

Laboratory Services and Ancillary Providers

Quick Reference Guide - All Regions

Key Points:

- ➔ Routine laboratory and X-ray services are included in most TriWest authorizations.
- ➔ For surgeries, anesthesiology services are also included in TriWest authorizations.
- ➔ Always include the authorization number on any order form for the labs, X-rays, or an anesthesiologist.
- ➔ Instruct an ancillary provider to bill TriWest's claims processor and include the original authorization number on the claim.
- ➔ All laboratory/radiology work must be completed within the time period outlined on the authorization sent to the provider.
- ➔ **NEVER bill Veterans for these routine, covered services.**

Important Notice to Providers

When sending a Veteran to an outside laboratory or radiology facility, please advise the Veteran to take the authorization letter and all other pertinent details with them to the appointment.

- ➔ Laboratory and radiology providers must submit lab work/results to both the ordering provider and VA depending upon the [Region you practice in](#).
- ➔ Providers must submit all medical documentation to the Veteran's authorizing VA Medical Center (VAMC).
- ➔ Do not upload documentation with claims through your clearinghouse or Availity. TriWest's Claims processor, WPS Military and Veterans Health (WPS MVH), cannot forward your documentation to VA or TriWest.

Submitting Claims

WPS MVH can accept electronic claims through your clearinghouse/billing service or via Availity. Availity's Basic Clearinghouse option allows providers to submit claims without an additional charge to the provider.

- ➔ WPS requires providers also enroll with WPS Health Solutions, the parent company for WPS MVH. This is in addition to enrolling with a clearinghouse for electronic transactions.
- ➔ To learn more about Payer IDs, visit: <http://www.wpshealth.com/resources/provider-resources/edi/index.shtml> or contact TriWest Provider Services at providerservices@triwest.com.
- ➔ Mail paper claims to WPS MVH-VAPC3, PO Box 7926, Madison, WI 53707-7926. Paper claims must be on CMS compliant forms or they will be rejected.