
Tricare – South Region & Humana Military Palmetto GBA

Enrollment Instructions – Professional / Institutional Claims & ERA

- ✓ **BEFORE enrolling, you MUST have a Practice Insight EDI customer account # with billing provider record added.** Please contact your EDI solutions reseller to confirm your EDI account setup.
- ✓ **Make sure all required information is complete and accurate.** Make sure provider IDs are valid. Invalid or incorrect provider IDs will cause the enrollment to be delayed or rejected.
- ✓ **Make a copy of the completed enrollment pages.** Note the date and method of submission. Keep your copy in case you need to follow up on the EDI enrollment request.

MAIL COMPLETED EDI AGREEMENT TO-

TRICARE PGBA, LLC
Government program EDI Dept FC-Dec
P O Box 202007
Florence, SC 29502-2007

FAX COMPLETED ERA FORMS TO-
PGBA, LLC EFT, 803-462-3995

837- CLAIMS Initial Provider Enrollment (New) or Re-Enrollment (Change of Service)

If the provider has NOT submitted claims electronically to this payer or if the provider HAS SUBMITTED electronic claims to this payer VIA ANOTHER CLEARINGHOUSE, and they now want to submit via Practice Insight, the provider must complete this form:

1. Electronic Data Interchange (EDI) Provider Agreement (3 pages)
Please list all providers who wish to submit Tricare North claims and be sure to specify the Tricare provider number **with suffix**. Authorized Signature is Required.

835- ERAs Electronic Remittance Request (New) or (Change of Service)

If the provider wishes to authorize Practice Insight to retrieve 835 ERA files, the provider must complete this form:

1. Terms and Conditions For Electronic Funds Transfer (1 page)
Signature Required.
2. Tricare ERA/EFT Enrollment Form (2 pages)
Select EFT and/or ERA. Enter provider information. If requesting EFT, enter EFT information.
Authorized Signature is Required.

ALLOW 2-4 WEEKS FOR PROCESSING

If you do not receive confirmation within 30 days, contact your Support Vendor for assistance or call Tricare Electronic Claims Center (Palmetto) at 1-800-325-5920.

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

Billing Service Name/Vendor

National Provider Identification Number (NPI)

Address

Address

City State Zip Code

City State Zip Code

Mailing Address:
Tricare PGBA, LLC Government
Programs
EDI Dept FC_DEC
PO Box 202007
Florence, SC 29502-2007

Authorized Signature and Title

E-mail address

Contact Name



TERMS AND CONDITIONS FOR ELECTRONIC FUNDS TRANSFER

By Signing below your company agrees to accept payment by PGBA, LLC (PGBA) through electronic funds transfer (EFT). Additionally, you acknowledge and agree that all payments shall be made in accordance with the information that you supply on the Electronic Funds Transfer Authorization Form and that PGBA shall be entitled to rely exclusively upon such information. This agreement applies to and amends all existing agreements with PGBA by incorporating the following terms and conditions for electronic payment. PGBA will initiate payment to you based on the following:

1. PGBA will transfer funds electronically to the financial institution and account number you register on the attached EFT/ERA Enrollment Form.
2. PGBA will make payments in accordance with and be governed by the National Automated Clearinghouse Association’s Corporation Trade Payment Rules. Our process is governed by and in accordance with the laws, other than choice of law provision of any particular contract, of South Carolina, including Article 4A of the Uniform Commercial Code as enacted by South Carolina and amended from time to time.
3. The information you provide on the EFT/ERA Enrollment Form is very important. PGBA shall not be liable for any loss which may arise solely by reason of error, mistake, or fraud regarding this information. **You understand that you must communicate any change in this information to PGBA. This communication must be in the form of a new EFT ERA Enrollment Form faxed to this number:**

PGBA, LLC EFT
Fax: 803-462-3995

4. Payment is initiated within the normal terms of our agreement with you and/or applicable TRICARE procedures. Our EFT terms and conditions neither enlarge nor diminish the parties’ respective rights and obligations within any applicable agreement. The payment due date is not affected. We will consider payment made when your financial institution has received or has control of the payment transaction. This will generally occur within three (3) calendar days following initiation by PGBA. If payment is initiated on a nonbanking day at PGBA’s originating bank, the funds transfer will occur the following banking day. In all cases, “Banking Day” is defined as the day on which both trading partners’ banks are available to transmit and receive these fund transfers.
5. With respect to the EFT reimbursement process, PGBA is responsible up to the point where your financial institution receives or has control of the transaction. Any loss of data at that point will be borne by you unless the loss is due solely to the negligence of PGBA or its originating bank.

You hereby represent that you are authorized to enter into this agreement, disburse funds, sign checks, and modify account information for the provider locations listed below.

NAME: _____ SIGNATURE: _____
(Print)
TITLE: _____ DATE: _____



TRICARE ERA/EFT ENROLLMENT FORM

Transaction Type: EFT (Electronic Funds Transfer) ERA (Electronic Remittance Advice)

General Provider Information		
Provider's Name		
Address		
City	State	ZIP
Phone	E-mail Address	
Federal Tax ID	NPI	

Electronic Remittance Advice (ERA) Information

I hereby authorize _____ to receive
Billing Service/Clearinghouse/Trading Partner

Electronic Remittance Advices (ERA's) on my behalf. I understand that ERA's contain payment information concerning my processed TRICARE claims. I acknowledge that it is my responsibility to notify PGBA, LLC in writing if I wish to revoke this authorization.

EDIG Trading Partner ID/Submitter ID	
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Electronic Funds Transfer (EFT) Information		
Bank Name		
Address		
City	State	ZIP
Bank Contact Name	Phone	
Bank Transit/Routing Number	Account Number	
Type of Account	Saving	Checking

I hereby authorize PGBA, LLC to initiate credit entries and, if necessary, debit entries and adjust and credit entries in error. I also authorize the bank named above to credit and/or debit the same to this account.

Signature(s)	
Name/Title <i>(Please Print)</i>	Date
Signature <i>(I am authorized to endorse this enrollment on behalf of my company.)</i>	Phone

This authorization is to remain in full force and effect until PGBA, LLC has received faxed notification of its termination.

