



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.

CONTACT US



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

MEMBER SERVICES

(800) 585-5833, option 2

NETWORK CONTRACTING & PROVIDER RELATIONS

USFHPPProviderRelations@USFHPpacmed.org

(800) 585-5883, option 2

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CREDENTIALING

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Lisa Velotta
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Miranda Suggitt
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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 in the Puget Sound region.

The plan is administered by Pacific Medical Centers, which has performed this role for over 30 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 Health Net Are Different Organizations

To avoid complication and frustration for you and US Family Health Plan patients, please make sure that bills/claims/referrals and anything else intended for USFHP does **not** go to Health Net Federal Services. 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.