



TRICARE West Region Claims Submission

Quick Reference Guide

Key Points

- Submit Electronic Claims with a Clearinghouse
- Submit Claims Without a Clearinghouse
- Submit Paper Claims

Contents

Introduction2

Submit Electronic Claims with a Clearinghouse.....2

Submit Claims without a Clearinghouse3

Submit Paper Claims5



Introduction

This guide will help you submit claims. Submitting claims electronically is mandatory for TRICARE network providers (except in Alaska) and is recommended for non-network providers.

Submit Electronic Claims with a Clearinghouse

Electronic claim submission is required for TRICARE network providers and encouraged for non-network providers. Claims submitted electronically are less likely to be rejected compared to paper claims. Improve your claim submission accuracy and get your payments faster by signing up for electronic claim submission.

If your clearinghouse already files claims to PGBA, PGBA will notify your clearinghouse and send an EDI FAQ on how to submit claims under TRICARE.

If you use a clearinghouse to process claims, you must enroll in an Electronic Data Interchange (EDI) and set up electronic claims processing. You can do this by enrolling in one of the Electronic Data Interchange status (EDI) options listed below.

- **XPressClaim:** A secure, full-service online claims submission tool. This service is free to TRICARE providers and should be used when submitting attachments such as Other Health Insurance (OHI) details or Certificate of Medical Necessity (CMN). XPressClaim works best for providers who need to submit 150 claims or less per month since it is not a batch system but a one-claim-at-a-time product.
- **Claims Clearinghouses:** If your clearinghouse already files claims to PGBA for other lines of business, you should have received a notification from PGBA and an EDI FAQ on how to submit claims under TRICARE.
- New direct submitters can establish clearinghouse services to transmit TRICARE claims electronically to PGBA for processing. Please get started by reviewing and submitting the forms below. The TRICARE West Region Payer ID is 99726.
 - **Download the EDI Provider Trading Partner Agreement located at**
<https://tricare.triwest.com/en/provider/forms/>.
 - **Fill out the Enrollment form found in the appendix of the EDI Gateway User manual.**
 - **Please review the EDI Vendor/Clearinghouse Disclaimer located at**
<http://www.palmettogba.com/disclaimer>.

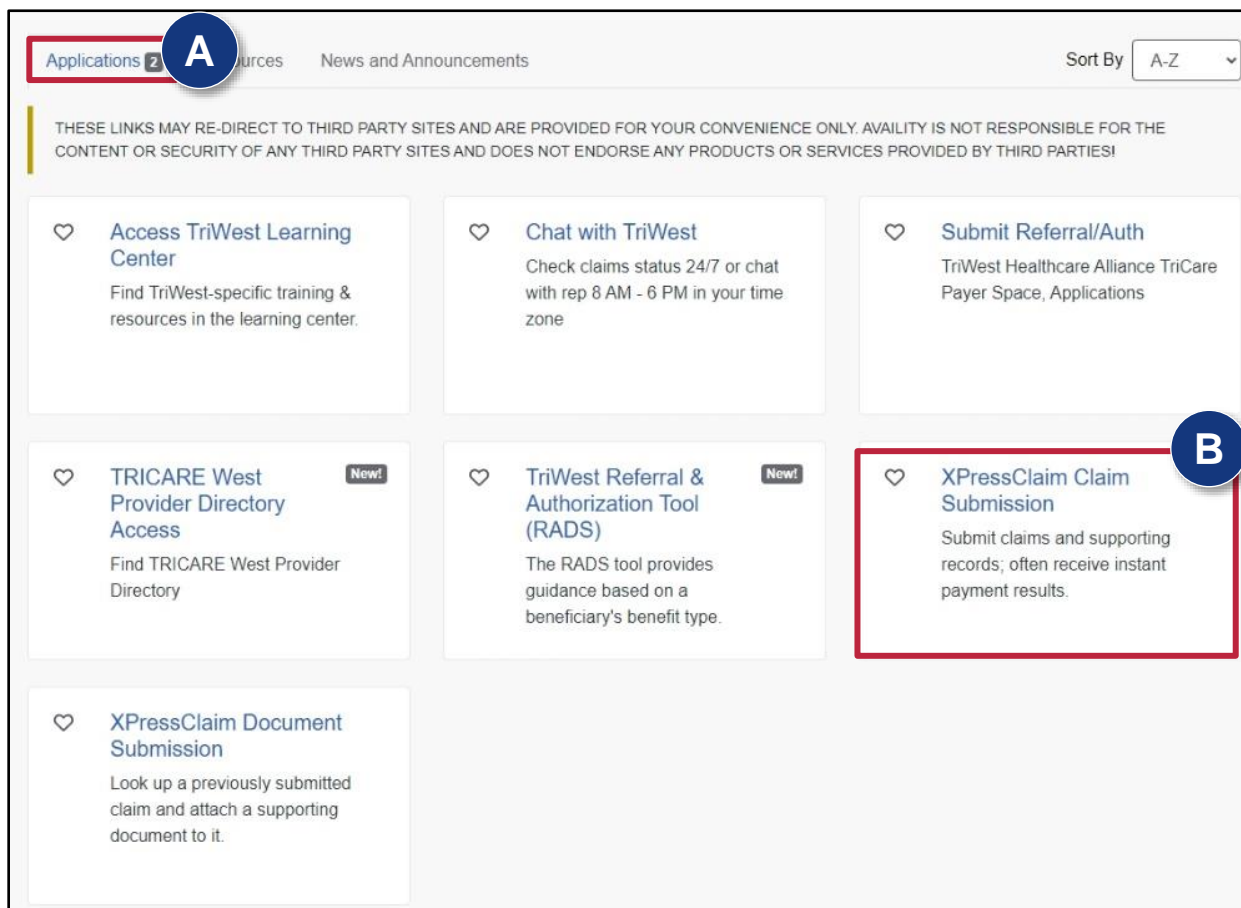
For further assistance, contact the TRICARE EDI Help Desk for the West Region by phone at 1-800-259-0264 or via email at EDI.TRICARE@PGBA.com.



