



Medicare Provider Newsletter

2021 Q4

Provider Training

All providers with TNGA are required to complete the Provider Trainings, within thirty days of their contract effective date and annually thereafter. The trainings can be located via the web at <https://mytnga.com/trainings> You may complete the trainings on any desktop or mobile device for ease of access and completion. Your attestation will confirm that your office has received all mandatory trainings for the year. Should you want a copy of the trainings for your office, they can be downloaded from the attestation page.

NOTE: For providers who function under more than one Tax ID; please be sure to complete an attestation for each Tax ID that is contracted with TNGA.

Claims Authorization Requirement

TNGA does not require prior authorization in order for you to evaluate your patients. However it is imperative that you submit your plan of care (along with all supporting documentation) to obtain an approved authorization prior to submitting your claims for payment any services, even if it is for an eval-only authorization.

In cases, where you have only evaluated the patient and will be submitting a claim, an auth is also required for the eval-only claim to properly adjudicate. Claims that are received, where no approved authorization has been issued, will be denied.

TNGA's Provider Web Portal

The Provider Web Portal (PWP) is a dynamic web-based tool that allows providers a variety of functions to manage their TNGA members. Wellcare Medicare providers can also use this tool to submit your authorization requests. The portal will allow you to quickly and securely upload all supporting documentation (script, plan of care, test scores, etc) in order to get an approved auth. Submission via the portal will also give you a real-time control number that will allow you to track the progress of your auth request, at any time.

To set up a Web Portal account, please access the TNGA website (<http://mytnga.com>) and select the option "Request PWP Account" or you may also contact TNGA Provider Relation. Please contact your Provider Relations Representative if you have any questions about signing up.

Demographic Updates

The provider community is a very dynamic community and things are always changing. Some examples of changes that we frequently see are:

- Moving of practice
- Change of phone number or fax number
- Change of Administrator
- Change of Office email address
- Addition of new providers
- Providers joining / leaving the practice
- Opening a new locations
- Change in Pay-To or PO Box Information
- Change of Tax ID Number

When your practice has any of these demographic changes, please be sure to contact your TNGA Provider Relations Rep, to update us with this information. It is important that your provider file is current with us. It is also important that we have the most current directory information for members to be able to contact your practices for services.



Still receiving paper checks?

Get Paid Faster with vPay

Therapy Network of Georgia has partnered with vPay for electronic funds transfer (EFT) payments to providers.

Enrollment with vPay is free and simple.

Faster than Paper Checks

With vPay, you can improve your cash flow. No waiting for your check to arrive in the mail and no waiting for the check to clear.

Funds can be in your bank account in as little as one day and your claims reconciliation process can be accelerated.

More Convenient

No more sorting envelopes, filling out deposit tickets, or making trips to the bank. Funds are deposited directly to your bank account or processed through your credit card merchant account, just like a patient co-pay.

More Secure

Virtual credit card (vCard) and ACH (automated clearinghouse) payments are more secure than paper checks. And with vCard payments, your banking information stays completely private.

The Choice is Yours

If you want to switch from paper checks, vPay offers two other ways to get reimbursed.

With ACH, you share your bank information and then your reimbursement is deposited directly to your bank account - just like payroll Direct Deposit - typically the next business day.

With vCard, a virtual payment is faxed to your office and processed through your credit card terminal. You have total control.

Contact vPay today. All you need is your Tax ID number to start the process.

Ready to switch from paper checks to faster, more convenient, and more secure payments?

Call vPay at 855-388-8374 or email support@vpayusa.com and get started today.

