

Active Duty PCM Changes Should Be Completed in Person

If you're an active duty service member (ADSM) enrolled in TRICARE Prime and you're considering changing your primary care manager (PCM), remember it is always best to make this change at your local TRICARE Service Center (TSC).

Because most ADSM PCM assignments are made by your local military treatment facility (MTF) and any change may require the approval of the MTF, the most efficient way to complete a PCM change is to visit your local TSC and submit your PCM change form in person. However, you also may make a PCM change through Humana Military Healthcare Services, Inc. (Humana Military) by mail or by phone.

Note: ADSMs enrolled in TRICARE Prime may **not** use the TRICARE Beneficiary Web Enrollment (BWE) Web site to make PCM changes. (However, ADSMs enrolled in TRICARE Prime Remote may use BWE to change their PCM.)

Humana Military has TSCs located throughout the region, typically at or near MTFs, staffed with customer service representatives to assist you. Visit www.humana-military.com or call Humana Military at 1-800-444-5445 to find a TSC near you. You can locate your local MTF online at www.tricare.mil/mtf.

To download a *TRICARE Prime Enrollment Application and PCM Change Form*, go to www.tricare.mil/mybenefit/Forms.do and select the form for the South Region. ■

Behavioral Health Appointment Assistance Is Just a Phone Call Away

TRICARE and Humana Military Healthcare Services, Inc. (Humana Military) proudly announce the new Behavioral Health Care Provider Locator and Appointment Assistance Line to help eligible active duty service members (ADSMs) and active duty family members (ADFMs) find behavioral health care providers and schedule outpatient appointments in the TRICARE network.

For beneficiaries in the TRICARE South Region, Humana Military's behavioral health partner, ValueOptions, Inc., manages a dedicated toll-free number at 1-877-298-3514, which is available from 8 a.m. to 7 p.m. Eastern Time, Monday through Friday. **Note:** This appointment assistance line is **not** a crisis intervention line. If you need emergency assistance, call 911 or proceed to the nearest emergency room for treatment.

The appointment assistance service is available to all ADSMs and ADFMs enrolled in TRICARE Prime, TRICARE Prime Remote or TRICARE Prime Remote for Active Duty Family Members, as well as ADFMs enrolled in TRICARE Overseas Program Prime who have temporarily returned to the United States. Non-enrolled ADFMs, retired service members, their families and others should be referred to ValueOptions' normal TRICARE toll-free telephone line at 1-800-700-8646 for behavioral health care assistance.

ADSMs **do not** require a referral for behavioral health care if they receive care at their military treatment facility (MTF). ADSMs can self-refer to their military behavioral health or life skills clinic. However, ADSMs **do** need a referral to get care outside of the MTF. If you have a referral to a civilian provider from your primary care manager (PCM) or from a military behavioral health provider, you may call the Behavioral Health Care Provider Locator and Appointment Assistance Line to set up that appointment.

ADFMs do not need a referral for behavioral health care in the MTF or in the civilian provider network. You may self-refer to a network provider for the first eight outpatient behavioral health visits in a fiscal year (Oct. 1–Sept. 30). After eight visits, authorization is required from TRICARE to extend the care, but again, no referral is required.



continued from page 1

Behavioral Health Appointment Assistance Is Just a Phone Call Away

The primary goal of the new appointment assistance service is to assist beneficiaries in making timely appointments for routine and urgent behavioral health care. TRICARE Prime access standards concerning wait times apply to all behavioral health care appointments. If you have a behavioral health condition that is not a threat to life or limb but could become more serious without treatment, it is considered urgent. The wait time for an initial urgent behavioral health care appointment generally should not exceed 24 hours.

For behavioral health conditions not requiring urgent intervention, the wait time for an initial routine behavioral health care appointment shall not exceed one week. Following the initial appointment, the wait time for follow-up appointments is based on your behavioral health care provider's medical judgment.

All calls into the Behavioral Health Care Provider Locator and Appointment Assistance Line are typically answered within 30 seconds, when possible. If a representative is not available, you may leave a call-back number and you will receive a return call within 30 minutes. ■

New TRICARE Policy Adds Weight-Loss Options

A recent change in TRICARE policy now provides coverage for laparoscopic adjustable gastric banding (Lap-Band® surgery), opening new avenues of treatment for those fighting morbid obesity. This policy change is retroactive to Feb. 1, 2007. If you've had Lap-Band surgery since Feb. 1, 2007, and qualify under the new policy guidelines outlined below, you may submit a claim for reimbursement or, if you submitted a claim and it was denied, you may appeal the denial.

Lap-Band surgery is a minimally invasive procedure that can help you shed excess body weight. The Lap-Band shrinks your stomach and restricts how much food you can eat at one time.

You are eligible for Lap-Band surgery if you meet any one of the following conditions:

1 You are 100 pounds over the ideal weight for height and bone structure and have one of these associated medical conditions:

- Diabetes mellitus
- Hypertension
- Cholecystitis
- Narcolepsy
- Pickwickian syndrome (or other severe respiratory disease)
- Hypothalamic disorder
- Severe arthritis of the weight-bearing joints

2 You are 200 percent or more of the ideal weight for height and bone structure. An associated medical condition is not required for this category.

