



## Ontrak Health Provider Newsletter

Winter 2022

This publication provides education and shares information about the Ontrak Health Program. We hope you find it beneficial to your practice. We appreciate your participation in our Ontrak network of providers and would like to thank you for your continuous support and education to our members. Please forward this newsletter to all departments or providers within your practice that would find value in the content.

### UPDATES

#### Our Address Has Changed

We are no longer located in Santa Monica, CA; our corporate headquarters has moved to Henderson, NV. Our new corporate mailing address is:

**2200 Paseo Verde Parkway, #280  
Henderson, NV 89052**

#### Care Community Email Has Changed

For any Care Coach questions, referrals or member eligibility please take note of the new contact information:

Email: [membersupport@ontrakhealth.com](mailto:membersupport@ontrakhealth.com)  
Fax: **888-908-0144**

#### Has any of your information changed?

Help us keep your practice details updated. Please contact your Provider Service representative or email us at [network\\_management@ontrakhealth.com](mailto:network_management@ontrakhealth.com) if there are changes to your roster, ability to accept new patients or demographic changes including phone/fax numbers.

### REMINDERS

#### Important Timely Filing Reminder

We ask providers to adhere to the timely filing guidelines as outlined in their agreement with Ontrak Health. Claims filed beyond your contractual filing limit will be denied. If you need a copy of the agreement, please contact the Provider Services department at:

[network\\_management@ontrakhealth.com](mailto:network_management@ontrakhealth.com)

#### Claims Reminder: Place of Service

When submitting claims, please remember to utilize the correct codes for Place of Service: Face-to-face: **11**. Telephonic or video (telehealth) sessions: **02** or **10**.

Any questions regarding this please contact: [claimquestions@ontrakhealth.com](mailto:claimquestions@ontrakhealth.com)



## The Ontrak Engagement Approach

We focus on a coach-driven, whole-person approach to remove barriers, build trust, and promote better health outcomes for high, medium, and low-acuity populations.

The Ontrak WholeHealth+ program employs Certified Care Coaches that use Motivational Interviewing and Empathy to identify member needs. Coaches help members self-identify physical health and behavioral goals and spend up to 52 weeks of unlimited engagement on goal attainment.



## Visit Summary / Treatment Plan Requirements

A visit summary / treatment plan is required for all members and submission must be by the member's third visit. All other visits require an updated visit summary / treatment plan submission within three business days after each visit. This collaborative tool is tailored to the member for monitoring and engaging in their behavioral health treatment.

#### Clinical Components:

- **Goals:** Top 2-3 goals that are measurable and time-bound
- **Methods:** Identify therapeutic/treatment modalities/interventions

#### Administrative Components:

- Member Ontrak ID, date of service, rendering provider, date/time of next appointment (if applicable), ICD-10 diagnosis code(s) (not F99/unspecified codes), signature (electronic or written)

Visit summaries / treatment plans should be submitted via secure fax: **888-972-9589**

or secure email: [operations\\_delivery@ontrakhealth.com](mailto:operations_delivery@ontrakhealth.com)

- Only PDFs or non-editable documents should be sent via secure email
- Word documents should be sent via fax only

**Ontrak has a HITRUST, HIPPA-compliant submission process. Please do not submit full psychotherapy notes and utilize the guidelines given for the correct submission process.**

### CONTACT INFORMATION

#### Claims/Billing Questions

Phone: 855-840-3627, Option 2  
Fax: 888-965-5423  
Email: [claimquestions@ontrakhealth.com](mailto:claimquestions@ontrakhealth.com)

#### Care Coach Line

Phone: 866-321-6560

#### Corporate Mailing Address

2200 Paseo Verde Parkway, #280  
Henderson, NV 89052

#### General Provider Services & Contracting Questions (non-claims/billing related)

Phone: 888-840-3627, Option 3  
Fax: 833-908-0144  
Email:

[network\\_management@ontrakhealth.com](mailto:network_management@ontrakhealth.com)

#### Member Referrals & Eligibility Questions

Fax: 888-972-9589  
Email: [membersupport@ontrakhealth.com](mailto:membersupport@ontrakhealth.com)

**Looking for additional resources and more information about Ontrak Health? We have a dedicated provider page on our website that no longer requires a login.**

**Please visit: <https://ontrakhealth.com/ontrak-providers/>**