

PROVIDER CONNECTIONS

A Monthly Newsletter for HealthTeam Advantage Providers



Adding or Losing a Provider at Your Practice?

Health plan enrollees need accurate information about which providers and facilities they can visit in-network. We need accurate information about the providers and facilities that are in your group to ensure your claims are processed as in-network the first time they are received by HealthTeam Advantage.

We have a provider "add" form that you can complete to help us make those necessary updates. No need to wait until the provider starts with the practice or facility. As soon as you know, you can provide the information to HTA. This form should also be used to terminate any providers or facilities that leave your group. We've included a copy of this form below. Please allow 60 days for these requests to be processed.

Please remember you can use the [online directory](#) to verify your provider's or facility's information. If you have questions or need assistance, please contact our Provider Concierge department at 855-218-3334 or email providerconcierge@htanc.com.

[Download the Provider Change Form](#)

Benefit Spotlight: Custodial Care Following an Inpatient Stay and Certain Outpatient Surgeries

Custodial Care is a service to support a safe and smooth transition of the member to their home following an acute care hospital inpatient stay, acute care hospital observation stay, inpatient rehab stays, skilled nursing facility inpatient stay, and following certain outpatient surgeries. Here are some important things to know about this HealthTeam Advantage benefit:

- The Custodial Care benefit includes activities of daily living support such as dressing and bathing, light housework, and medication assistance.
- The services must be initiated within 30 days of discharge from the member's inpatient stay or following certain outpatient surgeries. All services require prior authorization.
- The services must be provided by a professional agency—either a licensed or certified home care or home health provider.
- The benefit is for a maximum of 20 hours per discharge. In a calendar year, you may request this benefit for 3 separate discharges, for a total of 60 hours. Hours approved but not used cannot be carried over to another discharge. Hours do not carry over to another calendar year.
- Custodial Care is different from the home health benefit; the members are not required to be homebound. The custodial care benefit AND the home health benefit can be used concurrently. Both require separate authorization requests.

The authorization has a 90-day window for use of the 20 custodial care hours. Authorization requests must be submitted within 7 days of the start of care. Retro authorizations are not allowed.

Please contact Utilization Management at 844-873-2905 to obtain authorization.

You can contact Benefits and Eligibility at 844-806-8217, option 1.



August Virtual Roundtable: Custodial Care Providers

Wednesday, August 31, 2022, from 11 am to 12 pm. RSVP is required.

Your provider services team cordially invites you to join our next session.

Please plan to join us if you want to learn more about:

- Billing
- Checking member eligibility
- Checking claim status
- Authorizations
- How to find and use our prior authorization list
- and more!

Please RSVP to providerconcierge@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 link to join us virtually on August 31.

Reminder of Required Training Due: 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 the annual Model of Care training requirement.

HealthTeam Advantage is committed to making this training available to you and your providers in a variety of formats, 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, please email providerconcierge@htanc.com or call 1-855-218-3334.

The Coding Tip Corner



Learn about common (yet costly) coding errors, tips to avoid common documentation issues, and audits from a Medicare Advantage perspective.

[Read More](#)

Test Your Knowledge

ANSWERS to July Newsletter Questions

It is appropriate to code a stroke from the I60-I67 range for 28 days following the event.

- a. True
- b. **False** ✓

Social Determinants of Health do not play an actual role in a member's health.

- a. True
- b. **False** ✓

A contracted Medicare provider office can select which CMS audits they wish to participate in, as long as they participate in at least one annually.

- a. True
- b. **False** ✓

Medical records are considered legal documents; therefore, the member's legal name and date of birth are required to be legible on each page.

- a. **True** ✓
- b. False

August Newsletter Questions

Take a moment to think about how you would answer these questions for your office!

- Will your coding withstand an audit?
- Are the Social Determinants of Health being updated on a regular basis?
- If you become aware of a member requiring assistance in that area, are you referring them to HTA?
- Is the short list in the office being kept current?

Miss a past edition of the Provider Connection?

We are pleased to announce that the past 12 months of the Provider Connection newsletter are now 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

