

# BILLING TIPS

## Commercial insurance is always the primary plan.

While US Family Health Plan is the primary plan for benefits and the primary manager of care, it's the secondary payor when a patient has commercial insurance.

## Always submit a claim to the primary payor—even if the balance is zero.

Per the Department of Defense, USFHP must report all insurance reimbursement amounts collected by any provider.

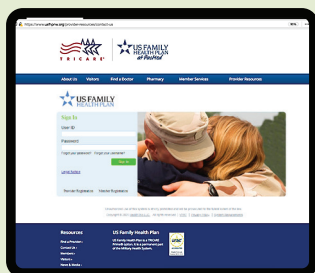
Our member cannot be billed for any remaining balance. When the primary payor issues payment, bill USFHP and include the Explanation of Payment from the primary payor.

All claims for all USFHP beneficiaries should be mailed to:  
US Family Health Plan  
1200 12th Avenue S,  
Seattle, WA 98144-2712

Payment will be based on the amount the primary payor indicates the patient is responsible for, up to the contract/CMAC allowed amount.

**Don't bill Medicare.** Some of our Medicare-aged enrollees are grandfathered into US Family Health Plan. USFHP enrollees who are Medicare beneficiaries have waived their use of Medicare. Do not bill Medicare for care provided to these enrollees.

**All** claims for **all** our beneficiaries should be mailed to US Family Health Plan.



## Tools You Can Use: USFHPNW Provider Portal

1. US Family Health Plan providers can view USFHP eligibility and claims status electronically through our provider portal. In addition, referral coordinators can submit referrals and view authorization status on the portal. Our goal is to make working with us that much easier!

To set up your account, contact USFHP Provider Relations at [USFHPPProviderRelations@USFHPpacmed.org](mailto:USFHPPProviderRelations@USFHPpacmed.org)

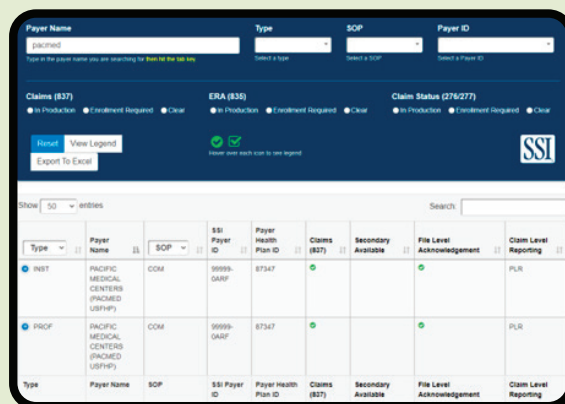
**Already have a portal account?** Please let your caregivers know they can gain access by reaching out to designated administrators in your organization.

## 2. Providers can now submit claims electronically through our clearinghouse, SSI:

- USFHP's payer ID with SSI is 87347.
- For clearinghouse to clearinghouse connections use ID 999990ARF (zero, not o).
- On the payer list page, enter pacmed as the payer name, as shown here:

**For questions or problems getting connected contact your clearing house or SSI Support:**

<https://thessigroup.com/contact-us/>



## Electronic Referral & Claims Submission Now Available

We are pleased to announce providers can now submit referrals electronically through the **USFHP HealthTrio provider portal**. Users with a "Referral Coordinator Active" role assigned to their profile can submit referrals for specialist, outpatient or facility admission services. Local administrators should contact USFHP Provider Relations for training on how to use this new feature and to get set up.