

PROVIDER CONNECTIONS

healthteam
advantage

A Monthly Newsletter for HealthTeam Advantage Providers

Please note: HealthTeam Advantage will be closed Thanksgiving week (Monday, November 21 through Friday, November 25).



Join Us for a Virtual Roundtable

Learn about some exciting changes coming to HealthTeam Advantage next year – including a NEW TPA!

Your Provider Services team will be hosting monthly Virtual Roundtables to share the exciting changes coming in 2023. These changes include:

- Our new third-party administrator!
- Claims submission changes
- EFT changes
- New Provider Portal
- Prior authorization lists
- Refund process
- and more!

Please join us on one of the following dates/times:

Wednesday, November 16, 11 am-11:45 am

Wednesday, December 14, 10 am-10:45 am

An RSVP is required to attend these sessions.

To RSVP, please email providerconciierge@htanc.com with the following information:

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

Once we receive your RSVP, a calendar invitation will be sent to you with the meeting link. We look forward to speaking with you soon!

Redcard ACH Sunsetting:

We are excited to announce a new electronic payment process using Zelis Payments. The Zelis Network is replacing RedCard as the electronic payment vendor for HealthTeam Advantage (HTA) effective January 1, 2023. This alliance will help you streamline operations by accelerating and adding efficiency to receiving your claim payments from HTA.

If you are currently enrolled and getting payment electronically:

Your HTA payments will continue to be delivered through RedCard, with the transition to Zelis occurring on January 1, 2023. After this transition, your HTA payments will be delivered in accordance with your Zelis Network enrollment.

If you are currently NOT enrolled and are getting paper checks:

The Zelis Network is replacing RedCard as the electronic payment vendor for HTA effective January 1, 2023. After this transition, your HTA payments will be delivered via check unless action is taken (as detailed below).

If you wish to enroll on the Zelis Network, you may contact a Provider Enrollment Advisor by calling 855-496-1571.

If you take no action, payment will be issued via paper check.

If you have general questions or concerns related to the transition of electronic payments, contact Zelis Provider Services at 844-292-4066.

We hope you are as excited about improving the claims payment process as we are!

The Coding Tip Corner

A few reminders this month

As the winter months approach, people spend more time indoors — often isolated from activities, family, and friends — and depression tends to trend upward. Effective October 1, 2022, there is a new code for Depression, unspecified (F32.A).

[Learn More](#)

Test Your Knowledge



Click the link below to take this month's quiz!

[November Provider Newsletter Quiz](#)

Is there a topic you'd like to know more about? Just send us an email at riskadjustment@htanc.com.

Answers to the October Quiz:

1. C
2. D
3. B
4. A
5. B

Miss a past edition of the Provider Connection?

For your convenience, past issues of the Provider Connection newsletter are available on our [website](#). You can visit the **For Provider** section of our website, or bookmark the [direct link](#).

Need Assistance?

Contact Your Dedicated Provider Concierge:

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

Email: providerconciierge@htanc.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



© 2022 HealthTeam Advantage, all rights reserved. HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal.

This publication does not constitute professional medical advice. Although it is intended to be accurate, neither the publisher nor any other party assumes liability for loss or damage due to reliance on this material. If you have medical questions, consult your medical professional.

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

[Unsubscribe](#)