

# MEDICARE

## Provider Newsletter

2018 Q3

### Enhanced TNGA UM Model

Since early 2017, we have been educating all providers on the Enhanced Utilization (UM) Model for TNGA. The model was implemented in October 2017. While the management of therapy services at TNGA is via a case rate model (except for traditional fee for service for Babies Can't Wait) and levels are assigned and payment is based on those levels, the following processes are new:

- **NEW** As we continue to improve our UM model, we have recently adopted the use of standardized test scores in conjunction with Milliman Care Guidelines to authorize levels of service.
- **NEW** Using the submitted diagnosis, the results of standardized test scores, Milliman Care Guidelines, and the clinical record TNGA will authorize levels of service
- **NEW** After the evaluation, an authorization must be obtained from TNGA before treatment begins and you will not be paid for services prior to this date. You do not need to request authorization to complete the evaluation. However, remember that all services rendered, including an evaluation only, must have a certification number in order for the claims to process.

A copy of the Provider Education Presentation that describes the enhanced model, in detail, can be obtained from the TNGA website ([mytnga.com](http://mytnga.com)), on the **“Presentations”** tab. Please contact your TNGA Provider Relations Representative if you have any questions.

### WellCare Medicare – TNGA Provider Portal

Are You Currently Utilizing TNGA's Provider Web Portal?

The Provider Web Portal (PWP) is a dynamic web-based tool that allows providers to check claim status, submit claims and as well as check referral status authorization requests for Wellcare Medicare members only. This TNGA portal is a tool that will help both front-end and back-end office operations to manage your inquiries and save time from needing to call for status. Once your initial access is set-up, the PWP access allows your practice to add / have multiple users to access TNGA claims (status), referrals (verifications), EOBs, check payments, etc. To set up a Web Portal account, please access the TNGA website ([www.mytnga.com](http://www.mytnga.com)) and select the option **“Request PWP Account”** or you may also contact TNGA Provider Relations. Please note that all operational questions or concerns should also be submitted to your TNGA Provider Relations Representative.



## WellCare Medicare Member Information

As a contracted TNGA provider, you see WellCare members. However, TNGA is not responsible for any Members Services functions for WellCare members, including ID card information, eligibility or provider look-up. If you require member-specific information, you should contact WellCare of Georgia's toll free number listed on the member's card. This number does vary by benefit plan. Should the member need assistance, they should also be advised to contact the Member Service number indicated on their card.

The options at WellCare's toll free numbers will allow you to get answers to member questions such as eligibility or co-pay verification. Because you are directly contracted with TNGA, the system may consider you non-par with WellCare. However, you are still able to request par benefits, eligibility, co-pays, etc. Please inform the representative that you would like in-network benefit information when submitting your request.

## Our New Provider Manual

As the TNGA Network Operations has matured, we have more closely aligned processes to reflect industry standards, as defined by both State and Federal guidelines. We now have an updated TNGA Provider Manual that includes all programmatic changes that have occurred since the implementation of the Network in 2014. The new manual contains more detailed information regarding the authorization process, the Enhanced UM model, Provider Web Portal Access, etc. This manual addresses all current operational processes. Please discard any former version of the Provider Manual.

A copy of the TNGA Provider Manual can be obtained from the TNGA website ([mytnga.com](http://mytnga.com)), on the "**Provider Resources**" tab. Please download a copy for your record. If you have any question, please contact your TNGA Provider Relations Rep. You may also call the Provider Relations line at 1-855-825-7818, option 1, option 2.



[www.mytnga.com](http://www.mytnga.com)

Do you have questions about the TNGA auth or claims process? Do you want to know the most current updates from TNGA? There is a place where you can go to access this information. The TNGA website ([www.mytnga.com](http://www.mytnga.com)) contains "all things TNGA". You can find things such as the TNGA Provider Manual, Authorization Forms, FAQs, etc. Please feel free to use this site as an information resource. In addition, your TNGA Provider Relations Reps are also available to assist you.

