

Frequently Asked Questions

What is “The Reserve Health Readiness Program” (RHRP-3)?

The Defense Health Agency’s (DHA’s) Reserve Health Readiness Program (RHRP) provides health readiness services to military Service Components (SCs) of the Active Components, Department of Defense (DoD) Service Civilians, and Reserve Components (RCs):

- Army Reserve and Army National Guard
- Air Force Reserve and Air National Guard
- Navy Reserve
- Marine Forces Reserve
- Coast Guard Reserve

RHRP-3 is the third generation of the RHRP contracts. The desired outcome and sole focus of the RHRP-3 contract is to support the DHA as a Combat Support Agency by responding quickly and effectively to SCs’ requirements for medical and dental readiness support, whether that be a peacetime or wartime operations tempo

See Health.mil, the official website of the Military Health System:

- <https://www.health.mil/Military-Health-Topics/Health-Readiness/Reserve-Health-Readiness-Program>

Who was awarded the contract for the RHRP-3 program?

- DHA awarded the contract for RHRP-3 to QTC Medical Group, Inc., a Leidos Company

Who is Quality Timeliness Customer Service (QTC)?

- QTC is the prime contract holder for the RHRP-3 Program.
- Quality Timeliness Customer Service is a company that provides a wide range of medical examinations services to the public sectors: federal, state, and local government agencies, as well as the individuals they serve. They have developed and implemented optimal service plans for the government that ensure the highest of security standards to deliver quality, timely and unbiased examination services, and reports.

When is the start of healthcare delivery?

- Healthcare delivery for RHRP-3 began March 2023

What are the training requirements for providers to participate in the RHRP-3 program?

- Any personnel that have access to Protected Health Information (PHI) and Personally Identifiable Information (PII) shall be required to complete initial and on-going Defense Health Agency-administered HIPAA compliance training. The link to access training can be found at <https://jko.iten.mil/courses/DHA-US001/launch.html>.

Who is Wellpoint Federal?

- Wellpoint Federal, formally WellPoint Military Care (WMC), is an Elevance Health company formed in 2015 to address the health care needs for the Defense Health Agency and Department of Veterans Affairs. Wellpoint Federal is a subcontractor to QTC on the RHRP-3 program providing in-clinic dental and vision services.

What role does Wellpoint Federal play for RHRP-3?

- Wellpoint Federal will be responsible for supplying providers to render in-clinic dental and vision examinations to military reservists.

How will QTC and Wellpoint Federal partner for the RHRP-3 in-clinic dental and vision program?

The RHRP-3 program requires pre-authorization for all services rendered. However, unlike a traditional plan you will not have "Reservist/service members" calling or walking-in to make appointments. This is a referral-based program for in-office visits. Below is a high-level overview of how the program works:

- Our partner, QTC, will receive requests from the US Department of Defense Service Component to find providers to treat service members.
- QTC will locate a dental and/or vision provider using Wellpoint Federal Provider Directory.
- QTC will call the provider to schedule the appointment.
- Prior to the visit, QTC will send an electronic approval for services to be rendered via the QTC RHRP3 Provider Portal to the provider. The provider will confirm services have been rendered via the QTC RHRP3 Provider Portal in lieu of submitting a claim.
- Wellpoint Federal will pay the provider via EFT or paper check, based on the provider's selection, through PNC Bank.

Is pre-authorization require? If yes, how do I obtain pre-authorization?

- All treatments require pre-authorization. Referral recommendations and pre-authorization shall be entered into the QTC RHRP3 Provider Portal for service component approval prior to treatment and scheduling with a provider for services.

**No dental or vision services should be performed that have not been approved, coordinated, and scheduled through Prime Contractor, QTC Medical Group, Inc. as reflected in the RHRP3 Provider Portal. Any services provided without pre-authorization will not be covered.*

Is there a service member deductible or copay for any service under this program?

- No

What benefits/services are included in the RHRP-3 program?

- Reserve Health Readiness Program (RHRP) services include immunizations, physical examinations, Periodic Health Assessments(PHA), Pre-Deployment Health Assessment, Post-Deployment Health Reassessments (PDHRA), Separation History and Physical Examinations (SHPE), Mental Health Assessments (MHA), dental examinations and x-rays, limited dental treatment, laboratory services, occupational health services, and other services as required to satisfy SC health readiness needs.

What are the covered service areas for the RHRP-3 program?

- Service coverage is provided in every state, within the United States and its territories, and the District of Columbia.

Member ID Cards – How do we identify RHRP-3 members?

- Military personnel you treat will hold DoD issued ID Cards

How do I access the QTC Provider Portal?

- <https://www.qtcm.com/government/military-readiness/> (website)
- [Provider.QTCM.com](https://www.qtcm.com/government/military-readiness/) (portal)

Who do I contact for eligibility and benefits questions?

- QTC Medical Group, Inc:
 - phone 1-833-QTC-RHRP (1-833-782-7477)
 - web: <https://www.qtcm.com/government/military-readiness/>

Who do I contact for claims questions?

- Providers are required to submit validation of completed services via the QTC RHRP3 Provider Portal once services have been rendered. This submission of services in the QTC RHRP3 Provider Portal triggers payment of services at contract rates. If you have questions on these submissions, please contact QTC.
 - <https://www.qtc.com/government/military-readiness/>
 - <https://provider.qtc.com/my.policy>

**Claim form submissions are not accepted for the RHRP-3 Program*

How do I find out if rendered services have been approved for payment?

- QTC Medical Group, Inc. - 1-833-QTC-RHRP (1-833-782-7477)
- <https://www.qtc.com/government/military-readiness/>

Who do I contact if I have provider fee schedules and/or contracting questions?

- Directly Contracted Dental Providers with Wellpoint Federal
 - email: RHRP@elevancehealth.com
 - web: <https://www.wellpointmilitarycare.com/rhrp-providers.html>
- Careington Providers
 - phone (fee schedule): 1-800-441-0380
 - phone (network status): 1-844-478-4786
 - email: reservists@careington.com
 - web: <https://provider.careington.com/>
- EyeMed Providers
 - phone: 1-888-581-3648
 - web: <https://eyemed.com/en-us/provider>
- PNC Bank
 - phone: 1-800-946-6968
 - web: www.providerpayments.com

What are the timely filing requirements?

- Providers are required to enter SM interactions in real time into the prime contractor, QTC's, RHRP3 Provider Portal.

Who do I contact to sign up to receive payment via EFT, card, or paper checks?

- PNC BANK
 - phone: 1-800-946-6968
 - web: www.ProviderPayments.com

How do I become a participating provider?

- Wellpoint Federal is not actively recruiting at this time. We continue to monitor for opportunities for our Provider community. Please check our website for the most up to date information:
 - <https://wellpointmilitarycare.com/providers.html>

Thank You for Being a Part of the Wellpoint Federal Team!!!