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Provider  
Connections

A Monthly Newsletter from HealthTeam Advantage

May 2023


Payment Delays

As many of you know, on January 1, 2023, HealthTeam Advantage switched to a new business partner, nirvanaHealth, with a new platform, Aria. This transition has been more challenging than we had hoped, and we know you have been impacted too. Unfortunately, we are still experiencing several system issues that are preventing approved claims from releasing for payment. This impact is felt network-wide.

HTA is aware of these issues and is working diligently with nirvanaHealth for resolution. We apologize for the ongoing delays and frustrations, and understand the downstream impacts for our members, our providers, and their staff.

If you have any questions or concerns, please feel free to reach out to your Provider Concierge team at the following:

- Provider Relations: 844-806-8217, option 5
- Provider Claims: 844-806-8217, option 2
- [providerconcierge@htanc.com](mailto:providerconcierge@htanc.com)



We want to hear from you!

Have topics you would like for us to discuss in our Provider Newsletters or Provider Roundtables? Let us know what you would like to hear about, we would be happy to feature them throughout the coming months.

The Provider Concierge team is here to help you. If you have any questions, please give us a call (844-806-8217, option 5) or shoot us an [email](#).

Required Annual Model of Care Training for CSNP Providers

The Center for Medicare and Medicaid Service (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](mailto:providerconcierge@htanc.com) or call 844-806-8217, option 5.



Coding Tip Corner

This month's Coding Tip Corner covers information about **Risk Adjustment Changes, updating the Social Determinations of Health (SDOH)** section of your patients' records, and *more!*

Learn More

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: [844-806-8217](tel:844-806-8217) option 5

Email: [providerconcierge@htanc.com](mailto: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](http://www.hta.ethicspoint.com)

