

## HealthTeam Advantage Ownership Update

*A message from our President & CEO*

Dear Providers,

I'd like to share this important update regarding our ownership. Novant Health has exercised its right to sell its stake in HealthTeam Advantage back to Cone Health. This means that HealthTeam Advantage is once again 100% owned by Cone Health.

### What this means for our members:

- Benefits, coverage and provider network remain the same.
- They will continue to have access to the same services and providers, including those from Novant Health.

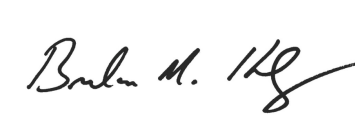
During the past 2 ½ years of co-ownership, HealthTeam Advantage expanded from serving 7 counties to serving 33 counties across North Carolina. We are proud that [U.S. News & World Report](#) named us one of the top Medicare Advantage plans in the state — and that our PPO plans received a rating of 4.5 stars from the Centers for Medicare and Medicaid Services for 2025.

We are committed to delivering exceptional care and service to our more than 22,000 members. Looking ahead, Cone Health plans to continue growing HealthTeam Advantage across North Carolina, ensuring more people have access to high-quality, affordable care.

As a valued HealthTeam Advantage provider, we wanted you to be among the first to hear this news. As always, your [Provider Concierge](#) is ready to help if you need more information or assistance.

We appreciate all you do for our HealthTeam Advantage members.

Sincerely,

  
Brendan Hodges  
President and CEO



HealthTeam Advantage, a product of Care N' Care Insurance Company of North Carolina, Inc., is a PPO and HMO Medicare Advantage plan with a Medicare contract. Enrollment in HealthTeam Advantage depends on contract renewal. Every year, Medicare evaluates plans based on a 5-star rating system.

## Administrative Professionals Day: April 23

With Administrative Professionals Day right around the corner, we want to take a moment to express our deepest appreciation for the incredible work you do every day. Your dedication, organization, and behind-the-scenes efforts are the backbone of our healthcare system, ensuring that everything runs smoothly for both patients and providers.

From managing schedules and coordinating care to handling countless details with efficiency and grace, your hard work does not go unnoticed. You are the heart of healthcare administration, and we are truly grateful for your commitment to excellence.

Thank you for all that you do to support patients, providers, and the entire healthcare community. Your efforts make a difference every single day!



### NOTICE: Revised Prior Authorization Lists Published

Please visit the 2025 Tools section of our [website](#) to download the revised 2025 prior authorization lists.

For any questions, please contact your provider concierge at 844-806-8217, option 5, or by sending an email to [providerconcierge@htanc.com](mailto:providerconcierge@htanc.com).



### Transportation Benefit

Did you know that our Diabetes & Heart Care (HMO C-SNP) and Eagle Plan (PPO MA-Only) members have access to non-emergency medical transportation (NEMT) transportation services?

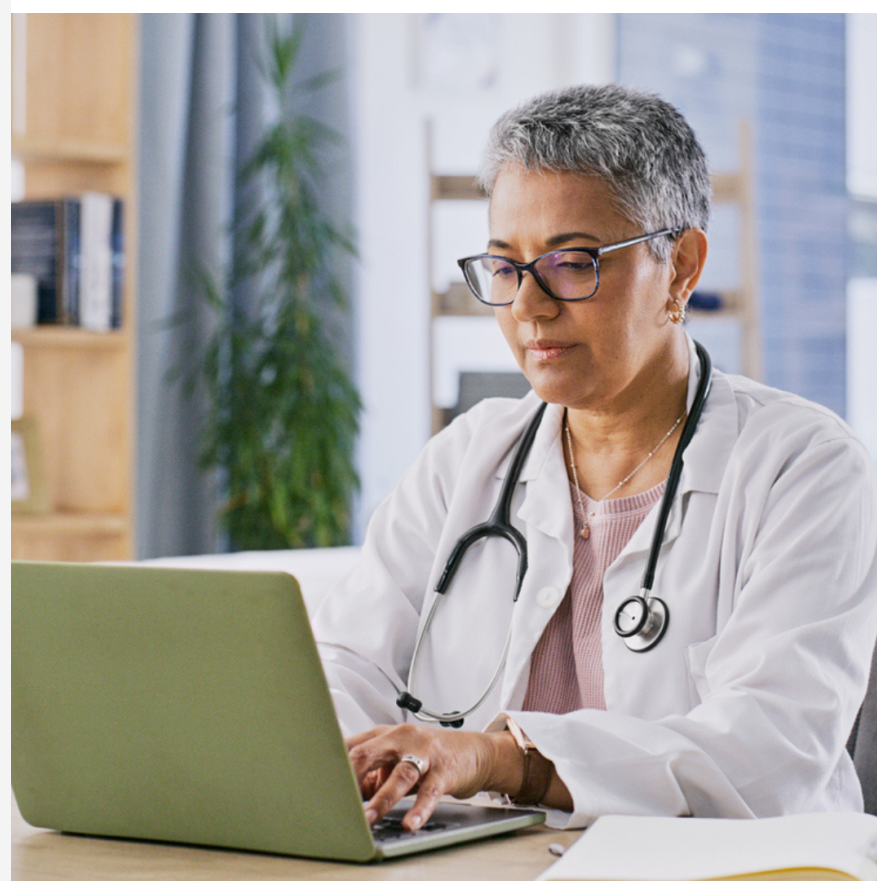
[Learn More](#)



### Take Action to Prioritize Mental and Physical Health

April is the National Stress Awareness Month, an important opportunity for healthcare providers to address the significant impact stress has on both mental and physical health.

[Help Your Patients Manage Stress](#)



### Social History vs. SDOH

Just a friendly reminder that CMS began requiring healthcare organizations to screen for Social Determinants of Health (SDOH) on January 1, 2024. It's important to know the difference between SDOH and Social History.

[Learn More](#)

### Need Assistance?

Contact Your Provider Concierge:

Phone: [844-806-8217](tel:844-806-8217) (Option 5)

Email: [providerconcierge@htanc.com](mailto:providerconcierge@htanc.com)

8 AM – 5:30 PM ET, Monday – Friday