

Important 2021 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://elixirsolutions.promptpa.com/		
Website (Formulary and Medication lookup):	https://healthteamadvantage.com/prescription-drugs/2021-pharmacy-information/		
Supplemental Benefit Providers			
Phone	Dental: Delta Dental	Vision: VSP	Hearing: TruHearing
	855-253-4721	800-877-7195	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		