



Important Notice: Prior Authorizations

As a precautionary measure with a transition to a new claims processor, as of January 1, 2023, HealthTeam Advantage did not require authorization on file to finalize a claim. While our prior authorization rules did not change, we simply **did not** pend or deny claims for authorizations.

Beginning August 1, 2023, we will resume our normal process for pending and denying claims that require prior authorization.

Our prior authorization list is available on our [website](#).

If you have any questions regarding this, please email the Provider Concierge team at providerconcierge@htanc.com.

Provider Portal

As you already know, HealthTeam Advantage has a new Provider Portal. The portal provides **numerous** opportunities for you and your staff to obtain information without needing to pick up the phone to check claims statuses, benefits, and eligibility.

Here are the types of information you can access via the new portal 24/7:

- Claims filed on and after 1/1/2023 with details such as:
 - Process status
 - Paid status, including the ability to download an EOP within 2 business days of a check run
- Provider demographic information
 - View all providers linked to the TIN(s) in your account
- All usernames and emails also linked to your group's TIN(s)
 - The assigned administrator of a TIN can also create/administer new user accounts under the following roles:
 - Claims User (access to view claims and prior auth requests for assigned TIN)
 - PA User (access to create Prior Auth requests on behalf of the assigned TIN —upcoming feature)
- Prior Authorization information as it's moved from Acuity and loaded into Aria
- **All** available plan information via the Documents section, including but not limited to:
 - Provider Manual
 - Plan Key Contacts
 - Prior Authorization Lists
- Benefits and Eligibility

Be sure to bookmark this URL for quick and easy access:

<https://htapr-provider.nirvanahealth.com/>

You can also refer to the Provider Portal Manual for guidance, and if you have any questions, please contact our Provider Concierge team.

If you did **not** receive the Provider Portal invitation email, please reach out to us [via email](#) with your name, group name, TIN, and group/facility NPI so we can:

- A. Confirm you do not currently have an account
- B. Determine if your TIN has an Administrator
 - If it does, we will advise you of their name so you can reach out to them for access
- C. Request an account/user role be created for you
 - Please note that **one** user per TIN may be assigned the Administrator role, so be sure the responsible person for your practice/facility is the only one requesting this role as they will be responsible for providing all other users access for your group

Contact Us

As always, we are here for you and always happy to help! We can be reached [via email](#) or phone at [844-806-8217](tel:844-806-8217), option 5.



Coding Tip Corner

On April 1, 2023, the Centers for Medicare and Medicaid Services (CMS) announced its final decision with the Centers for Disease Control and Prevention (CDC) to move to twice a year ICD -10 code updates: **April 1** and the **October 1** fiscal year update. How has your office implemented the changes?

[Learn More](#)

HealthTeam Advantage Corporate Office Has Moved

Since 2020 and the COVID pandemic, much of HTA's workforce has been remote. In light of this, we no longer needed our large office space at 7800 McCloud Road in Greensboro. But do not worry, we are still local!

Our new corporate location is:

HealthTeam Advantage
301 E. Wendover Avenue, Ste. 121
Greensboro, NC 27401

Please note that this **does not impact** where you send claims, provider disputes, refunds, etc. Those addresses remain as follows:

Claims and Disputes:

HealthTeam Advantage
PO Box 652
Southborough, MA 01772

Overpayments/Refunds:

Attn: Claim Overpayments
HealthTeam Advantage
PO Box 744676
Atlanta, GA 30374-4676

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

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

