TriWest Healthcare Alliance is 100% committed to paying clean claims quickly. In fact, 98% of all error-free claims are paid in 30 days or less. Don’t let errors in claims submission slow your payment down.

**Common Mistakes**

1. **NPI Entered in Wrong Field**
   - Providers in a Group should submit with their individual and group NPI:
     - Enter Type 1 NPI in CMS 1500 form Field 24J.
     - Enter Type 2 NPI in Field 33A as billing provider.
   - **Solo Practitioners:** Use individual NPI in Field 33A only.

2. **Missing VA Referral Number or In Wrong Format**
   - The VA referral number is required on every Veteran care claim except Urgent Care. Avoid extra spaces, characters or words. A “clean” VA referral number looks like this: VA0012345.
   - Insert in the following claims forms in specific locations:
     - CMS 1500: Box 23 Prior Authorization Number field
     - CMS UB04: Box 63 Treatment Authorization Codes field
     - EDI - two options:
       - 2300 – REF (G1) Prior Authorization
       - 2300 – REF (9F) Referral Number

3. **Wrong or Missing Veteran Identifier**
   - For every Veteran claim, submit the VA referral number and one of the following:
     - 10-digit Electronic Data Interchange Personal Identifier (EDIPI)
     - 17-digit Veteran ICN as found on VA authorization letter
     - 9-digit Social Security number (SSN)
     - Last 4 digits for SSN with preceding 5 zeros (Example: 000001234)

*Remember, the best way to ensure accurate and timely claims payment is to submit claims electronically. Go to [www.TriWest.com/claimsinformation](http://www.TriWest.com/claimsinformation) for details.*

**Attention VA CCN Billing!**

★ Bookmark this page for future reference: [www.triwest.com/claimsinformation](http://www.triwest.com/claimsinformation) ★