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TriWest.com

May 22, 2025

Dear Valued ABA Provider,

Thank you for your ongoing commitment to serving our nation's military and their families, particularly individuals with autism and other behavioral health needs. As part of the TriWest network across 26 western states, we are grateful for your partnership as we support the TRICARE program.

Supporting the autism community is near and dear to our heart, given many of us at TriWest are impacted personally by family members who live with this condition on a daily basis. As you may know, TriWest has been navigating some issues since we started administering the TRICARE program on January 1, 2025. We understand these issues have been especially impactful for the behavioral health care community, and any disruptions to your claims payments or services have wide-reaching consequences for you and the beneficiaries under your care.

Know that we are committed to correcting these issues expeditiously and helping remove any obstacle to care. To remedy these challenges, we are currently executing the following actions:

1. **Expediting Claims Processing and Payments to Providers.** TriWest is focusing its efforts on paying outstanding ABA claims to help prevent payment delays to providers, or disruption of care to beneficiaries. We're reviewing escalations cases daily to help ensure providers experiencing financial distress receive timely resolution and an advance payment if necessary. To date we have issued \$5.5 million in advance payments to providers to act as a bridge for those who have had claims challenges. If you do not receive the expected payment for claims you have submitted, please reach out to TriWest on our dedicated Autism Care Demonstration line at 833-818-2525.

On average, TriWest is currently paying clean claims to TRICARE providers within 15 days. Although this achieves the contract standard, our commitment to you is that we will continue to improve. Under a separate contract with the Department of Veterans Affairs, TriWest is paying claims within 3 to 5 days at 99 percent accuracy. We are committed to soon reaching this same level of efficiency and accuracy for TRICARE.

2. **Fixing Claims Rate and Network Payment Issues.** TriWest is aware of an issue where certain ABA claims paid at a discount. If you have been impacted, we are correcting that issue with no additional action needed by you – the provider.

In addition, some claims have been processed as non-network instead of in-network, resulting in erroneous payments. Those claims will be reprocessed automatically, and once the claims have been corrected, a revised Provider Remittance Advice will be issued.

3. **Expanding Dedicated Autism Customer Service Line.** To ensure ABA providers receive timely, efficient support, TriWest has increased our dedicated customer service line with additional customer service representatives. You can reach the dedicated Autism Care Demonstration Customer Service line directly at 833-818-2525.


Whatever It Takes!®


4. **Expanding Online Resources.** To ensure provider data is accurate and payment is issued correctly, providers may now update their information on the provider directory through Availity. You can use the URL within the portal to confirm your information or make any necessary changes to ensure your data is accurately reflected. Also, be sure to look on our TRICARE website for informative Autism Care Demonstration resources: <https://tricare.triwest.com/en/provider/autism-care-demonstration/>.
5. **Extending the EFT Enrollment Deadline.** The Autism Care Demonstration requires all providers to enroll in EFT for claims payments, and the deadline for enrolling has been extended to June 30th. We've noted instances where paper checks were mailed to an incorrect address on file; using EFT will prevent that and will ensure you receive claims payments directly and much faster. You can enroll electronically in EFT through Availity using the Availity Essentials Transaction Enrollment Application. See the [Electronic EFT Enrollment](https://www.triwest.com/globalassets/ccn/provider/claims/triwest_era_eft_enrollment.pdf) page on our website for instructions and details: https://www.triwest.com/globalassets/ccn/provider/claims/triwest_era_eft_enrollment.pdf.
6. **Contacting Every Beneficiary Receiving Autism Services.** Over the past few weeks, TriWest Navigators have reached out to every beneficiary who is receiving care for autism services in the West Region, and we've connected with nearly 80% of them. We are addressing care plan needs and helping ensure the West Region beneficiaries needing these critical services are directed to the proper care, offering one-on-one guidance as needed.

Please know that we take this work very seriously and are making every effort to remedy the challenges you have experienced – challenges that do not represent the type of customer experience we expect to provide as a company. TriWest is working hard to get this right and regain your trust. Progress is being made daily and we will keep focused and maintain forward momentum, because we know that any provider who has not been paid in a timely fashion is one too many.

We deeply appreciate your partnership and willingness to serve those who have sacrificed so much for our freedoms. Thank you for serving our nation's military community.


Sincerely,

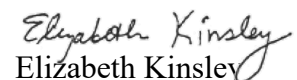

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