

WELCOME TO OFFICE ALLY!



CHAMPUS TRICARE

THE TRICARE NORTH REGION IS ADMINISTERED BY HEALTH NET FEDERAL SERVICES AND INCLUDES CONNECTICUT, DELAWARE, ILLINOIS, INDIANA, KENTUCKY, MASSACHUSETTS, MARYLAND, MAINE, MICHIGAN, NEW HAMPSHIRE, NEW JERSEY, NEW YORK, NORTH CAROLINA, OHIO, PENNSYLVANIA, RHODE ISLAND, VERMONT, VIRGINIA, WASH D.C., WEST VIRGINIA AND WISCONSIN.

THE TRICARE SOUTH REGION IS ADMINISTERED BY HUMANA MILITARY HEALTHCARE SERVICES AND INCLUDES ALABAMA, ARKANSAS, FLORIDA, GEORGIA, LOUISIANA, MISSISSIPPI, OKLAHOMA, SOUTH CAROLINA, TENNESSEE, AND TEXAS

HOW LONG DOES PRE-ENROLLMENT TAKE?

- 24 hours after Office Ally receives your mailed, original copy of the CHAMPUS Form

WHERE SHOULD I SEND THE FORMS?

- Mail the forms to Office Ally. FAXED COPIES ARE NOT ACCEPTED!

WHO CAN SIGN THE FORMS?

- Forms should be signed by the provider or someone the provider has authorized to sign

WHAT FORM SHOULD I DO?

- CHAMPUS Pre-Enrollment Form

HOW DO I CHECK STATUS?

- Call Office Ally to check status.

WHAT PROVIDER NUMBER DO I USE?

- List your tax ID and NPI and SSN number where indicated.

ELECTRONIC DATA INTERCHANGE (EDI) **PROVIDER TRADING PARTNER AGREEMENT**

The provider agrees to the following provisions for submitting TRICARE claims electronically to Palmetto Government Benefits Administrators (PGBA, LLC).

A. The Provider Agrees:

1. That it will be responsible for all TRICARE claims submitted to PGBA, LLC by itself, its employees, or its agents.
2. That it will not disclose any information concerning a TRICARE beneficiary to any other person or organization, except PGBA, LLC and/or its contractors, without the express written permission of the TRICARE beneficiary or his/her parent or legal guardian, or where required for the care and treatment of a beneficiary who is unable to provide written consent, or to bill insurance primary or supplementary to TRICARE, or as required by State or Federal law.
3. That it will submit claims only on behalf of those TRICARE beneficiaries who have given their written authorization to do so, and to certify that required beneficiary signatures, or legally authorized signatures on behalf of beneficiaries, are on file. For eligibility transactions, eligibility does not indicate authorization for services. Please follow TRICARE program procedures to obtain authorizations.
4. That it will ensure that every electronic entry can be readily associated and identified with an original source document. Each source document must reflect the following information:
 - Beneficiary's name,
 - Beneficiary's health insurance claim number,
 - Date(s) of service,
 - Diagnosis/nature of illness, and
 - Procedure/service performed.
5. That the Department of Defense or his/her designee and/or the contractor has the right to audit and confirm information submitted by the provider and shall have access to all original source documents and medical records related to the provider's submissions, including the beneficiary's authorization and signature. All incorrect payments that are discovered as a result of such an audit shall be adjusted according to the applicable provisions of the, Federal regulations, and TRICARE guidelines.
6. That it will ensure that all claims for TRICARE primary payment have been developed for other insurance involvement and that TRICARE is the primary payer.
7. That it will submit claims that are accurate, complete, and truthful.
8. That it will retain all original source documentation and medical records pertaining to any such particular TRICARE claim for a period of at least 7 years after the bill is paid.
9. That it will affix the PGBA, LLC assigned unique identifier number of the provider on each claim electronically transmitted to the contractor.

10. That the PGBA, LLC assigned unique identifier number constitutes the provider's legal electronic signature and constitutes an assurance by the provider that services were performed as billed.
11. That it will use sufficient security procedures to ensure that all transmissions of documents are authorized and protect all beneficiary-specific data from improper access.
12. That it will acknowledge that all claims will be paid from Federal funds, that the submission of such claims is a claim for payment under the TRICARE program, and that anyone who misrepresents or falsifies or causes to be misrepresented or falsified any record or other information relating to that claim that is required pursuant to this Agreement may, upon conviction, be subject to a fine and/or imprisonment under applicable Federal law.
13. That it will establish and maintain procedures and controls so that information concerning TRICARE beneficiaries, or any information obtained from TRICARE or its contractor, shall not be used by agents, officers, or employees of the billing service except as provided by the contractor (in accordance with S1106(a) of the Act).
14. That it will research and correct claim discrepancies.
15. That it will notify PGBA, LLC within 2 business days if any transmitted data are received in an unintelligible or garbled form.
16. Transmission Format. All standard transactions, as defined by Social Security Act § 1173(a) and the Transaction Rules, conducted between PGBA, LLC and Trading Partner or Business Associate, will only use code sets, data elements and formats specified by the Transaction Rules and the then current version of the PGBA, LLC Supplemental Implementation Guides. The PGBA, LLC Supplemental Implementation Guides and any updates or amendments thereto may be accessed at, www.mytricare.com, and are incorporated herein by reference. This section will automatically amend to comply with any final regulation or amendment to a final regulation adopted by HHS concerning the subject matter of this Section upon the effective date of the final regulation or amendment.

B. Palmetto Government Benefits Administrators Agrees To:

1. Provide an acknowledgment of claim receipt. The acknowledgment will consist of a Claims Submission Summary Report and the Error Claims Summary Report. These reports will be provided to the direct submitter of the claims files.
2. Affix the intermediary/carrier number, as its electronic signature, on each remittance advice sent to the provider.
3. Ensure that payments to providers are timely in accordance with TRICARE's policies.
4. Ensure that no contractor may require the provider to purchase any or all electronic services from the contractor or from any subsidiary of the contractor or from any company for which the contractor has an interest. The contractor will make alternative means available to any electronic biller to obtain such services.
5. Ensure that all TRICARE electronic billers have equal access to any services that TRICARE requires TRICARE contractors to make available to providers or their billing services, regardless of the electronic billing technique or service they choose. Equal access will be granted to any services the contractor sells directly, indirectly, or by arrangement.

6. Notify the provider within 2 business days if any transmitted data are received in an unintelligible or garbled form.

NOTICE:

Federal law shall govern both the interpretation of this document and the appropriate jurisdiction and venue for appealing any final decision made by TRICARE Management Activity (TMA) under this document.

This document shall become effective when signed by the provider. The responsibilities and obligations contained in this document will remain in effect as long as TRICARE claims are submitted to PGBA, LLC. Either party may terminate this arrangement by giving the other party (30) days written notice of its intent to terminate.

In the event that the notice is mailed, the written notice of termination shall be deemed to have been given upon the date of mailing, as by the postmark or other appropriate evidence of transmittal.

C. Signature:

I am authorized to sign this document on behalf of the indicated party and I have read and agree to the foregoing provisions and acknowledge same by signing below.

I have agreed to the above by signing below on this _____ day of _____, in the year of _____.

Provider Name (please print)

Provider(s) Tax ID Number

National Provider Identification Number (NPI)

Address

City State Zip Code

Authorized Signature and Title

E-mail address

Contact Name

Office Ally
Billing Service Name/Vendor

Address

City State Zip Code

Mailing Address:
Office Ally
32356 S. Coast Hwy.
Laguna Beach, CA 92651

