

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

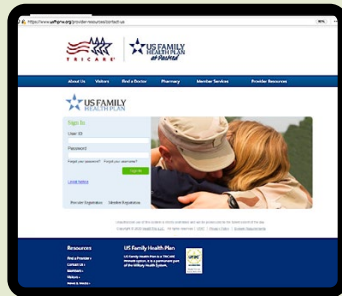
Payment will be based on the amount the primary payor indicates the patient is responsible for, up to the contract/CMAC allowed amount.

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



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 USFHPProviderRelations@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.

Electronic Referral 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.

Type	Payer Name	SCP	SSI Payer ID	Payer Health Plan ID	Claims (B27)	Secondary Available	File Level Acknowledgement	Claim Level Reporting
INST	PACIFIC MEDICAL CENTERS (PACMED USFHP)	COM	9999-GARF	87347				PLR
PROF	PACIFIC MEDICAL CENTERS (PACMED USFHP)	COM	9999-GARF	87347				PLR