

TO: All Van Lang contracted PCPs, Specialist, Ancillaries and Hospitals

From: Dac Vu, MD, CEO, Van Lang IPA, LLC

Subject: **EFFECTIVE 1/1/2022**

- Notice of **Change of Third Party Administrator**
- Notice of Amerigroup will be the payor for all Reference Labs (CPL, QUEST, Labcorp). Van Lang will no longer be the payor for reference labs.

Date: December 2021

CC: TECQ Partners, Inc staff

IMPORTANT

CHANGE OF THIRD PARTY ADMINISTRATION NOTICE

Effective January 1, 2022

We are excited to share Van Lang’s goal of creating a premier healthcare experience to our providers and patients. We hope to accomplish our goal by bringing Van Lang IPA (“Van Lang”) third party administration (TPA) functions local to Houston. Van Lang IPA will transition our administrator from MSOSoCal to TECQ Partners. This transition will occur **January 1, 2022** for claims processing, prior authorization, utilization management, credentialing and recredentialing. Please check www.tecqpartners.com periodically for provider resources & updates as we get closer to 1/1/2022.

Claims

Claims processing for Van Lang will change beginning 01/01/2022. There are **important clearinghouse and claims processing changes**, as noted below. We accept electronic and paper claims. Faxed claims are not accepted. A valid Provider rendering NPI is required for claims processing.

Electronic Payment

To receive electronic claims payment, you can start to enroll immediately for electronic fund transfer (EFT) by registering at <https://www.tecqpartners.com/go/eft>. Payment via electronic fund transfer is applicable only for claims submitted to Van Lang after the date of service of 1/1/2022. Fees may be associated with EFT payments. Consult with your financial institution about specific rates.

Dates	Department	Activity	Action Steps for your practice
Available Now	Claims	Electronic Claims Payment Registration is Required for electronic payment	Enroll NOW electronic payment at www.tecqpartners.com/Go/EFT
01/01/2022	Claims	Please do NOT change your billing process until 1/1/2022	Beginning 1/1/2022 send claims to SDS Clearinghouse Payer ID: 77036

	Claims	Online processing	Check www.tecqpartners.com periodically for updates
	Claims	ERA 835 replaces the paper version of the EOR (explanation of reimbursement)	Check www.tecqpartners.com periodically for updates for accessing 835 files electronically
01/01/2022	Pre - authorization	Submit and track pre-authorization electronically.	Check www.tecqpartners.com periodically for updates
01/01/2022	Credentialing & Recred	Keep your CAQH profile updated & attestation current.	Check www.tecqpartners.com periodically for updates

Member ID - Amerigroup - Effective Jan 1, 2022

Amerigroup
Amerivantage Select Plus (HMO)
Amerigroup Insurance Company

PCP: [REDACTED]
PCP Phone: [REDACTED]
TECQ | Van Lang IPA

Member ID: [REDACTED]

Issuer ID: 80840
RxBIN: 020115
RxPCN: IS
RxGRP: WM2A
RxID: [REDACTED]

Office Visit Copay: \$0
Specialist Visit Copay: \$25
Emergency Room Copay: \$120
Preventive Copay: \$0
livehealthonline.com

CMS H8849-PBP: 009-000

MedicareRx
Prescription Drug Coverage

Amerigroup
amerigroup.com/medicare

Customer Service: 1-833-713-1304
TTY: 711
Pharmacy Member Svc: 1-833-371-1080
Help for Pharmacists: 1-833-377-4266
Providers: 1-866-805-4589
Dental: 1-888-700-0992
24/7 NurseLine: 1-866-805-4589
SilverSneakers: 1-855-741-4985

Members: Present this ID card to your healthcare provider before you receive services or supplies. See your Evidence of Coverage for covered services.
Providers and Hospitals: Prior authorization is required for all non emergency admissions and certain services. For emergency admissions, please call within 24 hours of treatment.

Claims: Van Lang IPA
P.O. Box 211406
Eagan, MN 55121
www.tecqpartners.com
Pharmacy Claims: P.O. Box 52077
Phoenix, AZ 85072-2077

Use of this card by any person other than the member is fraud 10/15/2021

About EFT

EFT payment transactions are reported in a CCD+, NACHA Automated Clearing House (ACH) corporate payment format. Your financial institution must be able to receive NACHA files for EFT payment. Fees may be associated with EFT payments. Consult with your financial institution for specific rates.

About ERA

The ERA (electronic remittance advice) replaces the paper version of the EOR (explanation of reimbursement).

For questions regarding this transition change, please contact:

Department	Name	Email	Phone
Claims	Claims Customer Service	claims@tecqpartners.com	888.319.0777 ext 899
Provider Services		provider-support@tecqpartners.com	888.319.0777 ext 799
	Jeff Ngo	jeff.ngo@tecqpartners.com	888.319.0777 ext 750
	Tiffany Dao	tiffany.dao@tecqpartners.com	888.319.0777 ext 751

**Notice of Amerigroup as the payor for all laboratory services
EFFECTIVE 1/1/2022**

Beginning 1/1/2022, Amerigroup will be the payor for all laboratory services. Van Lang will no longer be paying for laboratory services. If you have any patients with billing questions related to Laboratory Services, please contact *Amerigroup Customer Service at 1-833-713-1304 as listed on the back of the Member ID card.*

As a provider, there is no action needed from you. This is a courtesy reminder of a change that Amerigroup will be the payor for all laboratory services beginning 1/1/2022. Van Lang will no longer be the payor for Amerigroup patients.

Updated Jul 29, 2022 to clarify clerical error of “reference lab” to “all laboratory services.”

HOW TO SUBMIT A CLAIM

Electronic claims submission (effective after 1/1/2022):

- Van Lang's preferred claims clearinghouse is SDS Clearinghouse.
 - The payer ID is **77036**
 - Claims for Amerigroup HMO & DUAL members/patients are paid by TECQ Partners, administrator for Van Lang.
 - Claims for Amerigroup MMP, PPO and Medicaid patients should be billed to Amerigroup directly. Van Lang does **not** pay claims for MMP, PPO or Medicaid.
 - SDS Clearinghouse website is <https://sdata.us/>
- Providers may send electronic claims via an Online Submission. Contact claims@tecqpartners.com for additional information.
- Providers also may file a claim by EDI through the clearinghouse of their choice. Some clearinghouses and vendors charge a service fee. Contact the clearinghouse for information.
- Filing deadline for claims must be submitted as stipulated in the provider agreement.
- If a claim is submitted in error to a carrier or agency other than Van Lang IPA, the timely filing period begins on the date the provider was notified of the error by the other carrier or agency.

Paper claims (effective after 1/1/2022):

Van Lang IPA
% TECQ Partners
P.O. Box 211406
Eagan, MN 55121

Online Capabilities at www.tecqpartners.com

- Claims status is available 24/7 via our IVR (interactive voice response) system.
- Prior authorization (PA) requests are available via our online portal.
- Provider portal with checking member eligibility, prior authorization status, payment information (ERA remittances) and referral trends.
- Patient portal with ability to check explanation of benefits.

CLAIMS QUESTIONS AND ASSISTANCE

Claims Department Quick Reference	
Payer ID for SDS Clearinghouse	TECQ
Claims Clearinghouse: SDS	https://sdata.us
Paper Claims Address	Van Lang % TECQ Partners
	P.O. Box 211406
	Eagan, MN 55121
Claims Status via IVR 24/7	Pending update on 1-1-2022
Claims Department	claims@tecqpartners.com
Claims Department	888.319.0777 ext 899