

CONTACTS

Provider Concierge

(Provider Relations/Contracting & Credentialing)

Phone: 844-806-8217 (Option 5)

Email: providerconcierge@htanc.com

Benefits & Eligibility

(Verify member benefits/eligibility)

Phone: 844-806-8217 (Option 1)

Email:

providerbenefiteligibility@htanc.com

Claims

(Status, reprocessing inquiries, payment inquiries)

Phone: 844-806-8217 (Option 2)

Email: htaclaims@htanc.com

Utilization Management: HTA UM Department

Phone: 844-806-8217 Option 3

After 5PM: 336-604-1589

Fax: 844-873-3163

PROVIDER REFUND MAILING ADDRESS

Attn: Claim Overpayments

HealthTeam Advantage

P.O. Box 744676

Atlanta, GA 30374-4676

Split Billing Required for 2 Calendar Years

When treating a member and billing for services that span two calendar years, you **MUST** split the billing into two separate claims. By ensuring that only one calendar year is billed on a claim, we can assign the correct benefit and member financial responsibility to each claim. We apologize for any inconvenience, but this is a system requirement for HealthTeam Advantage.



PROVIDER PORTAL

24/7 online access to information on eligibility/benefits, claims status, and prior authorizations:
<https://htaprd-provider.nirvanahealth.com/>

Log in to access:

- Member eligibility
- Member benefits
- Copay/cost-shares
- Coverage history
- Coordination of benefits
- Claim status
- Claim submission
- EOPs
- Checks
- Prior Authorizations

ELECTRONIC CLAIMS SUBMISSION

We use SSIClaimsNet to provide claims clearinghouse services for electronic claims submission and real-time eligibility. Submit claims electronically whenever possible.

Payer Identification (ID) number for *all* HealthTeam Advantage products (PPO & HMO): 88250

Paper Claims Mailing Address

HealthTeam Advantage Claims Department

P.O. Box 652

Southborough, MA 01772

HOW TO SUBMIT A CLAIM DISPUTE

Send dispute letter to include the following:

- Member Name
- Member ID Number
- Claim Number & Date of Service
- Detailed explanation of the dispute and supporting documentation

Dispute Mailing Address

HealthTeam Advantage

Attn: Claims Dispute

P.O. Box 652

Southborough, MA 01772