## TNGA Provider Relations Territories

Do you have questions that are not addressed in the TNGA Provider Manual? Do you need information that is not available on the TNGA PWP? Do you have changes in practice demographics that you would like to inform us of? The relationship TNGA has with its providers is important to the overall operation of the Network. We make routine visits to our visits to assist with any issues, as well as get any feedback on what may happening their respective therapy communities. We want to make sure that you are able to contact your dedicated Provider Relations Representative any time that you need. Our reps are here to assist the provider community with all things TNGA. The rep territory direct contact information is listed below:

### Wynneen Perry

📞 404-692-8707    ✉️ [PerryW@mytnga.com](mailto:PerryW@mytnga.com)

|         |          |         |          |          |         |           |          |               |        |
|---------|----------|---------|----------|----------|---------|-----------|----------|---------------|--------|
| Barrow  | Bartow   | Catoosa | Chatooga | Cherokee | Clayton | Cobb      | Dade     | Dawson        | Dekalb |
| Douglas | Fayette  | Floyd   | Forsyth  | Fulton   | Gilmer  | Gordon    | Gwinnett | Hamilton (TN) | Murray |
| Newton  | Paulding | Pickens | Rockdale | Walker   | Walton  | Whitfield |          |               |        |

### Catrina Whitfield

📞 706-834-6924    ✉️ [WhitfieldC@mytnga.com](mailto:WhitfieldC@mytnga.com)

|         |           |            |          |          |          |            |           |          |            |
|---------|-----------|------------|----------|----------|----------|------------|-----------|----------|------------|
| Banks   | Brantley  | Bryan      | Bulloch  | Burke    | Butts    | Camden     | Candler   | Charlton | Chatham    |
| Clarke  | Columbia  | Effingham  | Elbert   | Emanuel  | Evans    | Fannin     | Franklin  | Glascok  | Glynn      |
| Greene  | Habersham | Hall       | Hancock  | Hart     | Jackson  | Jefferson  | Jenkins   | Johnson  | Liberty    |
| Lincoln | Long      | Lumpkin    | Madison  | McDuffie | McIntosh | Montgomery | Morgan    | Oconee   | Oglethorpe |
| Pierce  | Putnam    | Rabun      | Richmond | Screven  | Stephens | Taliaferro | Tattnall  | Towns    | Treutlen   |
| Union   | Warren    | Washington | Wayne    | Wheeler  | White    | Wilkes     | Wilkinson |          |            |

### Sharon Chambliss

📞 229-573-0194    ✉️ [ChamblissS@mytnga.com](mailto:ChamblissS@mytnga.com)

|          |          |          |               |             |           |            |            |          |          |
|----------|----------|----------|---------------|-------------|-----------|------------|------------|----------|----------|
| Appling  | Atkinson | Bacon    | Baker         | Baldwin     | Ben Hill  | Berrien    | Bibb       | Bleckley | Brooks   |
| Butts    | Calhoun  | Carroll  | Chattahoochee | Clay        | Clinch    | Coffee     | Colquitt   | Cook     | Coweta   |
| Crawford | Crisp    | Decatur  | Dodge         | Dooly       | Dougherty | Early      | Echols     | Grady    | Haralson |
| Harris   | Heard    | Henry    | Houston       | Irwin       | Jasper    | Jeff Davis | Jones      | Lamar    | Lanier   |
| Laurens  | Lee      | Lee (AL) | Leon (FL)     | Lowndes     | Macon     | Marion     | Meriwether | Miller   | Mitchell |
| Monroe   | Muscogee | Peach    | Pike          | Polk        | Pulaski   | Quitman    | Randolph   | Schley   | Seminole |
| Spalding | Stewart  | Sumter   | Talbot        | Taylor      | Telfair   | Terrell    | Thomas     | Tift     | Toombs   |
| Troup    | Turner   | Twiggs   | Upton         | Wakula (FL) | Ware      | Webster    | Wilcox     | Worth    |          |