



Q4 2022 Virtual Roundtable: Exciting Changes Coming in 2023...Including a NEW TPA!

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

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

We hope you will join us at our FINAL Q4 Roundtable on Wednesday, December 14, from 10–10:45 am. **Please note: An RSVP is required to attend.**

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!

Important 2023 Plan Changes

As HealthTeam Advantage rushes into a new year, we are bringing exciting new changes! We are partnering with nirvanaHealth (nH), so here is some important information you will need — the new claims address, new processes, and much more, all effective January 1, 2023.

- **New Claims Address:** HealthTeam Advantage, P.O. Box 652, Southborough, MA 01772
- **Electronic Payer ID:** 88250 (For all plans: HMO and PPO)
- **Claim Payment and Overpayments:**
 - **New for 2023:** HealthTeam Advantage reserves the right to pursue additional overpayment recovery efforts if monies are not received. This means if no dispute is filed against the refund request, and the monies are not returned as requested, after 100 days, we will recoup/deduct the amount owed from future payments owed to you through claim activity.
 - **Overpayment Checks** should be made payable to HealthAdvantage and mailed to: Attn: Claim Overpayments, HealthTeam Advantage, P.O. Box 744676, Atlanta, GA 30374-4676
- **New Provider Portal** through nirvanaHealth's innovative platform, Aria.
 - This new Provider Portal will give providers the opportunity to view/review claims and submit and view Prior Authorizations.
 - If you have accessed the Health Axis Provider Portal in the last 30 days, you will receive an email invitation to register/enroll for the Provider Portal.
 - If you do not receive an email invitation for the new Provider Portal by the end of the year, please reach out to the Provider Concierge team for instructions on how to request to access.
- Electronic payer RedCard is sunsetting and we will be replaced with Zelis Payments, effective January 1, 2023, for all electronic payments. You must take action if you wish to continue receiving electronic payments.
- Our UM Prior Authorization platform, Acuity, will be replaced with nirvanaHealth's Provider Portal via Aria. Most authorizations can be submitted through Aria (Provider Portal) or via fax. Additional details of these changes, along with updates, can be found in the HTA Utilization Management Department Transition article below.

Many more new changes are on the way, and HealthTeam Advantage is committed to keeping you updated. This information will be discussed at our upcoming provider roundtable on December 14, 2022, and will also be available in the [For Providers](#) section of our website.

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 effective January 1, 2023. This alliance will help you streamline operations by accelerating and adding efficiency to receiving your claim payments from HealthTeam Advantage.

If you are currently enrolled and getting payment electronically:

Your HealthTeam Advantage payments will continue to be delivered through RedCard, with the transition to Zelis occurring on January 1, 2023. After this transition, your HealthTeam Advantage 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 HealthTeam Advantage effective January 1, 2023. **After this transition, your HealthTeam Advantage payments will be delivered via check unless action is taken** (detailed below).

If you wish to enroll on the Zelis Network, 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!

Reminder of Required Training Due: Annual Model of Care Training for CSNP Providers

The Center for Medicare and Medicaid Services (CMS) requires that all providers seeing beneficiaries enrolled in a Chronic Special Needs Plan (CSNP), such as our Diabetes and Heart Care Plan, participate annually in Model of Care (MOC) Training.

We need all administrators to support us by ensuring all providers have completed the annual Model of Care training requirement.

HealthTeam Advantage is committed to making this training available to you and your providers on a variety of modes, and in-person when feasible.

All providers can visit our [website](#) to access the training and choose one of the following formats:

1. Read the MOC Training Slides via PowerPoint and complete the attestation form* at the end.
2. Read the MOC Training document via PDF and complete the attestation form* at the end.
3. Watch the 2022 MOC Training Video and complete the attestation form* at the end.

***Please note that completing the training in full is required. An attestation form must be completed, signed, and submitted by the individual provider to obtain credit for the training.**

If you have any questions about the status of your training and attestation requirements, you may email providerconciierge@htanc.com or call 1-855-218-3334.

The Coding Tip Corner

As we come to the end of 2022, we look forward to 2023! The hardest part is already being done — the patient is being seen. It is just a matter of taking the next step and documenting all findings/changes during the visit.

[Learn More](#)

Last but not least...

Here's a present for the holidays — a quiz-free newsletter this month! 😊

Happy holidays! Now that you have reviewed the top missed chronic conditions, please take a few minutes as the year ends to see if there are any that can yet be captured, or perhaps a few with inaccurate codes that can be revised for the new year. (Hint, hint: An old CVA still being coded as a I63.9 that has no residual noted!)

Let's make this section of the newsletter more interactive in the new year! Please feel free to reach out thru the link below with:

- Coding questions
- Information on a specific topic or condition

[Risk Adjustment Team](#)

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

