



# PROVIDER CONNECTIONS

A Monthly Newsletter for HealthTeam Advantage Providers

## Friendly Reminder and Helpful Tips

**Electronic Claims Submission**—HealthTeam Advantage uses SSIClaimsNet to provide claims clearinghouse services for electronic claims submission and real-time eligibility. Providers should submit claims electronically whenever possible.

- Payer Identification (I.D.) number for HTA **PPO** members (I.D. numbers begin with T): **88250**
- Payer Identification (I.D.) number for HTA **HMO CSNP** members (I.D. numbers begin with C): **88350**

**Claims Mailing Address**—Please share with your entire organization and ensure that your systems are updated to reflect the correct claim mailing address. Use this address for all claim submissions, corrected claims, and claim disputes for all HTA plans.

**HealthTeam Advantage**

**P.O. Box 94270**

**Lubbock, TX 79493**

**Claim Refund Payments**—Please share within your entire organization and ensure that your systems are updated to reflect the correct refund payment mailing address.

**HealthTeam Advantage**

**7800 McCloud Road, Suite 100**

**Greensboro, NC 27409**

**Timely Filing**—Please note the filing limits:

- **Initial Claims**—180 calendar days from the date of service to submit.
- **Secondary Payer**—180 days from the date of the primary carrier's Explanation of Benefit (EOB) decision to file.
- **Corrected Claims**—180 calendar days from the date of service to submit a corrected claim.
- **Claim Dispute**—120 days from the date of the original Explanation of Payment (EOP) to submit.
- Find this and lots of other important, useful information in our [2021 Provider Manual](#).

**Provider Portal**—Visit the [HTA Provider Portal](#) to access valuable information regarding eligibility, benefits, and claims status and to register if your practice hasn't done so already. You'll find all of this on the portal:

- Member eligibility
  - Member benefits
  - Copay/Cost-Shares
  - Coverage History
  - Coordination of Benefits
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- PCP History
  - Claim Status
  - Claim submission
  - EOPs
  - Check

Refer to the [HAX For Provider Portal User Guide](#) for help registering and using the portal.

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## Upcoming Virtual Roundtable

Below is the tentative schedule for our remaining 2021 virtual roundtables. The schedule and topics are subject to change; additional information will be sent before the event. RSVPs are required. If you have questions or wish to RSVP, please email [providerconciierge@healthteamadvantage.com](mailto:providerconciierge@healthteamadvantage.com).

Roundtables are held from 2:00-3:00 p.m.

- September 23—Quality/Stars
- October 21—Durable Medical Equipment
- November 18—Skilled Nursing Facilities
- December 16—HealthTeam Advantage 2022 Updates

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## A New Connection for Risk Adjustment Coding

We're excited to offer another HTA resource to provider offices specifically for Risk Adjustment Coding. If you have questions, comments, or suggestions about Hierarchical Condition Categories (HCC) coding, email the Risk Adjustment Department at [RiskAdjustment@healthteamadvantage.com](mailto:RiskAdjustment@healthteamadvantage.com).

To help us better serve you and meet your needs, we have [five quick questions](#) we'd like to ask. We appreciate your taking the time to complete them. We look forward to working with you!

Remember, the new email resource does not take the place of the Provider Concierge or Healthcare Concierge departments.

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## Statins, Their Importance and You

By Dr. Beth Hodges

[Learn More](#)

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**Need Assistance?**

**Contact Your Dedicated Provider Concierge:**

**Phone: [855-218-3334](tel:855-218-3334)**

**Email: [providerconcierge@healthteamadvantage.com](mailto:providerconcierge@healthteamadvantage.com)**

Have a compliance concern or suspect fraud, waste, or abuse?

Contact the Compliance Helpline (anonymously if you wish) at:

1-855-741-4518 or [www.hta.ethicspoint.com](http://www.hta.ethicspoint.com)



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HealthTeam Advantage, 7800 McCloud Road, Suite 100, Greensboro, NC 27409, USA, (877) 905-9216

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