



## Electronic Data Interface (EDI) Frequently Asked Questions

<p><b>What are the advantages of electronic claims submission?</b></p>	<ul style="list-style-type: none"> <li>• Faster payment! EDI claims are processed quickly so providers get reimbursed sooner. EDI claims processing averages 7 to 14 days while paper claims processing can take up to 30 days.</li> <li>• WPS accepts submission of EDI claims 24 hours a day, seven days a week.</li> <li>• <u>Providers have reported as much as a 15% decrease in administrative costs.</u></li> <li>• Providers also receive immediate feedback with every step of the electronic claims processing cycle, which eliminates potential denials as a result of data inaccuracy.</li> </ul>
<p><b>Who do I contact to get more information about EDI?</b></p>	<p>Please contact one of WPS' EDI consultants for assistance determining the best option for electronic claim submission by dialing <b>(800) 782-2680</b> and selecting <b>Option 4</b>.</p> <p>Also, access the WPS EDI website at :  <a href="https://www.wpsic.com/edi/edi_about_p.shtml?mm=3">https://www.wpsic.com/edi/edi_about_p.shtml?mm=3</a> or <a href="http://www.triwest.com">www.triwest.com</a>.</p>
<p><b>What are my options for EDI submission?</b></p>	<p>Providers may choose an electronic data interface (EDI) software program from a vendor, clearinghouse or billing service whose software has already been approved for TRICARE electronic claims submission or submit claims online at <a href="http://www.triwest.com">www.triwest.com</a>. The claim entry screens have been designed to contain only the data that TRICARE requires for claim processing.</p>
<p><b>How do I register for the secured website?</b></p>	<p>Go to the Provider Connection section of the TriWest Web site where you will find the easy-to-use registration guide. Registration on <a href="http://www.triwest.com">www.triwest.com</a> offers a wide range of online features, including submitting claims, checking claim status, checking status of referrals and authorizations, reviewing and updating consult tracking reports, and checking TRICARE eligibility.</p>
<p><b>Who do I contact regarding technical problems with password resets, or registering for the secured provider area on <a href="http://www.triwest.com">www.triwest.com</a>?</b></p>	<p>You can contact a WPS EDI Technical Consultant by dialing <b>(800) 782-2680</b> and selecting <b>Option 3</b>.</p>
<p><b>Can I change my password for <a href="http://www.triwest.com">www.triwest.com</a>?</b></p>	<p>Yes, providers can change their passwords by contacting a WPS EDI Technical Consultant by dialing <b>(800) 782-2680</b> and selecting <b>Option 3</b>.</p>
<p><b>How do I enroll to submit claims electronically through <a href="http://www.triwest.com">www.triwest.com</a>?</b></p>	<p>Professional and hospital providers who are registered on TriWest's website, <a href="http://www.triwest.com">www.triwest.com</a>, may enroll by completing the Online Claim Submission Form. Submit the completed form to WPS by fax at 608-223-3824 or mail the signed copy to the following address:</p> <p>WPS Electronic Data Services  P.O. Box 8128  Madison, WI 53708-8128</p> <p>After you receive your password, you can begin to submit claims.</p>
<p><b>Who do I contact to check the status of an EDI agreement or to request an EDI form?</b></p>	<p>You can contact a WPS EDI Consultant by dialing <b>(800) 782-2680</b> and selecting <b>Option 7</b>.</p>

<b>Who do I contact regarding technical problems with electronic claims submission?</b>	You can contact a WPS EDI Technical Consultant by dialing <b>(800) 782-2680</b> and selecting <b>Option 2</b> .
<b>Does TriWest accept secondary claims electronically?</b>	Yes. The 837 professional and institutional implementation guides provide instructions for submitting secondary claims electronically. The WPS 837 companion guide provides additional information. The website address for the WPS TRICARE West Region companion guide is: <a href="http://www.wpsic.com/edi/edi_home.shtml">www.wpsic.com/edi/edi_home.shtml</a> . It also is available in the <i>Provider Connection</i> area of <a href="http://www.triwest.com">www.triwest.com</a> .
<b>Can corrected claims be submitted via EDI?</b>	Yes, <b>except for website submission</b> . In order for the processing system to determine the claim is a corrected claim, and not a duplicate, the provider must utilize the appropriate claim frequency code (code source 235: Claim Frequency Type Code) in element CLM05-3 of the HIPAA 837 transaction. If the code found in CLM05-3 indicates the claim is a replacement, the claim will go to a designated location to be manually worked.
<b>What is the difference between a rejection and a denial?</b>	<ul style="list-style-type: none"> <li>• A rejection is an edit on data content, e.g., an invalid Health Care Procedure Coding System (HCPCS) code. For further information, contact WPS.</li> <li>• A denial is a determination of benefits or compliance with TRICARE guidelines, e.g., not medically necessary or other insurance information is required. For further information, call 1-888-TRIWEST (888-874-9378).</li> </ul>
<b>What should I do if my clearinghouse rejects my claim?</b>	If the clearinghouse rejects the claim, that means that WPS never received the claim. The provider would have to contact the clearinghouse to obtain more information for any clearinghouse rejection.
<b>What should I do if my clearinghouse accepts my claim and WPS rejects it?</b>	Contact WPS by phone at 800-782-2680 and select <b>Option 3</b> , e-mail at <a href="mailto:EDI@wpsic.com">EDI@wpsic.com</a> or through its web site at <a href="http://www.wpsic.com">www.wpsic.com</a> .
<b>My claim was rejected for "Out of Jurisdiction – zip code not found on zip code file." What happened?</b>	This rejection indicates the beneficiary is not within TriWest's jurisdiction (TRICARE West Region). Confirm the beneficiary's region and contact your clearinghouse to identify the payer ID for the appropriate region.
<b>Can I receive an electronic explanation of benefits (EOB) for claims and adjustments?</b>	Yes. If you are currently submitting claims electronically, contact WPS by phone at 800-782-2680 and select <b>Option 3</b> , e-mail at <a href="mailto:EDI@wpsic.com">EDI@wpsic.com</a> or through its web site at <a href="http://www.wpsic.com">www.wpsic.com</a> to get further instructions.
<b>How do I enroll to receive electronic EOB?</b>	Contact WPS by phone at 800-782-2680 and select <b>Option 3</b> , e-mail at <a href="mailto:EDI@wpsic.com">EDI@wpsic.com</a> or through its web site at <a href="http://www.wpsic.com">www.wpsic.com</a> .
<b>Does the Medicare EDI Waiver apply to TRICARE?</b>	No. TRICARE does not recognize the Medicare EDI Waiver.
<b>Can I submit TRICARE For Life (TFL) claims electronically to TriWest?</b>	<b>TriWest does not process TRICARE For Life claims.</b> Please do not send any WPS TRICARE For Life claims in with your TRICARE West Region file. Contact WPS at <b>866-773-0404</b> for assistance or visit <a href="http://www.tricare4u.com">www.tricare4u.com</a> .