

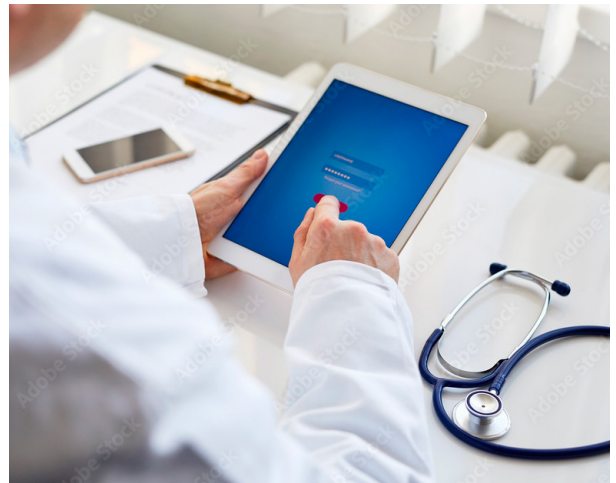
READY TO SERVE

A Newsletter for USFHP Network Providers

HEALTHTRIO: GROWING TOGETHER- ENHANCING PORTAL FUNCTIONALITY WITH PROVIDER INPUT

HealthTrio is our self-service provider portal that offers several services, including verifying member eligibility, checking claim status, submitting electronic referrals, and even downloading member rosters. Thanks to your feedback, we have been able to add the following enhancements:

- **Expanded Service Detail Options:** The Specialist tab now includes a much broader range of services in the dropdown menu to better support referral requests.
 - Dedicated options, such as Dermatology, are now available
 - Several categories, such as Physical Therapy and Occupational Therapy have been streamlined and are now in their own distinct sections for more ease of use
- **Resolved Referral Submission Concerns:** Thanks to your continued feedback, we were able to identify and correct a system logic issue that was erroneously removing referral submissions flagged as duplicates.



We want to hear from you!

We are committed to continuously improving our processes and tools. Please continue to share your suggestions or concerns with us at ProviderRelations@USFHPPacmed.org.

In this Issue

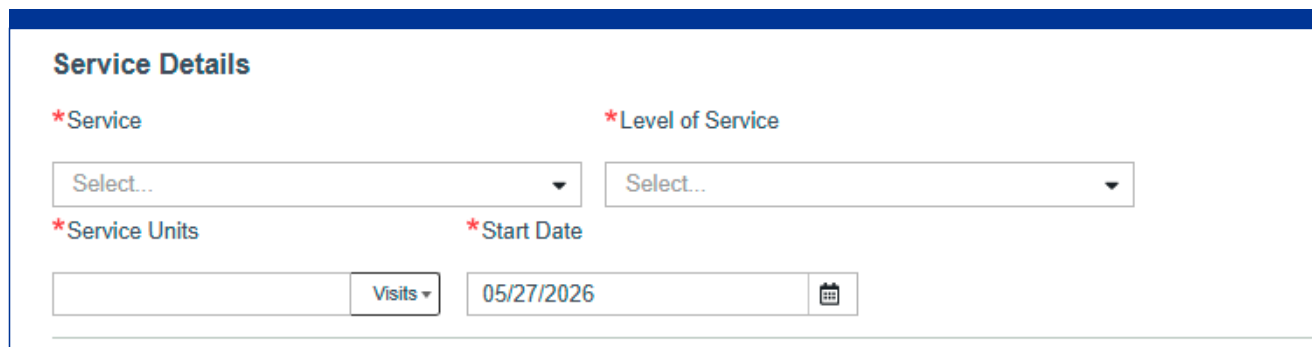
- 1 HealthTrio: Growing Together- Enhancing Portal Functionality with Provider Input
- 2 New Updates to the HealthTrio Portal — Faster Referral Submissions.

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NEW UPDATES TO THE HEALTHTRIO PORTAL — FASTER REFERRAL SUBMISSIONS.

At USFHP, we want to make your daily workflow as simple as possible. Based on your feedback, we have updated the referral submission process within the HealthTrio provider portal to reduce guesswork and speed up approvals.

