

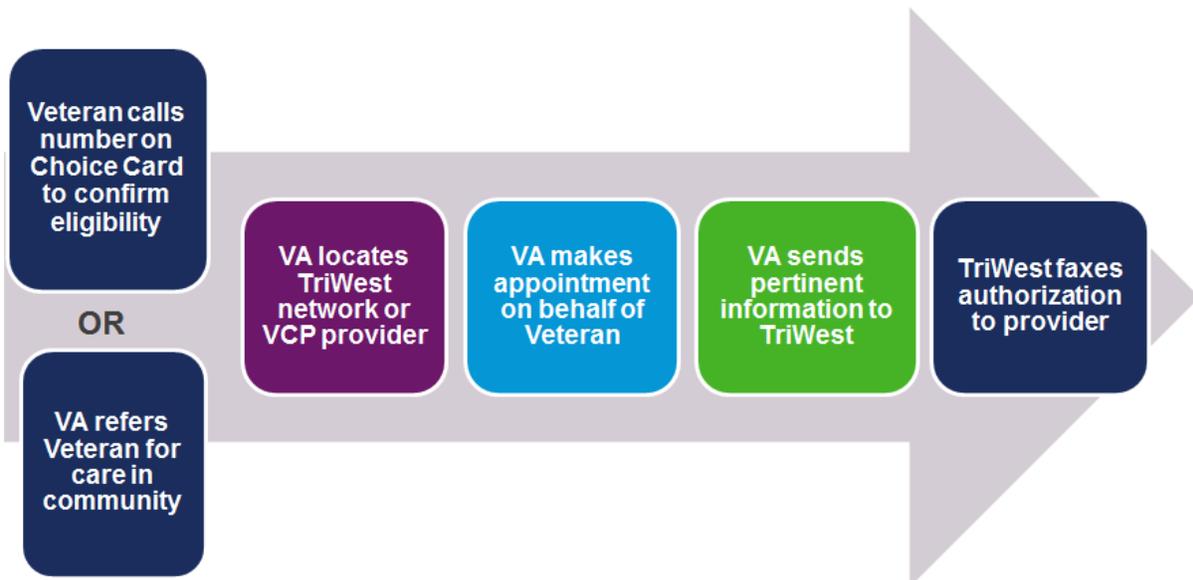
Alaska Process

Quick Reference Guide

Key Points:

- ➔ In Alaska, the **Department of Veterans Affairs (VA) is responsible for making appointments for Veterans** under the Patient-Centered Community Care Program (PC3) and Veterans Choice Program (VCP).
- ➔ TriWest Healthcare Alliance is responsible for generating authorizations to providers, collecting medical documentation and paying claims.
- ➔ Providers should not administer care to a Veteran without an authorization; otherwise, they risk losing reimbursement.
- ➔ Providers should expect a lag time of three to four days from when VA makes the appointment to when TriWest sends the authorization letter.
- ➔ VA will provide all necessary medical documentation to the provider in order to secure the appointment for the Veteran.
- ➔ Under the VCP, a Veteran needs to call the number on the back of his or her Veterans Choice Card to confirm eligibility and initiate the appointing process outlined below.

The Alaska appointing and authorization process under PC3 and VCP differs from the other states TriWest serves in VA Regions 3, 5 and 6. Below is a flow chart of the process in Alaska, followed by an outline with more details.



Providers should not administer care to Veterans without an authorization; otherwise, they risk losing reimbursement for their services.

Appointment Scheduling Process:

1. Veteran calls VA, or VA refers Veteran for care in the community

- Under the VCP (“Choice”), a Veteran must call the number on the back of his or her Veterans Choice Card to confirm eligibility and initiate the appointing process.
- Under PC3, VA directly refers a Veteran for care in the community.

2. VA locates a TriWest network or VCP provider to see the Veteran

- Under VCP, the Veteran may request to see a specific provider that’s not in-network with TriWest. VA calls the provider to confirm he or she is willing to participate in the VCP. If so, VA sends a credentialing request to TriWest, which verifies the provider is Medicare-participating and meets other credentialing requirements.
- If the Veteran doesn’t have a specific request, under both programs, VA locates a community provider for the Veteran.

