



Happy New Year!

We hope that your 2023 is off to a fantastic start!

As a reminder, HealthTeam Advantage experienced many changes starting January 1. Please be sure you're not only familiar with these changes but have also implemented them into your processes.

For a quick highlight of the changes, please see the article below: **Important 2023 Changes**. Here's to a fantastic year!

New Year, New Provider Portal

As you already know, HealthTeam Advantage has a new Provider Portal available via the innovative platform Aria, through our new operational partner, nirvanaHealth (nH).

By now, all providers, administrators, and/or office staff who accessed our previous portal, Health Axis, should have received an invitation to access your new portal account. (If you did not receive this email from nirvanaHealth, please follow the instructions at the end of this article.)

The portal provides *numerous* opportunities for you and your staff to obtain information without having to call to check claims statuses, benefits, eligibility, etc. Here are the types of information you can access via the new portal 24/7:

- Claims filed on and after 1/1/2023 with details such as:
 - Process status
 - Paid status—including the ability to download an EOP within 2 business days of a check run
- Provider demographic information
 - View all providers linked to the TIN(s) in your account
- All usernames and emails also linked to your group's TIN(s)
 - The assigned administrator of a TIN can also create/administer new user accounts under the following roles:
 - Claims User (access to view claims and Prior Auth requests for assigned TIN)
 - PA User (access to create Prior Auth requests on behalf of the assigned TIN—upcoming feature)
 - Prior Authorization information as it's moved from Acuity and loaded into Aria
 - **All** available plan information via the Documents section, including but not limited to:
 - Provider Manual
 - Plan Key Contacts
 - Prior Authorization Lists
 - Benefits and Eligibility

If you received the Provider Portal invitation email, be sure to bookmark the following URL for quick and easy access: <https://htaprd-provider.nirvanahealth.com/>

You can also refer to the [Provider Portal Manual](#) for guidance, and if you have any questions, please contact our Provider Concierge [team](#).

If you did *not* receive the Provider Portal invitation email, please reach out to us [via email](#) with your name, group name, TIN, and group/facility NPI so we can:

- Confirm you do not currently have an account
- Determine if your TIN has an Administrator (If it does, we will share their contact information.)
- Request an account/user role be created for you
 - Please note that *one* user per TIN may be assigned the Administrator role. Be sure the responsible person for your practice/facility is the only one requesting this role, as they will be responsible for providing all other users access for your group.

As always, we are here for you and always happy to help! We can be reached [via email](#) or phone at 844-806-8217, option 5.

Coding Tip Corner: 2023 Resolutions

As 2023 begins and resolutions are plentiful, why not include a new year's resolution for work?

You can make this resolution a team building experience for the entire staff or do it for yourself. This could be the first time you are able to keep a resolution, and it only requires a commitment during your work hours. Think how good you'll feel this time next year if you tackle one of these challenges:

- **Clean up the EHR.** This includes keeping items such as "reason for the visit" up to date on each visit (i.e., if the member had a CVA in the previous year, chances are pretty good that is not the reason for this year's visit. The reason may be a follow up on the sequela from the CVA, but the CVA would have become a history of once the member was discharged from the hospital.)
- **Brush up on the coding changes** effective October 1, 2022.
- **When coding a record for a Depressive episode:** Do you have all the components available that are required to select the correct code? Episode: single, recurrent, in partial remission, full remission. Is it mild, moderate, or severe with or without psychotic symptoms? If any parts are not documented, query the provider for documentation clarification.
- **Coding with laterality:** If the diagnosis is specific to one or both sides, be sure that is documented appropriately in the record, i.e., right side, left arm, bilateral hemiplegia/hemiparesis.
- **Coding cancer:** i.e., breast cancer right, left, or bilateral. And is this under current treatment, or is this a history of breast cancer?
- **Review all patients who have an amputation and or any type of ostomy** and have this documented on an annual basis.

Important Reminders

Dementia is becoming a growing health concern due to an aging baby boomer generation. This is addressed in Chapter 5: Mental, Behavioral and Neurodevelopmental Disorders, which expands dementia families three-fold by **adding 87 new codes! Categories are found in F01-F99.**

F01-F09 Mental disorders due to known physiological conditions cover dementia.

Alzheimer's disease and dementia coding: Dementia is an inherent part of the diagnosis of Alzheimer's disease. The physician does not have to give both a diagnosis of Alzheimer's disease and dementia in order to report both codes. Per the ICD-10-CM Alphabetic index, G30.9 would be reported first, followed by F02.

According to several Health Information Management (HIM) experts, the top four documentation mistakes are:

- Misuse of copy and paste or copy forward functions in the electronic health record
- Mixed messages from a physician, misunderstood dictation, or illegible handwriting
- Incomplete or missing documentation
- Misplaced documentation

Do your office records have any of these?

As always, if you have a coding question, please email us at riskadjustment@htanc.com.

Required 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 this requirement every year. HealthTeam Advantage is committed to making this training available to you and your providers on a variety of platforms 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 2023 MOC Training Slides via PowerPoint and complete the attestation form* at the end.
2. Read the 2023 MOC Training Document via PDF and complete the attestation form* at the end.
3. Watch the 2023 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, please email providerconcierge@htanc.com or call 844-806-8217, option 5.

Important 2023 Changes

HealthTeam Advantage rushed into a new year with exciting new changes! As we have partnered with nirvanaHealth (nH), below you will find the new claims address, new processes, and much more. This information became 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.
 - Please see the article **New Year, New Provider Portal** for details on how to access.
- Electronic payer RedCard is sunsetted and was replaced with Zelis Payments for all electronic payments.

This information and much more is available in the [For Providers](#) section of the HealthTeam Advantage website.

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

Email: providerconcierge@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

