



PROVIDER CONNECTIONS

A Monthly Newsletter for HealthTeam Advantage Providers

HealthTeam Advantage will be closed the week of Christmas, December 20 through December 24. We will reopen on Monday, December 27 at 8 AM.



December Virtual Roundtable: Upcoming 2022 Plan and Benefit Changes

Join us **Wednesday, December 29**, from **2-3:00 p.m.** for our next Virtual Roundtable: **Upcoming 2022 Plan Changes**.

You'll learn more about the 2022 benefit changes, prior authorization list changes, Utilization Management transition, and where to find all 2022 plan documents. Also, we will discuss the 2022 Model of Care training timeline and the importance of completing the training annually.

Please RSVP to providerconciierge@healthteamadvantage.com and include:

- Name
- Practice/Facility
- Email Address
- Job Title

When your RSVP has been received, you'll get a calendar invitation with a link to the virtual meeting.

Friendly Reminders and Helpful Tips For 2022

Split Billing Required For Two Calendar Years

When treating a member and billing for services that span two calendar years, you **MUST** split the billing into two separate claims. By ensuring that only one calendar year is billed on a claim, we can assign the correct benefit and member financial responsibility to each claim. We apologize for any inconvenience, but this is a system requirement for HealthTeam Advantage and Teal Premier.

2022 Prior Authorization List is now available

Visit the "2022 Tools" section of our [website](#).

2022 Provider Manual and Plan Contact List are now available.

Visit the "2022 Tools" section of our [website](#).

Provider Refund Mailing Address:

HealthTeam Advantage
Attn: Provider Refunds
7800 McCloud Rd. Ste 100
Greensboro, NC 27409

Looking for a faster way to check claim status or verify B&E? Don't pick up the phone - you can save valuable time by using the Provider Portal 24 hours a day, 7 days a week!

HealthTeam Advantage has a provider portal to access valuable information regarding eligibility/benefits and claims status. Your practices can register at <https://htaprovider.prod.healthaxis.net/login>. If your practice already has an account for the provider portal, just log in and check it out! Now your practices will have all this great information right at your fingertips. Including:

- Member eligibility
- Member benefits
- Copay/cost-shares
- Coverage history
- Coordination of benefits

- Claim status
- Claim submission
- EOP's
- Checks

View the following link to the Provider Portal User Guide to assist your practice with registering and using the portal: [HAX For Provider Portal User Guide](#)

The Coding Tip Corner

Looking ahead to the new year, the Risk Adjustment team is happy to announce a new segment in Provider Connections. Email coding questions to: RiskAdjustment@healthteamadvantage.com. Even though we cannot send you a specific diagnosis code, we can direct you to the appropriate path. One of our other goals of this new segment is to keep you updated on changes as well as common coding errors.

[Read More](#)



CAHPS Scores and How They Affect YOU

For 2022, CMS is basing 60% of quality scores on Patient Satisfaction! How does this work? CMS will send out surveys to Medicare recipients asking about their satisfaction with healthcare experiences.

[Read More](#)

Need Assistance?

Contact Your Dedicated Provider Concierge:

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

Email: 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



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