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TriWest Healthcare Alliance

NOTICE: Timely Filing Alert for Outstanding Claims!

As of Dec. 1, 2017, TriWest will no longer accept claims with a date of service (DOS) prior to Sept. 30, 2016.

TriWest is bringing claims submission timeframes back in line with the Department of Veterans Affairs (VA) program filing limits. That deadline for submitting claims is 180 days from the DOS. To help providers get their claims processed, this alignment back to 180 days is happening in phases.

What does this mean for you?

If you have outstanding claims, claims you need to send for reconsideration/appeal, or claims you need to send to TriWest as a secondary payer, please submit them via the submission process outlined below or in the Provider Claims Quick Reference Guide available on www.triwest.com/provider.

- Claims for 2015 are no longer being accepted.
- Outstanding claims with a DOS from January through Sept. 30, 2016 must be submitted by Dec. 1, 2017 to be considered for payment.
- Claims with DOS from October 2016 through June 30, 2017 must be submitted by Feb. 1, 2018 to be considered for payment.
- For all claims with a DOS on or after July 1, 2017, TriWest will enforce the 180-day timely filing requirement for all claims. This means that any claims with DOS on or after July 1, 2017 must be submitted **within 180 days to be considered for payment.**

Claims denied for timely filing cannot be billed back to the Veteran or VA.

Overall, the sooner you submit your claims, the better! Submitting claims within the suggested 30-day timeframe helps VA in monitoring budget and utilization. It also reduces carrying costs for your practice and improves cash flow.

Claims submission process

Below is the two-step process for submitting your claims to TriWest:

(1) Upload Medical Documentation to TriWest Provider Portal

- Register for a secure account on TriWest's Provider Portal at www.TriWest.com/provider and upload medical documentation directly to the system.
- If unable to access the Provider Portal, fax documentation to TriWest at 1-866-259-0311.

(2) Submit Claims to Wisconsin Physicians Service (WPS)

TriWest uses WPS for all claims processing. After submitting medical documentation to TriWest, send claims either:

- **Electronically.** Set up an EDI to submit electronic claims by calling WPS at 1-800-782-2680 and selecting Option 1.
- **Via mail.** Mail paper claims to the following:

WPS-VAPC3
PO Box 7926
Madison, WI 53707-7926



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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.