



TRICARE Electronic Claims Filing



Wisconsin Physicians Service (WPS) is TriWest’s partner for processing TRICARE claims. Choosing an electronic data interchange (EDI) option assures ample assistance from WPS throughout the claims filing process. Additionally, EDI edit systems are designed to minimize data entry errors before claims are passed to the WPS processing system.

Electronic Claims Filing Responsibilities

Network providers in the TRICARE West Region are required to file claims electronically, except in Alaska. Non-network and Alaska providers are strongly encouraged to submit claims electronically.

Electronic Claims Filing Options	
PC-Ace Pro32 Software	Providers may use PC-Ace Pro32, a free, stand-alone claim entry software distributed by WPS. This software provides a stand-alone solution that creates a patient database and allows claim entry and claim transmission to WPS.
Internet Claim Submission—Real Time	Providers can enter and submit TRICARE claims online over the secure Web site, www.triwest.com/provider . Clean claims are processed in real time with processing responses immediately available. Web site registration is required for Internet claims submission.
TRICARE-Approved EDI Software	Choose an EDI software program from a vendor, clearinghouse, or billing service whose software has already been approved for TRICARE electronic claims submission.
Claim Clearinghouse or Billing Service	Most clearinghouses and billing services are approved by WPS to submit TRICARE claims electronically.

Contact Information	
For questions about electronic claims processing	<p>www.triwest.com/provider WPS Electronic Data Services P.O. Box 8128 Madison, WI 53708-8128 Phone: 1-800-782-2680, option 2 Fax: 1-608-223-3824 (<i>not for claims submission</i>) E-mail: EDI@wpsic.com</p>
To learn more about WPS’s EDI claims processing capabilities	<p>www.triwest.com/provider www.wpsic.com/edi/edi_home.shtml</p>
For more information on choosing an EDI software program	<p>www.triwest.com/provider WPS’s <i>EDI Connection</i> publication: www.wpsic.com/edi/pdf/tricareconnection.pdf</p>



Provider Web Services Guide

TriWest Web Services at www.triwest.com/provider

The TriWest Web site at www.triwest.com/provider offers a wealth of information for providers. The “Provider Connection” has a variety of sections with information on TRICARE and TriWest policies. The chart below provides a snapshot of some of these Web services.

West Region Web Services	
Register for Provider Web Access	<p>Registered providers have access to a secure portal on www.triwest.com/provider. Here, providers have the ability to:</p> <ul style="list-style-type: none"> • Register other staff members for Web access to online administrative functions (<i>administrators only</i>) • Verify patient eligibility • Submit referrals and authorizations • Check the status of referrals/authorizations • Submit claims, view claims, and check claim status • Download explanation of benefits statements • See which checks have been issued <p>Providers who register online through the secure Web site will receive their password immediately by e-mail. To authenticate and register instantly, providers and/or administrators must have claims information on file with WPS. Once the administrator is set up, other users can be registered. If you are not already registered, you should do so now to take advantage of these easy-to-access features. You'll also find resources to help you register online.</p>
Get Electronic News Delivery from TriWest	<ul style="list-style-type: none"> • Registered users automatically receive regular TRICARE news, program, and policy updates via e-mail. • Sign up at www.triwest.com/provider for <i>TRICARE eNews</i>, a free e-newsletter produced by TriWest to bring you the latest TRICARE news and program updates. Our goal is to provide you with timely information to help keep you current about TRICARE details.
Attend a Live Seminar in Your City	<p>TriWest offers informational seminars for providers to learn more about provider resources, TRICARE programs and benefit updates, beneficiary eligibility, referrals/authorizations, claims, and reimbursement.</p> <ul style="list-style-type: none"> • Sign up online to receive e-mail confirmation of your registration and an e-mail reminder a few days before your seminar: <ul style="list-style-type: none"> • Select the “Live Seminars–Register Here” link on www.triwest.com/provider. • Select either “Behavioral Health” or “Medical/Surgical.” • Select your state from the drop-down box. • Click “Find.” • Review the seminars in your area and make your selection. • Complete the online <i>Provider Seminar Registration</i> form.
eSeminars: The Live Seminar Alternative	<ul style="list-style-type: none"> • Learn about TriWest and TRICARE benefits, at your convenience, in the comfort of your own office, home, or any location with Internet access. • Go to www.triwest.com/provider and click the “eSeminars” link under the <i>Stay Updated</i> banner.