healthteamadvantage.com/our-plans-2020/pharmacy-information-2020/
Supplemental Benefit Providers	
Phone	Dental: Argus Vision: Coherent Hearing: TruHearing
	855-462-5927 866-340-7400 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