

TRICARE East Region: Provider FAQs

Claims (will be updated frequently):

What about my claims?

- PGBA is the current claims processor for all three TRICARE regions. With the start of the new region contract, Wisconsin Physicians Service (WPS) will take over as the fiscal intermediary/claims processor for the new East Region. WPS is currently the TRICARE for Life (TFL) claims processor.
- In conjunction with WPS, Humana Military is reaching out to providers in both the North and South Regions to ensure a seamless transition of claims with dates of service on or after the start of the contract: **January 1, 2018**.

What about my electronic transactions through PGBA?

- If you submit claims electronically, receive electronic funds transfers, and/or electronic remittances, Humana Military and WPS will work with the current claims processor to oversee changes regarding your provider profile, EMC-services for TRICARE claims, and payor code updates for clearinghouses as we move closer to the start of the contract.
- For all North and South Region providers who submit TRICARE claims, please view the attached FAQs for the EDI application process with WPS.

EDI claims processing:

- WPS Military and Veterans Health requires that all electronic providers/groups sign, and have on file, a Claims Agreement (“Agreement”) prior to submission of electronic claims.
- All providers that submit EDI claims directly to WPS will need to complete a self-registration process on our **WPS community manager** system to prepare for transaction testing and claim submission. In order for you to access WPS community manager, you will need to complete an initial registration process, as well as complete the necessary request forms and business agreement(s).

Will I need to complete any request form and/or business agreements before filing electronically?

Below are the various types of request forms and business agreements you will need to complete depending on the type of submitter you are:

- Trading Partner/Submitter ID enrollment form
 - Connectivity agreement
 - Clearinghouse agreement
- Line of Business/Transaction (LOB/TXN) configuration edit form
- Provider EDI registration
 - Provider Agreement (one for Medicare and one for non-Medicare)
 - Provider Electronic Remittance Advice (ERA) agreement
 - Provider Electronic Funds Transfer (EFT) agreement
- Line of Business/Transaction (LOB/TXN) production approval form

What is the New Payer ID?

- The new TRICARE East Region Payer ID is **TREST**. It will need to be placed in the following data elements within your X12 837 claim files:
 - ISA-08
 - GS-03
 - NM1-09 (with 40 qualifier)
- Trading partners that currently combine claims for multiple states within a claim file will need to create separate ISA – IEA segments for each state where services were rendered.

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Are ERA and EFTs available?

- ERA is an electronic version of your Explanation of Payment (EOP) and allows you to automatically post your accounts.
 - If you currently receive ERA X12 835 electronic files today, you will need to re-enroll through WPS community manager to receive ERAs from WPS Military and Veterans Health.
- EFT is an electronic version of your paper check deposited directly into your checking or savings account.
 - If you currently receive claim payments through EFT, you will need to re-enroll through WPS community manager to receive EFT payments from WPS Military and Veterans Health.

Important: You will be notified when you are able to complete registration for ERA and EFT through WPS community manager.

Is free software available?

- **PC-Ace Pro32 software users:** If you currently use PC-Ace software to submit your claims, you will need to download our WPS version.
- PC-Ace Pro32 is available on the web at: wpsic.com/edi/pacepro32.shtml

Will there be an online claims portal?

- Humana Military will be offering a web-based claim entry option that will allow TRICARE East providers to enter and submit a claim online. This option will be made available at provider self-service on HumanaMilitary.com. Providers will also be able to check the status of claims and view summary/detail claims history. More information will be provided to you when it is available. Providers choosing the web-based option with Humana Military will still need to enroll with WPS and sign up for the secured services at HumanaMilitary.com

How do I contact the EDI team at WPS?

If you have any questions or concerns regarding your transition, please contact us at:

EDI helpdesk team: 800-782-2680 (option 1)
EDI marketing team: 800-782-2680 (option 2)
Fax: 608-223-3824
Email: edi@wpsic.com

We also encourage you to contact your clearinghouse, billing service or software vendor to discuss transition-related issues. Please watch for additional transition information online at wpsic.com/edi/index.shtml