

## Important 2020 Contact Information

<b>HealthTeam Advantage Hours of Operation</b>	October 1 – March 31, 8AM - 8PM EST, 7 days a week; April 1 – September 30, 8AM - 8PM EST, Monday - Friday
<b>Phone for PPO and HMO</b>	<b>PPO:</b> 888-965-1965 (TTY 711) <b>HMO:</b> 833-324-3242 (TTY 711)
Fax	800-820-0774
Website	<a href="http://www.healthteamadvantage.com">www.healthteamadvantage.com</a>
Address	HealthTeam Advantage Insurance Company, Inc. 7800 McCloud Rd, Suite 100 Greensboro, NC 27409
<b>Utilization Management</b>	
<b>Phone</b>	<b>844-873-2905 (Monday to Friday 8AM – 5PM)</b>
After Hours Phone	336-604-1589
Fax	844-873-3163
Acuity Connect Portal	<a href="https://acuityconnect.conehealth.com/production">https://acuityconnect.conehealth.com/production</a>
<b>Care Management</b>	
<b>Phone</b>	<b>844-873-9947 (Monday to Friday 8:30AM – 5PM)</b>
After Hours Phone	877-229-8614 (24-hour nurse line)
Fax	844-873-9948
<b>Provider Benefits &amp; Eligibility Verification</b>	
<b>Phone</b>	<b>844-806-8217 option 1</b>
Provider Portal	<a href="https://htaprovider.prod.healthaxis.net">https://htaprovider.prod.healthaxis.net</a>
Payer ID for PPO and HMO	<b>PPO:</b> 88250 <b>HMO:</b> 88350
Email	<a href="mailto:providerbenefiteligibility@healthteamadvantage.com">providerbenefiteligibility@healthteamadvantage.com</a>
<b>Provider Concierge</b>	
<b>Phone</b>	<b>855-218-3334</b>
Email	<a href="mailto:providerconcierge@healthteamadvantage.com">providerconcierge@healthteamadvantage.com</a>
<b>Claims</b>	
<b>Phone</b>	<b>844-806-8217 option 2</b>
Payer ID for PPO and HMO	<b>PPO:</b> 88250 <b>HMO:</b> 88350
Provider Portal	<a href="https://htaprovider.prod.healthaxis.net">https://htaprovider.prod.healthaxis.net</a>
Mailing Address	HealthTeam Advantage Claims Department PO Box 94270 Lubbock, TX 79493
Email	<a href="mailto:htaclaims@healthteamadvantage.com">htaclaims@healthteamadvantage.com</a>
<b>RedCard</b>	
<b>Phone</b>	<b>844-292-4066</b>
Website	<a href="https://enroll.ach835.com">https://enroll.ach835.com</a>
Email	<a href="mailto:support@ach835.com">support@ach835.com</a>
<b>Pharmacy Services (EnvisionRx Options)</b>	
<b>Phone (Pharmacy Help Desk)</b>	<b>PPO:</b> 844-846-8003 (TTY 711) <b>HMO:</b> 833-684-7256 (TTY 711)
Phone (Coverage Determinations/Appeals)	<b>PPO:</b> 844-846-8003 (TTY 711) <b>HMO:</b> 833-684-7256 (TTY 711)
Fax (Coverage Determinations/Appeals)	877-503-7231
PromptPA	<a href="https://envision.promptpa.com/">https://envision.promptpa.com/</a>
Website	<a href="https://www.envisionrx.com/PrescribersAndProviders/Prescribers">https://www.envisionrx.com/PrescribersAndProviders/Prescribers</a>
<b>Supplemental Benefit Providers</b>	
	<b>Dental: Argus                      Vision: Coherent                      Hearing: TruHearing</b>
<b>Phone</b>	<b>855-462-5927                      866-340-7400                      866-202-2271</b>
<b>Compliance, Ethics, Fraud Waste and Abuse (FWA)</b>	
<b>Phone</b>	<b>855-741-4518</b>
Website	<a href="http://www.hta.ethicspoint.com">www.hta.ethicspoint.com</a>
<b>Medicare (CMS) Contact Information</b>	
<b>Phone</b>	<b>800-MEDICARE or 800-633-4227 (TTY 877-486-2048)</b>
Website	<a href="http://www.medicare.gov">www.medicare.gov</a>