



TOTALLY THERE FOR YOU

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Articles for next newsletter

### **HOW TO REPORT A1c RESULTS WITH YOUR CLAIM**

Effective 3/1/2019, Total Health Care implemented a new policy related to A1c testing performed within a physician's office. CPT codes 83036 and 83037 billed under POS 11 will be reimbursed only when results codes are included on the claim. Use 3044F (A1c less than 7), 3045F (A1c between 7.0 and 9.0) or 3046F (A1c greater than 9) in addition to the A1c CPT code. This practice will help ensure PCPs maximize their P4P reimbursement of \$150 for A1cs < 8. If you report 3045F and the member's level is less than 8, we recommend that you additionally fax a copy of the results to 313-748-1337.

### **PAYMENT PORTAL UPDATES**

THC implemented our new payment portal, Ventanex in March 2019. Effective with our launch, we included the option of Real-Time Prepaid Cards to redeem payments directly into physician bank accounts. Effective immediately, we have halted use of the prepaid cards and will offer check or ACH payments. Providers may log in to the portal to select payment preference based only on those two options. Additionally, providers may request electronic remittances (835 files) through the portal.

It is critical that providers keep the portal updated with their correct remit addresses. Please notify UP of any changes, as well, it can relay these to THC; however, the address in Ventanex will override the information on the claim if it isn't updated appropriately.

If you have any questions about the payment portal, please contact THC Provider Relations at 844-THC-DOCS.

### **THC PROVIDER PORTAL**

Changes coming soon! Effective in September, providers will be prompted on a quarterly basis to "attest" to their demographic and plan participation information upon logging in to the THC Provider Portal. This will help us keep your information accurate so our members can access you for care.

HEDIS Portal. The ability to download gaps in care, view your scores and your P4P money left on the table is coming soon. THC Provider Relations will help you navigate the portal when it is available to help you optimize your P4P opportunities.

**BILLING TIPS**

THC is receiving professional claims without a service location in box 32. This is a necessary element for your claim to process cleanly in our system. Please be certain to complete box 32 of the HCFA when submitting your claims.