



Thank you to our Partners for lending a helping hand.

ADCO

Thank you to our partner ADCO for providing 150 surgical masks at no cost to distribute to members in need. ADCO is one of our preferred partners that offers hearing aid supplies and is currently pre-selling a limited amount of hand sanitizer. Available for pre-sell is 500ml for \$11.69 and 1 Liter for \$15.59. They will also get more 3-ply masks for those members that need them. You can contact Tony Gomez at tony@adcohearing.com or 720-534-9023 or you can contact NTENT and we can forward the request over.

Merchant Advocate

Thank you to our partner Merchant Advocate for providing 200 KN95 masks at cost to distribute to members in need. Merchant Advocate is one of our preferred partners that offers credit card processing audits. Merchant Advocate is offering NTENT members a 3 month no-cost audit of your credit card processing fee's. You can view the video [here](#) or contact Steven Pishko spishko@merchantadvocate.com or 407-982-0433.

Personal Protective Equipment

NTENT has purchased 250 face shields from Lacrosse and should arrive in mid to late May. We know the minimum order is more than any office would need so with the help of board member, Kevin Lunde, MD NTENT purchased the minimum number to help our members. If you would like to place an order, email knorris@ntent.org with the quantity you need. The cost is \$4 per Cascade Face Shield and will be billed to your 4th quarter 2020 invoice. Please click [here](#) to view the Cascade Face Shield.

US Medical IT

US Medical IT is offering NTENT members a set of free software tools (includes a free telemedicine platform) and services as well as up to 4 hours of free IT Consulting to help clinics re-align their technology in response to the COVID-19 outbreak. For more information regarding this please visit their website [here](#).

Telehealth

NTENT is working daily to ensure that we provide the most up to date information for all payers regarding Telehealth services. Please visit the NTENT website for information regarding Telehealth services. The links located at the bottom of the Telehealth form will take you directly to the payors most up to date information and we encourage you to visit them often as they are ever changing.

***** The form provided is only a guide and you should verify with each payor for the most up to date information and rules.

Insurance Updates for DFW Market

Aetna

The Aetna Fee Schedule is now available on the NTENT website (www.ntent.org) and is effective 4/1/2020.

UHC

Many of you have received a letter from UHC stating your fee schedule will be changing July 1, 2020. There was a typo in the letter and your new fee schedule will not be implemented on July 1st. We have not been notified when the corrected letters will go out nor when the new fee schedule will be implemented. If you receive the notice, please let us know so that we can read and give our synopsis.

Please remember, notices of any kind are sent to NTENT, they are sent directly to you. The letters stating the change (of any kind) are sent and will automatically take place unless you appeal in writing within 30 days that you disagree. If you receive communication from UHC you can always send to NTENT and we will research on your behalf.

UHC Organizational Updates

UHC has undergone some organizational changes and has eliminated our provider advocates. Please click [here](#) for the new process for any future issues that you have. UHC is requiring that each office utilize the member portal for authorizations, eligibility, referrals, updating demographics, claims and much more. *(If you need demographics changed, please also notify NTENT so that we can update on your behalf)* If your claim has been submitted and it requires escalation, you can submit it to North Texas Provider Service mailbox (providerservicentx@uhc.com) and a representative with UHC will work to get it resolved.

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