



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.

Summer Health Fair for HTA Members

Providers, we need your help! HealthTeam Advantage will be hosting our first health fair of the year on July 13, and we need your help encouraging HTA patients to participate. Members will have the opportunity to do the following:

- Receive free health screenings
- Learn how to better manage their health
- Receive diet and exercise tips
- Enjoy healthy snacks, and so much more!

Also, members will be able to close potential quality gaps, and this information can be securely sent to their physicians. We understand that helping patients manage their health can be difficult at times, and we want to do our part to help as much as possible.

Please encourage HealthTeam Advantage members to come out and visit with us!

Date: Thursday, July 13, 2023

Time: 9 am–2 pm

Place: Guilford Preparatory Academy, 2240 E. Cone Blvd., Greensboro

If you have any questions, please contact your Provider Concierge at providerconcierge@htanc.com or 844-806-8217, option 5.



Coverage Area Maps

Did you know that HealthTeam Advantage offers PPO plans in 11 North Carolina counties? Our HMO CSNP plans are available in four North Carolina counties. Download these maps as a handy reminder.

[HTA Coverage Area – PPO](#)

[HTA Coverage Area – HMO CSNP](#)



Coding Tip Corner

In 2022, the Centers for Medicare & Medicaid Services (CMS) began relying on encounter data alone for Medicare Advantage (MA) diagnoses. For accurate provider reimbursement, improved capture of all possible Hierarchical Condition Category (HCC) codes is essential.

[Learn More](#)

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



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