

VOL. 6 ISSUE 4 · DECEMBER 2023



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PATHWAYS TO MANAGED CARE



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This issue:



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Quarterly Data  
Verifications

Humana

BlueCross  
BlueShield

Wellpoint

Amerigroup

## Quarterly Data Verifications

Quarterly Data Verifications have been sent out for Q4 2023. Please review and return the form if you have not already done so. The data verification is required by CMS, and helps us ensure that we have accurate information in our credentialing system.

## 2024 UPA Carrier Contract List

Carrier	Line of Business	Provider Rep	Email	Phone/Fax	Notes
List Aetna	PPO/POS/EPO Medicare Advantage	Lora Yates	<a href="mailto:Yatesl@aeina.com">Yatesl@aeina.com</a>	(P) (860) 900-6171	* UT is not contracted at this time
American Health Plans	I-SNP	TBD		(P) (423)747-9622 (P) (423) 637-9721 (F)	PCP Required
AmeriGroup/AmeriVantage	TennCare/Medicare Advantage/SNP	Bradley Clifford	<a href="mailto:bradley.clifford@amerigroup.com">bradley.clifford@amerigroup.com</a>		
*C overk ids					
BlueCross BlueShield Tennessee		Jessica Taylor	<a href="mailto:jessicam_taylor@bcbst.com">jessicam_taylor@bcbst.com</a>	(866) 574-6748 (P) (865) 588-4647 (F) (865) 588-4655	Effective 1/1/22. *Entire group must have privileges at UT
*Network P	Commercial				
*Network S	Commercial Limited Network, Exchange				
*Network L	Commercial Small Group, Exchange				
*BlueAdvantage LPPD	Medicare Advantage				
*BlueCare & TennCare Select & CoverKids	TennCare/CHIP				PCP Required
*Blue Care Plus	SNP				
Cigna	PPO/POS/EPO	Melissa Gibson	<a href="mailto:melissa.gibson3@cigna.com">melissa.gibson3@cigna.com</a>	(P) (804) 688-2412	*Effective 01/01/2022 geographical restrictions removed
*Cigna Connect	Exchange				
*Cigna- Great West	Commercial				
*Cigna Local Plus	Commercial Limited Network				*Tennova is out of network
*Cigna MA (Healthsprings)	Medicare Advantage/HMO and PPO				*Must have PCP for HMO Plan
Coventry		Provider Service	<a href="http://www.directprovider.com">www.directprovider.com</a>	(P) (800) 937-6824	Now owned by Aetna
*Coventry WC	WC				
*Coventry Auto	Auto				
Devoted Health	Medicare Advantage	TBD			*Effective 01/01/2024
East TN Health	PPO/EPO	Pending			*Must have privileges at UTMCK or Tennova
Plan Farm Bureau	Medicare Advantage	Deborah Higgs	<a href="mailto:dhiggs@fbhp.com">dhiggs@fbhp.com</a>	(P) 931-560-0041 ext.	*Effective 01/01/2023
First Health	Leased Network/Mail-Handlers/WC	Provider Service	<a href="http://www.directprovider.com">www.directprovider.com</a>	6218 (P) (800) 937-6824	Now owned by Aetna
Humana			<a href="mailto:humanaproviderservices@humana.com">humanaproviderservices@humana.com</a>	(P) (800) 448-6262	*Include reference # from 1st attempt to resolve issue *Humana Commercial exiting market mid-2024
*Commercial	PPO/CPOS/POS/EPO	Julie Hooyman	<a href="mailto:jhooyman1@humana.com">jhooyman1@humana.com</a>		
*Humana Gold	Medicare Advantage/SNP				
MultiPlan (PHCS, Beech Street, & IHP)		Customer Service		(800) 950-7040	
*Multiplan Medical	PPO/Leased Network				
*Multiplan WC	WC				
*Multiplan Auto	Auto				
NHC Advantage	I-SNP	Robyn Hopkins	<a href="mailto:rhypn.hopkins@allyalign.com">rhypn.hopkins@allyalign.com</a>	(P) (913) 653-5921	
NovaNet PPO	Leased Network/Medical/Auto/WC	Jill Smith	<a href="mailto:jsmith@novanetppo.com">jsmith@novanetppo.com</a>	(P) (800) 513-7177 Ext. 283	
NX Health Network	PPO	TPA - Claims Issues	<a href="http://www.capitoladm.com">www.capitoladm.com</a>		
Signature Advantage Plan	I-SNP	Derek Ferrell	<a href="mailto:dere_k_ferrel_l@signa_tured_vantagep_lan.com">dere_k_ferrel_l@signa_tured_vantagep_lan.com</a>	(615) 258-5567	*Effective 01/01/2023
UnitedHealthcare		Amanda Hustad	<a href="mailto:Amanda_Hustad@uh.c.com">Amanda_Hustad@uh.c.com</a>	(P) (423) 845-0173 (F) (844) 387-3343	
*UHC, UHC Navigate	HMO/PPO/POS				
*UHCVR	HMO/PPO/POS				
*UnitedHealthcare Community Plan	TennCare/SNP				PCP Required
*Medicare Solutions	Medicare Advantage/AARP				
*VACCN	Veterans				
*C overk ids					
*Exchange	Exchange				Effective 1/1/22
UPMC Health Plan	Medicare Advantage		Pending		
Wellcare	Medicare Advantage HMO and PPO	Barbre Jackson	<a href="mailto:Barbre.L.Jackson@wellcare.com">Barbre.L.Jackson@wellcare.com</a>	(501) 366-6268	

