Important 2027 Contact Information

HealthTeam Advantage Hours of Operation	October 1 – March 31, 8AM - 8PM EST, 7 days a week; April 1 – September 30, 8AM - 8PM EST, Monday - Friday		
Phone for PPO and HMO	**888-965-1965 (TTY 711)**		
Fax	800-820-0774		
Website	www.htanc.com		
Address	HealthTeam Advantage 300 E. Wendover Ave., Ste. 121 Greensboro, NC 27401		
Cohere Health: Utilization Management			
Phone	**844-806-8217 option 3 (Monday to Friday 8AM – 5PM)**		
Fax	**844-873-3163**		
Provider Portal	https://login.coherehealth.com/		
Care Management			
Phone	**844-806-8217 option 6 (Monday to Friday 8AM – 5PM)**		
After Hours Phone	877-229-8614 (24-hour nurse line)		
Provider Benefits & Eligibility Verification			
Phone	**844-806-8217 option 1**		
Provider Portal	https://htaprd-provider.nirvanahealth.com		
Payer ID	**88250**		
Email	providerbenefitseligibility@htanc.com		
Provider Concierge			
Phone	**844-806-8217 option 5**		
Email	providerconcierge@htanc.com		
Claims			
Phone	**844-806-8217 option 2**		
Payer ID	**88250**		
Provider Portal	https://htaprd-provider.nirvanahealth.com		
Mailing Address	HealthTeam Advantage Claims Department PO Box 1264 Westborough, MA 01581		
Email	htaclaims@htanc.com		
Zelis			
Phone (Enrollment)	**855-496-1571**		
Phone (Support)	**844-292-4066**		
Pharmacy Services (MedImpact)			
Phone (Pharmacy Help Desk)	**888-495-3166**		
Faxes	**Part D Coverage Determinations:** 858-790-7100 **Part D Appeals**: 858-357-2683 **Part D Grievances**: 858-790-6060		
Cover My Meds	www.covermymeds.com		
Website (Formulary and Medication lookup):	https://healthteamadvantage.com/2027-pharmacy-and-prescription-drugs/2027-medication-look-up/		
Routine Supplemental Benefit Providers	**Dental: FCL Dental**	**Vision: VSP**	**Hearing: TruHearing**
Phone	**866-756-4470**	**800-615-1883**	**866-202-2271**
Compliance, Ethics, Fraud, Waste and Abuse (FWA)			
Phone	**855-741-4518**		
Website	www.hta.ethicspoint.com		
Medicare (CMS) Contact Information			
Phone	**800-MEDICARE or 800-633-4227** (TTY 877-486-2048)		
Website	www.medicare.gov		