



## Want Your Veteran Care Claims Paid Faster? Avoid These Common Claim Submission Errors

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 **Important Information for Your Billing Department!**

#### 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) ★