

April 30, 2018

Congressman Walter Jones
2333 Rayburn HOB
Washington, DC 20515

Dear Congressman Jones:

On behalf of 130-member hospitals and health systems, the North Carolina Healthcare Association (NCHA) would like to thank you and your staff for your continued support and guidance in addressing payment and related issues for services rendered to TRICARE beneficiaries.

On January 1, 2018, The Department of Defense consolidated the TRICARE Regions into two regions. The North and South Regions were combined to form the new TRICARE East Region, which includes North Carolina, while the West Region remained mostly the same. The new regional contractor for TRICARE East is Humana Military, and Health Net Federal Services, LLC, was selected to manage TRICARE West.

Humana Military serves as the managed care support contractor and Wisconsin Physicians Service (WPS) conducts claims processing for the East Region. Although Humana Military allowed network providers to transition their provider contracts with the prior regional contractors to Humana effective January 1, 2018, new providers must go through provider enrollment. Providers are expected to enroll provider electronic claims processes, including Electronic Media Claims (EMC), Electronic Funds Transfers (EFT) and Electronic Remittance Advice (ERA) through WPS. WPS requires all electronic providers/groups sign, and have on file, a Trading Partner Claims Agreement prior to submission of electronic claims. Providers who will submit Electronic Data Interchange (EDI) claims directly to WPS must complete the self-registration process.

In early December 2017, NCHA began receiving numerous inquiries from our members regarding the transition to the new TRICARE Regional Contractor. The inquiries outlined difficulties getting new providers enrolled, the inability to validate that current providers are properly enrolled and loaded into Humana's system, the inability to obtain authorizations and referrals until WPS also loads the providers into their system (even if Humana has the providers loaded into its system) and problems reaching Humana staff for assistance. NCHA reached out to Humana Military in mid-December 2017 and early 2018 for assistance and shared staff contacts and other information provided by Humana with our members.

The problems mentioned above are affecting all our members but appear to be especially problematic for contracted providers such as Vidant Health, UNC Health, and Onslow Memorial Hospital. These members have contacted numerous individuals within Humana, including but not limited to Provider Contracting, Provider Relations and Education, Delegated Processing and Claims staff. Despite these efforts, our members continue to experience significant problems. These problems are adversely affecting patient access to care, patient care, and our members.

NCHA reached out to Humana Military again in April 2018 requesting a specific individual within Humana, who will accept responsibility for putting together a team to resolve these issues quickly,



to assist our members. While Humana recently assigned someone to look at the issues with certain hospitals and we hope to work through the issues with Humana, we are concerned, based on the lack of progress since January 1st, that these issues will not be resolved timely. Thus, we request your assistance in helping our members in working with Human Military to develop solutions to its operational and resources issues so that our members can better serve TRICARE beneficiaries.

Thanks again for all your support and for your service to the great state of North Carolina. If you have any questions or need additional information, please contact Ronnie Cook at either 919-677-4225 or rcook@ncha.org.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen J. Lawler". The signature is fluid and cursive, with a long horizontal stroke at the end.

Stephen J. Lawler
President
North Carolina Healthcare Association