



Get Information Easily with Our Provider Portal

The Provider Portal allows you and your staff to obtain information without needing to pick up the phone to check the status of claims, verify benefits and eligibility, etc. Here are the types of information you can access via the new portal 24/7:

- 1. Benefits and eligibility information
2. Claims:
- Process status
- Paid status, including the ability to download an Explanation of Payment (EOP) within 2 business days of a check run
3. Provider demographic information:
- View all providers linked to the Tax Identification Numbers (TINs) in your account
4. All usernames and emails linked to your group's TIN(s):
- The assigned administrator of a TIN can create/administer new user accounts under the following roles:
o Claims User (access to view claims and prior auth requests for assigned TIN)
o PA User (access to create Prior Auth requests on behalf of the assigned TIN - upcoming feature)
5. All available plan information via the Documents section, including but not limited to:
- Provider Manual
- Plan Key Contacts
- Prior Authorization Lists

Accessing the Provider Portal

If you received the Provider Portal invitation email, be sure to save the following URL in your internet browser's favorites folder for quick and easy access:

HealthTeam Advantage Provider Portal

URL: https://htaprd-provider.nirvanahealth.com

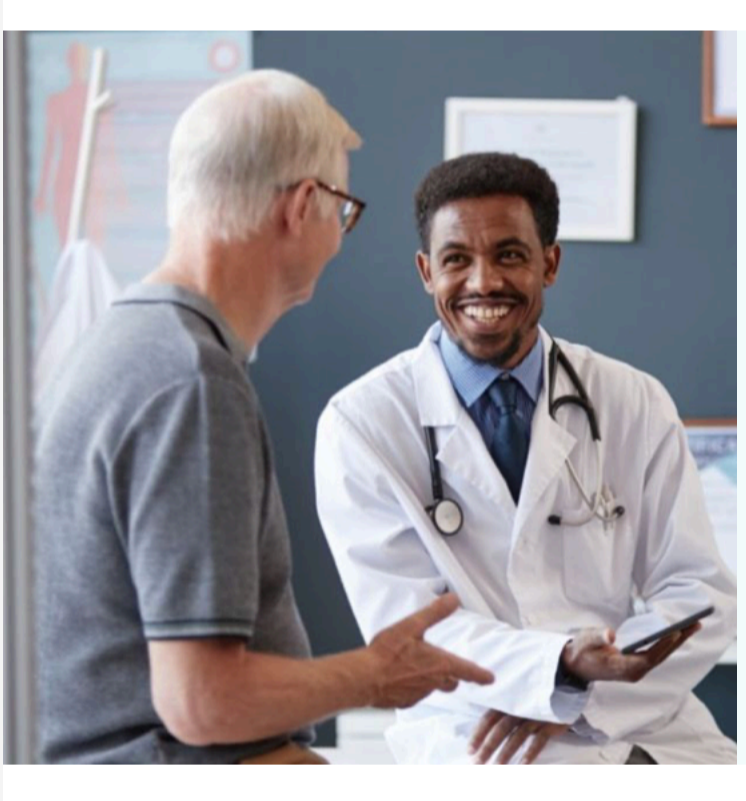
You can also refer to the Provider Portal User Guide and our Login Guide for guidance, and if you have any questions, our Provider Concierge team is here to help! Please reach out to us via email with your name, group name, TIN, and group/facility NPI so we can:

- Confirm you do not currently have an account
- Determine if your TIN has an Administrator (if it does, we will advise you of their name so you can reach out to them for access)
- Request an account/user role be created for you by submitting the portal enrollment form. This form is required, and your request cannot be completed without submitting.

Please note: Just one user per TIN may be assigned the Administrator role, so be sure that person is the only one requesting this role. The Administrator will be responsible for providing all other users access for your group.

Want to save this information for future reference? Download our Provider Portal Quick Reference Guide.

Download the Guide



Patient Surveys: Quality Care All Year

CMS surveys patients throughout the year to gather feedback on their care and health status. HealthTeam Advantage closely monitors these results to enhance care quality and insights. Your role is essential in providing high-quality care and experiences all year long!

Explore Your Role in Patient Satisfaction



Q&A: Updating NPI Information

Accurate provider data is essential for compliance, care coordination, and timely claims processing. Learn who is responsible for updating NPI information in NPPES, when updates should be made, why it's important, and what details are required.

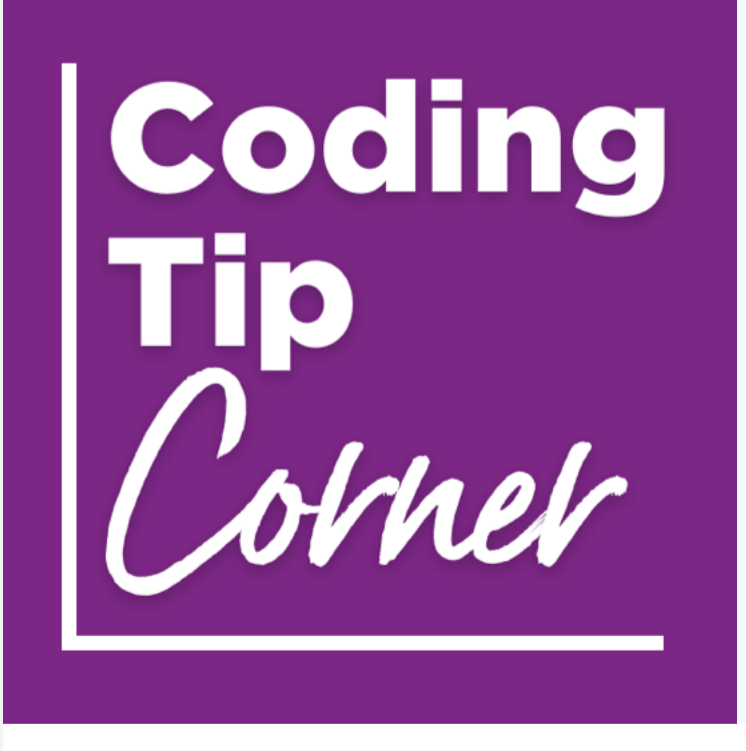
Updating Your NPI



The Importance of Prostate Cancer Screenings

June is Men's Health Month - a good time to spotlight prostate cancer, the most common cancer among men in North Carolina and the second leading cause of cancer deaths after lung cancer.

Start the Conversation on Prostate Cancer



June 2025 Coding Tip Corner

Coding Tip Corner is returning to the Provider newsletter. Hopefully this can become an interactive section that will keep offices up to date on coding changes and bring attention to what is acceptable and unacceptable in the coding arena.

Where's the MEAT?

Need Assistance? Contact Your Provider Concierge: Phone: 844-806-8217 (Option 5) Email: providerconcierge@htanc.com 8 AM - 5:30 PM ET, Monday - Friday