\*Humana Commercial products exiting market mid-2024

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## BlueCross BlueShield

As a reminder, BCBS is our only UPA-contracted carrier with whom we do not have delegated credentialing. This means that BCBS completes their own initial credentialing and re-credentialing for all providers, and assigns their own effective dates. The BCBS credentialing department is currently experiencing a significant backlog, resulting in longer processing times for new provider enrollments. Do not schedule BCBS patients with new providers until you have received confirmation from our Essential Services department that they have been approved.

## Wellpoint Amerigroup

### Top 5 Things to Know About Our Name Change to Wellpoint

We are introducing our new name, Wellpoint, that will be effective January 1, 2024. On that date, Amerigroup Community Care will become Wellpoint.

The most important things you need to know about this change are:

- There's no action needed for our care providers. There will be no changes to your agreements or contract, reimbursement, or level of support.
- Prior authorizations or referrals do not need to be resubmitted/reissued due to brand changes.
- The **Medicaid** provider call center number is changing. On January 1, 2024, you will call **833-731-2154**. All other lines of business/product provider phone numbers remain the same.
- Our public provider website and Availity will be updated.
  - On December 9, 2023, you will see Amerigroup-Wellpoint under Payer Spaces in Availity.
  - On January 1, 2024, our public provider website will launch under the new brand. We will communicate more information and reminders closer to launch dates to ease this transition and minimize disruption or confusion when doing business with us.
- Member ID cards are changing, but not the member's ID number. We will be using new ID cards to our members with the Wellpoint logo, along with notice of our name change.

## Humana

We had previously advised that Humana Commercial was exiting the market effective 1/1/24.

We have since learned that they will now be exiting sometime in mid-2024.

If you are currently participating with Humana Commercial plans, you will continue to participate until they officially exit the market.

We will keep you updated on the term date as we know more.

	Effective Date:
	Date of Birth: 123456789
wellpoint.com/tn/medicaid WELLPOINT TennCare Medicaid	Benefit Indicator:
	Member Name: JOHN Q SAMPLE
Primary Care Provider (PCP):	
PCP Telephone #:	
Vision: 1-800-446-0037	
Dental: 1-855-418-1622	
Pharmacy: 1-888-816-1680	
Wellpoint Member Services/Behavioral Health: (TRS 711)	
Nurse Helpline: 1-866-864-2544	

### Continue to check

<https://provider.wellpoint.com/tennessee-provider/home> for more key dates and information you need to know about this change.