

2022 Announcement Archive

August 19, 2022 – Hometown Health Partners with University of Utah

Hometown Health is pleased to announce a new partnership with the University of Utah effective Aug. 1, 2022. As our new preferred partner, this grants in-network access to members of Hometown Health's Commercial, TPA and Senior Care Plus plans for all University of Utah services, including but not limited to cancer care, neurology and cardiology. Out-of-state referrals may now be directed to the University of Utah. To learn more about University of Utah, click on the "University of Utah" link at the top of the [Hometown Health Provider Directory page here](#).

September 29, 2022 – Friday Health Plan Network Lease Termination

Hometown Health and Friday Health Plan recently announced that they have mutually agreed to end their provider network lease agreement effective June 30, 2023. Friday Health Plan members will continue to access care through the Hometown Health provider network, and Hometown Health network providers should continue to service Friday Health Plan members through the June 30, 2023 termination date. Friday Health Plan is currently working to develop their own provider network to service Friday Health Plan members for dates of service of July 1, 2023 and beyond.

September 1, 2022 – Hometown CEO David Hansen Set To Retire

In a press release yesterday, Renown Health announced that David Hansen, Hometown Health CEO, will retire on October 7, 2022. The release also noted that Bethany Sexton, MBA, will assume the role of CEO of Hometown Health effective September 12, 2022. [You can read the full press release here](#).

August 30, 2022 – Legacy HMO Plans Employer Group Update

At the beginning of 2022 we sent out a list of employer groups who were on legacy HMO plans and excluded from the below limitations. The updated list of employer groups below remain on legacy HMO plans and are still excluded from the a limitations listed below

Please note, the below employer groups do not require a referral to see a specialist and are able to see a non-Renown primary care provider until the group renewal.

- CGI, Inc
- Clasen Quality Chocolate
- Donor Network West

- Sheet Metal Workers
- Western Surgical Group

Commercial Employer Group HMO 2022 Network and Plan Changes (The above employer groups are excluded from the limitations below.)

- New large group plans and new and existing small group plans must use a Renown primary care

provider or Geriatric Specialty Care provider* (community pediatricians may be used).

- Providers/facilities limited to Washoe, Carson, Lyon, Douglas and Storey County

(ancillary providers such as DME and diabetic suppliers outside of the above counties can still be used,

benefit authorizations as required by each plan still apply).

- All services with the exception of urgent, emergent and prior authorized higher level of care must be done within the counties specified above.

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July 14, 2022 – New Durable Medical Equipment Providers for Senior Care Plus

Senior Care Plus is pleased to announce we have added new Durable Medical Equipment (DME) Providers to our network to better serve our members. See our updated [Durable Medical Equipment page on the Senior Care Plus website](#) to learn more.

May 24, 2022 – Claims Payment Update

We have identified a common issue with member demographics that is causing claims to be rejected at the clearinghouse before routing to Hometown Health for payment. For your claim to process, please ensure that your patient’s member number, name, address, and date of birth align with HTH’s member records in Tapestry Link. If you need to check

eligibility or look up member demographics, [Tapestry Link](#) is available to all providers for this purpose.

Additionally, we have implemented a detailed claims rejection messaging system. If a claim is rejected upon loading, your office will receive a 277 report listing the reason(s) (incorrect demographic, eligibility, etc.) the claim was not valid. Once you've received the rejection reason, you may submit corrected claims, but please do not do so prior to receiving the rejection reason report as the claim will reject again as a duplicate.

February 4, 2022: Provider Payment Update – Friday Health Plans

We are currently upgrading our technology which has caused unforeseen delays in claims pricing for Friday Health Plans members. This has resulted in payment delays from Friday Health Plans to network providers. Affected providers should see resumed payments starting next week. If you have questions about claims with Friday Health Plans, please email providers@fridayhealthplans.com and a Friday staff member will call or email back within 24-48 hours.