



Prevent Duplicate Claims

Duplicate claims are caused when providers resubmit claims that have already been processed through to completion. In many instances, duplicate claims have already processed for payment. In other situations, claims have been processed for partial payment, or possibly denied.

Providers should feel confident that TRICARE pays claims promptly. In the TRICARE North Region, 99.99% of retained and adjusted claims are processed in less than 30 days. Claims are processed in less than 15 days in many cases.

Duplicate claims add unnecessary processing costs that must be paid by the government, not to mention the additional administrative costs to your practice. Keeping unnecessary healthcare costs low is a responsibility of all members of the healthcare community.

What can you do to prevent the submission of duplicate claims?

1. Become a member of myTRICARE.com! Registered myTRICARE.com providers can:
 - Check your TRICARE claims status online to verify *completed, in process / pending, returned or transferred* claims
 - Reconcile your accounts receivable by viewing your TRICARE remits online
 - Sign up for Electronic Funds Transfer (EFT) to receive your TRICARE payments faster
 - Ensure your provider demographic information on file is accurate under the *Provider File Maintenance* tab.
2. Wait at least 30 days before claims resubmission or phone inquiry
3. Reconcile financial records punctually to avoid the impression of an unpaid balance
4. Submit complete claims

If you determine that payment has not been received or you disagree with the payment, do not resubmit the same claim. Please explain your circumstance or disagreement by submitting written correspondence to:

Health Net Federal Services, LLC
c/o PGBA, LLC/TRICARE
P.O. Box 870141
Surfside Beach, SC 29587-9741

OR if you have questions about a particular claim(s), send a secure inquiry through the *AskUs* tab on myTRICARE.com. Just *Sign In* to your myTRICARE.com account.

Follow these suggestions to prevent bookkeeping inaccuracies and reduce the number of duplicate claims submitted to TRICARE.