Submit Claims without a Clearinghouse

You can submit claims via the provider self-service options if you don't use a clearinghouse by logging in to [Availity](#).

1. Navigate to the **TRICARE West Region Payer Space**.
 - A. Navigate to the **Resources** tab.
 - B. Select **PGBA EDI Provider Trading Partner Agreement**.
***Note:** For Availity claims submission support, please visit the Availity Learning Center or the Find Help button found under the Help & Training dropdown in the top right corner of the page.*
 - C. Submit the completed form via fax or mail.
2. Submit your claim using **XPressClaim** after TriWest processes your PGBA EDI Provider Trading Partner Agreement.
 - A. Navigate to the **Applications** tab.
 - B. Select **XPressClaim Claim Submission**.





3. Select your organization from the **Select an Organization** drop-down menu.
4. Select the correct provider in the **Select a Provider** drop-down menu.
5. Select **Submit**. This will open the third party website. Once there, follow the on-screen instructions.

A screenshot of the XPressClaim Claim Submission form. The form has a light gray background. At the top, the title "XPressClaim Claim Submission" is displayed in a large, bold, black font. Below the title, there are two drop-down menus. The first menu is labeled "Select an Organization" and the second is labeled "Select a Provider". Both menus have a gray background and a small "x" icon on the right. Below the menus, there is a paragraph of text: "You are about to be re-directed to a third-party site away from Availity's secure site, which may require a separate log-in. Availity provides the link to this site for your convenience and reference only. Availity cannot control such sites, does not necessarily endorse and is not responsible for their content, products, or services. You will remain logged in to Availity." At the bottom of the form, there are two buttons: a gray "Cancel" button and a green "Submit" button. The "Submit" button is highlighted with a red border. There are three blue circular callouts with white numbers: "3" next to the "Select an Organization" menu, "4" next to the "Select a Provider" menu, and "5" next to the "Submit" button.

Note: XPressClaim only lets you submit one claim at a time. It is not a batch claims system. XPressClaim works best for providers who submit 150 claims or less per month. You can also review the Introduction to XPressClaim web training in the TriWest Learning Center.



Submit Paper Claims

If electronic submission is not feasible, including network providers in Alaska, you can submit paper claims to TriWest. Paper claims must scan into an electronic format legibly and appropriately. When filing paper claims, you must use either:

- CMS 1500 form (for professional charges)
- CMS UB-04 form (for institutional charges)

Ensure that you include all required information to prevent delays in processing:

- **Completed Claim Form:** Fill out all sections of the claim form accurately.
- **Supporting Documentation:** Attach any necessary documentation, such as itemized bills or medical records.
- **Provider Information:** Include your provider information, such as your name, address, and National Provider Identifier (NPI).

Mail or fax claims to:

TriWest – Claims
PO Box 202160
Florence, SC 29502
Fax Number: (877) 989-0070