

TriWest Healthcare Alliance

How to Read the New TriWest Authorization Letters

As of Friday, Sept. 29, 2017, the TriWest authorization letters are changing in format. Mainly, they have been shortened. Make sure you know how to read them!

We have two types of letters:

1. **Standardized Episodes of Care (SEOC):** this affects nine specialties, and you will know if you have an SEOC authorization because the letter will say it on the first page.
2. **Non-SEOC letters:** all other authorization letters.

The Changes – Affecting SARs!

The biggest change that affects both types of authorization letters involves secondary authorization requests (SAR).

- If you need to refer to a different provider with a different Tax ID Number (TIN), as long as your authorization includes the care, you do NOT need to send a SAR.
- Instead, fill out the "Notification of Referrals" section on your authorization letter. Then, fax it to TriWest at 1-866-259-0311.
- If your authorization does NOT include the care needed, *and* you need to refer to a different provider with a different TIN, then submit a SAR to TriWest.

All other rules for SAR submission remain the same and should be followed accordingly.

Other changes to highlight:

- For SEOCs, refer to the "narrative language" on the first page to know what's covered.
- For non-SEOC letters, we cover all Medicare-approved care that is medically necessary, even if specific codes are not listed on the authorization. The only exception is if the Department of Veterans Affairs (VA) EXCLUDES a particular type of care or code on the attached VA documents.
- We will still have the expanded lists of approved CPT codes on our Provider Portal. However, we listed pertinent codes on the authorization letters to make it easier to see at a glance.

Overall, our authorization letters and care management are moving toward a Medicare-centric model. For more information on the new authorization letters, please refer to our "Authorization Letters Quick Reference Guide" at <http://www.triwest.com/en/vapc3-provider/Quick-Reference-Guides/Authorization-Letter-QRG.pdf>.



SEPT 2017

If you have received this fax in error, or if you are a network provider who no longer wishes to receive any faxed communications from TriWest Healthcare Alliance, please notify this office immediately at 1-855-PCCCVET (722-2838) (phone) or at (602) 564-2523 (facsimile). Please allow three (3) to five (5) business days for processing. TriWest Healthcare Alliance is sending this facsimile in order to obtain information to its network providers related to the medical treatment of United States veterans in geographic regions where the VA contracts with TriWest to process claims. This fax is intended only for the use of TriWest's network providers and may contain information that is privileged, confidential or protected by the law. All others are hereby notified that the receipt of this fax does not waive any applicable privilege or exemption for disclosure and that any dissemination, distribution, or copying of this communication is prohibited.