

US Family Health Plan at PacMed

Provider Quick Reference Guide

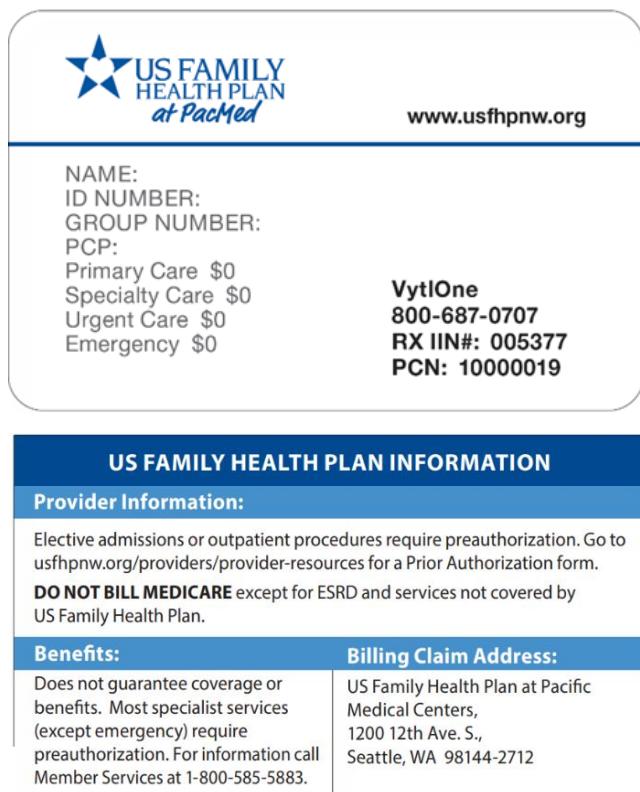
To obtain the most up-to-date information on policies, manuals, provider directory and forms please visit our website: <https://usfhpnw.org>

Overview & Important Information



- US Family Health Plan (USFHP) is a health care choice for eligible beneficiaries under the Department of Defense's TRICARE Prime® program.
- Health care is provided to active-duty family members, activated National Guard and Reserve family members, and retirees and their family members, including certain "grandfathered" beneficiaries who are age 65 and older.
 - Medicare cannot be billed for services that are covered by USFHP
 - Members filing Medicare claims or members that have claims filed on their behalf are in violation of the conditions of participation for USFHP and are subject to disenrollment
 - Members may only use Medicare benefits for noncovered USFHP services, such as chiropractic care or end-stage renal disease
 - Members utilizing Medicare for benefits covered under USFHP are subject to disenrollment

Member ID Card



Important Contact Info

Customer Service/Provider Service

Phone: 800-585-5883, option 2
Mon-Fri 8am-12pm / 12:30-4:30pm PST

Network Contracting / Provider Relations

Phone (Brian): 206-774-5709

Phone (Ashley): 206-774-5660

Email:

ProviderRelations@usfhppacmed.org

Referrals & Authorizations

Phone: 206-774-5650, option 1

Fax: 206-774-5830

Email:

usfhpreferralfax@usfhppacmed.org

Claims Support

Fax: 425-204-5629

Email: USFHPClaims@usfhppacmed.org

Claims

Electronic Data Interchange (EDI)

USFHP@PacMed's clearinghouse is SSI
Listed as USFHP AT PACMED
USFHP Payer ID 87347
SSI Payer ID 99999-0ARF

Providers must enroll with SSI to submit electronic claims. Please visit SSI at <https://cws.ssigroup.com/payerlist/>

Claims Address

USFHP@PacMed
Attn: Claims Department
1200 12th Ave S, Seattle WA 98144

Claims Fax

425-204-5629, Attn Claims

Claims Information

- When submitting a claim to USFHP for the first time, please attach a currently W-9.
- Claims must be submitted on CMS 1500 or UB-04 forms.
- Home Health, SNF, LTCH, Inpt Rehab & COB must be submitted on paper.

Payment Dispute & Clinical Appeals Submission

Please send **payment disputes** via fax to 425-204-5629 or mail to:

USFHP@PacMed
Attn: Claims Department
1200 12th Ave S, Seattle, WA 98144-2712

Please send **appeals** by fax to 425-204-5629 or mail to:

USFHP@PacMed
Attn: Appeals Department
1200 12th Ave S, Seattle, WA 98144-2712

Include member name, DOB, claim # and date of service.

InstaMed Healthcare Payments

USFHP partners with InstaMed to deliver the following services/benefits to provider partners:

- claim payments via electronic remittance advice (ERA) and electronic funds transfer (EFT).
- Evidence of Payment (EOP)
- Claims history and check payment history

To register for free InstaMed Payer Payments visit www.instamed.com/eraeft.

Referral & Authorizations

Request using the USFHP HealthTrio Provider Portal. Refer to the section **USFHP PROVIDER PORTAL** at the bottom of this page to learn how to request access to the Provider Portal.

Fax a Prior Authorization Form to USFHP Referrals at **206-774-5830**, also on the Prior Authorization Form. This form details the information needed to process the referral request. In some cases, additional documentation will be needed to support the request. The form is available on the USFHP website on the Provider Resources menu (<https://www.usfhpnw.org/providers>).

When the requested services are approved, a Referral Authorization is automatically generated. Copies of the Referral Authorization are provided to you and the member. Providers may also view the determination in the online USFHP HealthTrio Provider Portal.

The authorization number is your assurance that the referral request has been approved.

Note: A submitted a request for Prior-Authorization itself does not constitute referral authorization; it must be completed and submitted to USFHP for review and authorization

HealthTrio Provider Portal

The USFHP HealthTrio Provider Portal, is a secure, online web portal providers can use to check patient eligibility, claim and referral status, submit electronic referral requests, access reporting tools, and more. To log in to the portal, go to pmc.healthtrioconnect.com

To request new access to the portal for your group, additional training documents, questions or escalation concerns email ProviderRelations@usfhppacmed.org. Please include your group name & Portal Request in the subject.

NOTE The USFHP HealthTrio Provider Portal cannot be accessed outside of the United States. Offshore 3rd Party Billing organizations cannot be granted access.