A screenshot of the 'Service Details' form in the HealthTrio portal. The form has a blue header bar. Below the header, there are four fields: '* Service' and '* Level of Service' are dropdown menus with 'Select...' text; '* Service Units' is a text input field with a 'Visits' dropdown; and '* Start Date' is a date input field showing '05/27/2026' with a calendar icon.

What's changed?

Under the **Specialist** tab, the **Service Details** dropdown menu now features more precise options:

- **New additions:** Dedicated options like Dermatology are now available.
- **Streamlined categories:** Physical Therapy and Occupational Therapy are now split into separate choices.

We hope this new submission process allows for a smoother process both for your teams and ours.

We want to hear from you.

We seek to continuously improve our provider tools. Please send feature requests or system issues to

ProviderRelations@USFHPPacmed.org.



ATTENTION: 2026 COPAY REFERENCE GUIDE

**THE COPAY REFERENCE GUIDE FOR 2026
CAN BE FOUND HERE:**

https://s3-us-west-2.amazonaws.com/images.provhealth.org/other/USFHP_Summary_of_Benefits.pdf

CLAIMS REMITTANCE

YOUR W-9 IS REQUIRED FOR ACCURATE TAX REPORTING



Each year, USFHP is required to supply a 1099 to each provider or provider group who received a payment(s) in the previous year. To do that, we need an updated W-9 on file.

Why a W-9 form is required:

- To provide the tax ID number in a standard, documented format
- To identify and verify the entity providing services
- For accurate tax reporting and compliance

Use Form W-9 to provide your correct Taxpayer Identification Number (TIN) or Employer Identification Number (EIN). Download Form W-9 at <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

Submit W-9 to: ClaimsSupportSpecialist@usfhppacmed.org

ATTN: CLAIMS DEPARTMENT

1200-12th AVE South | Seattle, WA 98144

Phone: 206.774.5714 | Fax: 425.204.5626



REMINDER: REGISTER WITH INSTAMED FOR DIRECT CLAIMS PAYMENT

For accelerated access to claim payments, USFHP at PacMed uses InstaMed for direct deposit into your existing bank account. You should experience no disruption to your current workflow—just choose to have electronic remittance advices (ERAs) routed to your existing clearinghouse.

Register for free for InstaMed Payer Payments:
www.instamed.com/eraeft

With InstaMed, USFHP at PacMed delivers claim payments via ERA and electronic funds transfer (EFT). ERA/EFT is a convenient, paperless and secure way to receive claim payments. Funds deposited directly into your designated bank account include the TRN Trace Reassociation Number, in accordance with CAQH CORE Phase III Operating Rules for HIPAA standard transactions.



PROVIDER QUICK REFERENCE GUIDE

We have created a 2-page reference guide. For helpful reminders of who USFHP is, how to bill, how to submit referrals, and a list of contacts for all of your staff, you can find the guide on our website.

You can also view the quick reference guide here:

[USFHP NW Provider Quick Reference Guide](#)

CONTACT US



We are here to answer your questions, and we welcome your suggestions or feedback.

MEMBER SERVICES

(800) 585-5883, option 2

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US FAMILY HEALTH PLAN

A health plan sponsored by the Department of Defense (DoD)

that offers the TRICARE Prime® benefit to uniformed services beneficiaries throughout Washington, Oregon, Idaho, and California.

The plan is administered by Pacific Medical Centers, which has performed this role for over 40 years.

MISSION

To provide quality health care for uniformed services family members, retirees and their family members; to have extremely satisfied members; to demonstrate quality, value and operational effectiveness; and to be an integral and respected health care partner in the DoD's Military Health System.



REMINDER:

USFHP and TriWest Healthcare Alliance Are Different Organizations

To avoid complication and frustration for you and US Family Health Plan members, please make sure that bills/claims/referrals and anything else intended for USFHP does **not** go to TriWest Healthcare Alliance. We are not the same organization.

Claims are processed by date of service, and USFHP reimburses facility-based care at the TRICARE/CHAMPUS DRG or contracted rate. TRICARE rates are updated annually. To access information about TRICARE fee schedule changes, as well as our current [Provider Manual](#), please visit www.usfhpnw.org.