

Provider Connections



A Monthly Newsletter from HealthTeam Advantage

December 2023 Edition

Important 2024 HealthTeam Advantage Plan Updates

As HealthTeam Advantage rushes into a new year, we wanted to remind you of a few changes.

New Claims Mailing Address:

HealthTeam Advantage
PO Box 1264
Westborough, MA 01581

New Corporate Mailing Address (as of July 2023):

HealthTeam Advantage
300 E. Wendover Ave., Ste. 121
Greensboro, NC 27401

Our 2024 PPO Plans Service Area:

Alamance, Caswell, Davidson, Davie, Forsyth, Guilford, Montgomery, Orange, Randolph, Rockingham, Stokes, and Yadkin

Our 2024 CSNP (HMO) Plan and Cardinal (HMO) Plan Service Area:

Alamance, Davidson, Davie, Forsyth, Guilford, Randolph, and Rockingham

We have added two new plans for 2024:

Eagle (PPO)

Cardinal (HMO)

Your 2024 Plan Resources are Now Available

[2024 Provider Manual](#)

[2024 Plan Contacts](#)

[2024 Prior Authorization List \(PPO Plans\)](#)

[2024 Prior Authorization List \(HMO CSNP\)](#)

[2024 Prior Authorization List \(Cardinal HMO\)](#)

[2024 Pharmacy Information](#) (Medication Look-up, Formulary, Mail Order)

[2024 Plan Documents](#) (Evidence of Coverage, Summary of Benefits)

Upcoming Holiday Hours and Closures

Friday, December 22: CLOSED*

Monday, December 25: CLOSED

Tuesday, December 26: CLOSED*

Monday, January 1: OPEN 8 am to 5:30 pm

*A Healthcare Concierge will be available to members from 8 am to 8 pm on these days.



Coding Tip Corner

News Alert!

Effective January 1, 2024, all time thresholds are eliminated from CPT® coding definitions for office and other outpatient settings to better align with all other EM code sets since 2023.

[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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