

## BILLING TIPS

**Commercial insurance is always the primary plan.** While US Family Health Plan is the primary plan for benefits and the primary manager of care, it's the secondary payor when a patient has commercial insurance.

**Always submit a claim to the primary payor—even if the balance is zero.** Per the Department of Defense, USFHP must report all insurance reimbursement amounts collected by any provider.

Our member cannot be billed for any remaining balance. When the primary payor issues payment, bill USFHP and include the Explanation of Payment from the primary payor.

**All claims for all USFHP beneficiaries should be mailed to:**

US Family Health Plan  
1200 12th Avenue S  
Seattle, WA 98144-2712

Payment will be based on the amount the primary payor indicates the patient is responsible for, up to the contract/CMAC allowed amount.

**DON'T BILL MEDICARE.** Some of our Medicare-aged enrollees are grandfathered into US Family Health Plan. USFHP enrollees who are Medicare beneficiaries have waived their use of Medicare. Do not bill Medicare for care provided to these enrollees. **All** claims for **all** our beneficiaries should be mailed to US Family Health Plan.

## INVITATION:

### Help USFHP Advance Quality, Safety and Utilization Management



US Family Health Plan encourages you to serve as a member of the USFHP Quality, Safety, and Utilization Management Committee.

We welcome your ideas and suggestions on how service may be improved for providers and health plan members. To express interest in serving on this committee, or other committees that may be formed by USFHP, please contact USFHP Provider Relations: [ProviderRelations@USFHPpacmed.org](mailto:ProviderRelations@USFHPpacmed.org)