

Provider Connections

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A Monthly Newsletter from HealthTeam Advantage

January 2024 Edition

Terminating a Provider? Adding a Provider?

Here's what you need to know.

HealthTeam Advantage adheres to regulatory guidelines when evaluating requests to add, change, or terminate providers and expects providers will send accurate and timely provider data within 30 days.

Please send all provider adds, changes, and termination requests in writing, using the Plan's [required form](#), to network@htanc.com.

Provider (includes Nurse Practitioners and Physician Assistants) changes and updates include (but are not limited to) the following:

- Change in practice location
- Addition of practice location(s)
- Change in practice affiliation
- Change of address, phone, or fax number
- Change in hours of operation
- Retirement or leave of absence exceeding 30 days
- Leaving network area

Any change to a provider's status should be communicated immediately to the [HealthTeam Advantage network team](#). All provider profiles are reviewed for credentialing requirements, including but not limited to the following:

- Provider specialty(ies) and credentials (e.g., MD, DO, MFT, etc.)
- Medical license number and expiration date
- DEA number and expiration date
- NPI number
- Board certification status
- Professional liability insurance

Incomplete requests, or those requiring further attention, will be returned to senders with details regarding the issue(s) found and/or notice of action/additional information needed. Please note that delays will impact both the provider's status with HealthTeam Advantage and claims payments until resolved.

New Prior Authorization Forms Published

Visit the [Prior Authorization Policies and Processes](#) resource section of our website to download the 2024 Prior Authorization Forms. These forms are required effective immediately.

What's new? For continuity of care purposes, we ask that providers select the box highlighted below if a member is new to HTA **and** the requested services were previously authorized by another health plan.

The screenshot shows a form header with the HealthTeam Advantage logo and tagline "Local. Reliable. Accessible." Below the logo, it lists the phone number (844-806-8217 Opt 3) and fax number (844-873-3163). The main heading is "PRIOR AUTHORIZATION REQUEST". A note states: "Form must be filled out completely and clinical information attached". A yellow highlight is under a checkbox with the text: "Select this box if the member is new to HTA and these services were previously authorized by another health plan."

Important 2024 Plan Updates

REMINDER: 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

HTA 2024 PPO Plans Service Area:

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

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

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

We have added two new HTA Medicare Advantage plans for 2024:

Eagle (PPO)

Cardinal (HMO)



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 Connections Newsletter?

For your convenience, past issues of the [Provider Connections Newsletter](#) are available on our website.

Need Assistance?

Contact Your Provider Concierge:

Phone: [844-806-8217](tel:844-806-8217) (Option 5)

Email: providerconcierge@htanc.com

8 AM – 5:30 PM ET, Monday – Friday



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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