

HealthSmart / NTHN QUICK REFERENCE GUIDE

INTRODUCTION

Effective July 1, 2003, HealthSmart purchased the Membership Interest of Baylor Healthcare System, Texas Health Resources, and Methodist Health Systems in North Texas Alliance (NTA), which is the sole member of North Texas Healthcare Network (NTHN). As a result of this acquisition, a merger of the organizations has occurred.

Only the ownership of NTHN has changed, therefore, no assignment of NTHN agreements are required. YOUR NTHN PROVIDER AGREEMENT WILL REMAIN IN FULL FORCE AND EFFECT FOR ALL HEALTHSMART / NTHN MEMBERS.

Should you have questions, your Provider Relations Representative, Karen Norris, is available to assist:

phone: 972-751-2396
fax: 972-751-2368
e:mail: knorris@nthn.com

CONTRACT SCENARIOS

- 1) **Providers contracted through HealthSmart Preferred Care (HSPC)**
Will remain in network under the HSPC agreement for all HSPC/NTHN PPO only products. To participate in additional products, please contact Dallas Provider Relations for further information.
- 2) **Providers contracted through NTHN agreement**
NTHN agreement will remain in effect with no change and will apply to all HSPC/NTHN members.
- 3) **Providers contracted through both HSPC and NTHN**
As of 08/01/03, the NTHN agreement prevails. The HSPC agreement is terminated as of 08/01/03.

CLAIMS

When filing all PPO, POS and GEP claims always consult member's ID card:

Electronic filing – using HealthSmart payor number: HSPC1

Web MD/Envoy payor number: 75250

Paper claims when mailing direct to HSPC

HealthSmart
P. O. Box 53010
Lubbock, TX 79453

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Exception:

The following employer group **customer service, claims processing, appeals and other claims related issues** will continue to be handled out of the **Dallas office**:

Public Employee Benefit Cooperative (PEBC) customer service line
(972) 751-3000

Nokia customer service line (972) 751-3010

Methodist customer service line (214) 946-3132

Claims Address:

Paper claims- Remit to:

Employer Services
PO Box 167768
Irving, TX 75016-7768

Electronic filing – use NTHN payor number: **NTX11**

ON LINE CLAIMS STATUS

Claim status can be viewed on-line at www.healthsmart.net

CLAIMS APPEALS

Appeals (other than the three groups indicated above) should be sent to:

HealthSmart
Attn: Provider Relations
P. O. Box 53010
Lubbock, TX 79453

UTILIZATION MANAGEMENT PRE-AUTHORIZATION

- Q Elements handles utilization management for POS and GEP members as the exclusive utilization management agent. However, always look to the member ID card and follow the instructions indicated.
- The Pre-Certification list attached is meant as a guideline only. Please look to the agency listed on the member's ID card for a complete list.
- Providers should always verify benefits prior to rendering services.
- Medical necessity denials should be addressed to the utilization management agent for that member.