

# Provider Connections

A Monthly Newsletter from HealthTeam Advantage

May 2024 Edition

## Senior Provider Concierge Takes Triad Honor Flight

Congratulations to Karen Evans-Stanley, a member of our team who helped a veteran take the Triad Honor Flight in April. Learn about her experience — and why volunteer opportunities have been such an important part of Karen's time at HealthTeam Advantage.



[Serving Those Who Served](#)

## Updating NPI Information

Learn why it's important to keep your National Provider Identifier information up to date and what information individual providers need to obtain their NPI.

[Why NPI Updates Are Important](#)

## The Importance of SDOH Data



Collecting Social Determinants of Health (SDOH) data in an electronic health record is necessary because the recognition of the impact that SDOH have on patients' outcomes is growing, as is the desire to incorporate SDOH factors into patient-care plans.

[Learn More About SDOH](#)

## Document ALL Patient Allergies

We cannot overemphasize how important it is to document all your patients' allergies on their medical records. **Especially medications!**

[Tips for Documenting Allergies](#)

## ⚠ Important Message ⚠

It has come to the attention of our Quality and Risk Adjustment departments that a few offices appear to be using a copy and paste technique when documenting in the History and Physical of a patient's record. **While we understand that an HPI often remains unchanged, it is an unacceptable practice to chart using a copy and paste technique in a medical record.**

Every documentation in the record is specific to that visit. While an HPI can (and often does) remain the same, legally it cannot be simply copied and pasted. This is a friendly reminder and is not directed to the majority of provider offices. Please take a few minutes to check that you have not fallen into this type of practice. If you have, we ask that you correct immediately!

Thank you for your cooperation.

## We want to hear from you!

Do you have topics you would like us to discuss in our Provider Newsletters or Provider Roundtables? Let us know what you would like to hear about so we can feature them in the coming months.



The provider concierge team is here to help you. If you have any questions, please give us a call or shoot us an email.

**Provider Claims:** [1-844-806-8217](tel:1-844-806-8217) (Option 2)

**Provider Relations:** [1-844-806-8217](tel:1-844-806-8217) (Option 5)

**Email:** [providerconcierge@htanc.com](mailto:providerconcierge@htanc.com)

## Miss a past edition of the Provider Connections Newsletter?

For your convenience, past issues of the Provider Connections Newsletter are available on our website.

[View Past Editions](#)

## Need Assistance?

**Contact Your Provider Concierge:**

**Phone:** [844-806-8217](tel:844-806-8217) (Option 5)

**Email:** [providerconcierge@htanc.com](mailto:providerconcierge@htanc.com)

**8 AM – 5:30 PM ET, Monday – Friday**



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)

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