3 You have had an intestinal bypass or other surgery for obesity and, because of complications, require a second surgery (a takedown).

For more information about Lap-Band surgery, talk to your doctor about the benefits and risks of the procedure. ■



New Humana Military Web Pages Keep Beneficiaries Informed

At Humana Military Healthcare Services, Inc. (Humana Military), we know how important it is that you be able to find the information you need, when you need it. That's why, when you visit the Humana Military Web site at www.humana-military.com, you'll notice that we've enhanced or added pages to serve you better. The following are highlights of just some of the enhancements.

National Guard and Reserve

To access this newly enhanced section of the Web site, simply click on the National Guard and Reserve link from the Humana Military home page. You will find eligibility, enrollment and cost information for TRICARE Reserve Select (TRS), as well as links to TRS reference materials, frequently asked questions and information about TRS coverage overseas.

If you have additional questions about TRS, you can contact the National Guard and Reserve Hot Line at 1-877-298-3408.

AchieveSolutions®

AchieveSolutions is the behavioral health and Employee Assistance Program (EAP) resource offered by ValueOptions, Inc., the administrator of your behavioral health benefit. This award-winning Web site provides clinically credible content that is reviewed annually and secured by encryption, ensuring users that their Web history will remain private. This site features more than 6,000 articles along with access to a wide range of services, resources and self-assessment tools.

To access the AchieveSolutions site, click on "Behavioral Health" under Beneficiary Resources on the Humana Military home page. For more information, call ValueOptions at 1-800-700-8646.

Warriors in Transition

Because dealing with traumatic injury or illness isn't easy for wounded warriors or their family members, Humana Military proudly introduced

the Warrior Navigation and Assistance Program (WNAP). The purpose of the WNAP is to support severely injured or ill active duty service members and activated National Guard and Reserve members and their families.

The WNAP provides guidance to help wounded warriors experience a seamless transition as they move from the Military Health System (MHS) and into the civilian health care system. Injured or ill warriors and their family members receive one-on-one guidance from a multi-disciplinary team that is specially trained to address the unique challenges this population may face.

You can find information on this new program by clicking on "Warriors in Transition" under Beneficiary Resources on the Humana Military home page.

Or you may reach this new advocacy unit directly by calling 1-888-4GO-WNAP (1-888-446-9627). ■

Receive this Newsletter by E-Mail!

Would you like the *TRICARE Health Matters* newsletter delivered right to your computer? Then sign up for e-mail delivery! Here's how:

- Go to www.humana-military.com.
- Click on "Online Beneficiary Services."
- Under "Sign In For Secured Member Services," type in your user ID and password, and click on the "Sign In" button. (If you don't have a user ID and password, click on "Sign Up For Secured Member Services" and follow the instructions.)
- Go to "Communications Preferences" and update your newsletter delivery preference.

It's that easy! ■



Humana Military Healthcare Services, Inc.
500 West Main Street
P.O. Box 740062
Louisville, KY 40201-7462

CONTACTS

Humana Military Healthcare Services, Inc.
1-800-444-5445
1-877-249-9179 (active duty)
1-877-298-3408 (National Guard and Reserve)
1-888-4GO-WNAP
(Warrior Navigation Assistance Program)
www.humana-military.com

PGBA, LLC (claims)
1-800-403-3950

ValueOptions (behavioral health)
1-800-700-8646

Pharmacy Customer Service
1-866-DoD-TRRX (retail)
1-866-DoD-TMOP (mail order)
www.express-scripts.com/TRICARE

National TRICARE Web Sites
www.tricare.mil www.tricareonline.com

Update DEERS
1-800-538-9552
www.tricare.mil/deers

.....
TRICARE Health Matters is published by the TRICARE Management Activity. Please provide feedback at www.tricare.mil/evaluations/feedback.



Get Up-to-Date Provider Information by Web or by Phone

If you want to find the latest information about health care providers, look no farther than Humana Military Healthcare Services, Inc. We understand how important it is that you be able to find the most up-to-date, accurate information. That's why we update provider information daily.

To search an online directory of providers by name, distance from your home or type of specialty, visit the Humana Military Web site at www.humana-military.com and click on "Find a Provider or TSC" under Beneficiary Resources. When you find a provider that meets your needs, you can view and print detailed driving directions to the provider's office.

If you do not have Internet access, another way to receive reliable information is through the Provider Locator Line, which is available through the Humana Military TRICARE Services Line. Simply call 1-800-444-5445 and follow the prompts to access provider information by phone.

Whether online or by phone, you can trust Humana Military to bring you up-to-date provider information anytime—24 hours a day, seven days a week. ■

Are Your Family's Vaccinations Current?

Do you know where to go to find the latest information on immunizations? The Humana Military Beneficiary Immunizations page on the Humana Military Web site has everything you need to know about obtaining immunizations using your TRICARE benefit.

Topics found on the page include:

- The Centers for Disease Control and Prevention's recommended immunization schedule
- Immunization benefits under TRICARE Prime
- Types of vaccinations covered
- Where to obtain a vaccine
- How to file a claim

To access the Immunizations page, go to www.human-military.com, click on "Beneficiary Resources" and then click on the Immunizations link. ■