

Appointment Scheduling and Authorization Processes

Quick Reference Guide – All Regions

Key Points:

- ➔ ***Providers should not administer care to Veterans without an authorization; otherwise, they risk losing reimbursement for their services.***
- ➔ TriWest generates all authorization letters for care. If your authorization letter is not from TriWest, please submit your claim to the organization authorizing the Veteran's care.
- ➔ Veterans must be appointed FIRST, before an authorization can be generated. Once our system has a confirmed appointment, TriWest will fax or mail the authorization. You may also download the authorization letter from TriWest's secure provider portal.
- ➔ In Regions 1, 2 and 4, a Veteran may be appointed to a provider's office via either a TriWest pathway or a Department of Veterans Affairs (VA) Medical Center (VAMC) pathway.
- ➔ Each VAMC chooses which appointing pathway is used.

TriWest Appointing Pathway

- ➔ TriWest manages the appointing process for Regions 3, 5 and 6 (except for Alaska). In Regions 1, 2 and 4, TriWest may manage the appointing process if the VAMC has opted for this pathway.
- ➔ With the TriWest pathway, a TriWest Patient Service Representative contacts the Veteran to get his or her preferences and then schedules with a provider on behalf of the Veteran.
- ➔ With appointment confirmation, TriWest's systems generate an authorization letter with details on the approved episode of care.
- ➔ The authorization letter is mailed or faxed and will also be available via the TriWest Provider Portal at www.triwest.com/provider.

VAMC Appointing Pathway

- ➔ When a VAMC is managing appointing (in Regions 1, 2 and 4), a VA staff member or VA clinician may contact your practice to schedule an appointment on behalf of the Veteran.
- ➔ With VA's appointment confirmation back to TriWest, TriWest's system generates the authorization letter with details on the approved episode of care and how to submit claims.
- ➔ The authorization letter is mailed or faxed and will also be available via the TriWest Provider Portal at www.triwest.com/provider.

TriWest Access to Care Standards:

These standards are established by VA for the Community Care programs

| Category | Standard |
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| Appointment Scheduled | TriWest is required to appoint Veterans within 2 days for urgent care and 5 days for routine care. |
| Appointment Time Frame | In general, the date of an appointment should be within 30 calendar days of receiving the referral from the VAMC or the Veteran calling TriWest. This may vary under certain conditions. |
| Office Wait Time | Veterans should be seen within 20 minutes from scheduled appointment time |
| Basic Drive Time Standards | <ul style="list-style-type: none"> ➤ Urban – 45 minute commute ➤ Rural – 100 minute commute ➤ Highly Rural – 180 minute commute |
| Higher Level of Care Drive Time Standards | <ul style="list-style-type: none"> ➤ Urban – 90 minute commute ➤ Rural – 180 minute commute ➤ Highly Rural – within the community standard commute time |
| Primary Care Drive Time Standards | <ul style="list-style-type: none"> ➤ Urban – 30 minute commute ➤ Rural – 45 minute commute ➤ Highly Rural – 60 minute commute |
| Women’s Health Drive Time Standards | ➤ Mammograms and maternity care must be within 50 miles or a 60 minute commute time |