3. VA makes appointment for the Veteran

- VA schedules an appointment with the provider’s office on behalf of the Veteran.
- VA also provides all necessary medical documentation to the provider in order to secure an appointment for the Veteran.

4. VA sends information to TriWest

- VA provides all pertinent information to TriWest.
- TriWest generates an authorization for care.

5. TriWest faxes authorization to the provider

- TriWest sends a detailed authorization letter to the provider via fax that outlines the approved episode-of-care for the Veteran.
- Providers should expect a lag time of three to four days from when VA makes the appointment to when TriWest sends the authorization letter.
- Providers should not administer care to Veterans unless they have an authorization on file; otherwise, they could lose reimbursement.
- For more information on what’s included in the authorization letter, please review our [Authorization Letter Quick Reference Guide](#).

Secondary Authorization Requests (SAR)

- SARs should be submitted directly to Alaska VA when a provider determines:
 - A Veteran needs additional care from another provider or office (such as a specialist)
 - A Veteran needs a second opinion
 - A Veteran needs continued care outside the authorized date range
- Fill out the [Alaska VA SAR form](#), available on the TriWest Provider Portal at TriWest.com/Provider under “Find a Form”
- Compile and send pertinent medical documentation or notes with the SAR to help the Alaska VA make a timely decision
- Submit all SARs (including pertinent notes) directly to the overseeing Alaska VA medical center
- TriWest will send the provider a new/updated authorization after VA approves SAR

Medical Documentation and Claims

TriWest is responsible for collecting all medical documentation on behalf of VA, as well as paying claims. Therefore, **Alaska providers should send medical documentation to TriWest and claims to WPS Military and Veterans Health (WPS MVH), NOT VA.**

(**Please note: the only time medical documentation should be submitted to Alaska VA directly is when it's accompanying a SAR for a more timely decision. However, submitting pertinent medical documentation with a SAR **NEVER** negates the requirement that it still must be submitted to TriWest as part of the claims submission process.)

Follow the two-step process below:

(1) Upload Medical Documentation to TriWest Provider Portal

- Register for a secure account on TriWest's portal at www.TriWest.com/provider and upload medical documentation directly to the system.
- If you are unable to access or upload via the Provider Portal, fax medical documentation to TriWest at 1-866-259-0311.
- Do **not** upload documentation with claims. WPS MVH cannot send your documentation to VA for review.

(2) Submit Claims to WPS MVH

TriWest uses WPS MVH for all claims processing and can accept electronic claims through your clearinghouse/billing service or via Availity. Availity's Basic Clearinghouse option allows providers to submit claims without an additional charge to the provider.

- WPS requires providers to pre-enroll with WPS in addition to enrolling with their clearinghouse for electronic transactions.
- To find clearinghouse Payer IDs, please visit: <http://www.wpshealth.com/resources/provider-resources/edi/index.shtml> or contact TriWest Provider Services at providerservices@triwest.com.
- Mail paper claims to WPS MVH-VAPC3, PO Box 7926, Madison, WI 53707-7926. Paper claims must be on CMS compliant forms or they will be rejected.

For more information on claims submission timelines, EDI pre-enrollment with WPS Health Solutions, and additional contact information, read our [Provider Claims Quick Reference Guide](#) or sign up for a [Billing Webinar](#).

Primary or Secondary

If the Veteran has Medicare (including a Medicare Advantage plan), Medicaid, or TRICARE:

- TriWest pays primary. VA benefits *cannot* pay secondary to these programs.

If the Veteran has other commercial health insurance:

- TriWest pays providers as primary for authorized care.
- Coordination of benefits with other commercial/private insurance plans, along with any co-insurance or Veteran out-of-pocket costs, are handled by VA after payment to provider.

Contact Information

Have additional questions on the Alaska PC3 and VCP processes? Contact the numbers below:

- Claims and/or contract questions, call TriWest: 1-866-606-8198
- Authorization or appointment questions, call VA: 907-257-4836