

## Rx Essentials

### The Lowdown on Prior Authorizations, Medical Necessity and Quantity Limits

**A**s you write prescriptions to be filled under either of the national TRICARE pharmacy programs—TRICARE Retail Pharmacy (TRRx) Network and TRICARE Mail Order Pharmacy (TMOP)—keep in mind that certain drugs have special requirements.

For example, some drugs require prior authorization from Express Scripts, Inc. (ESI), the contractor for both TMOP and TRRx, while non-formulary medications and quantities beyond established quantity limits are subject to medical necessity review.

You can ensure your patients get the proper medications in a timely manner by following these guidelines.

#### When to Request Prior Authorization

Prescriptions for the following types of medications require prior authorization before they will be filled:

- **Medications that have prior authorization criteria established by the DoD Pharmacy and Therapeutics Committee.** The list of these medications, along with prior authorization forms and instructions, are available online at [www.tricare.osd.mil/pharmacy/prior\\_auth.cfm](http://www.tricare.osd.mil/pharmacy/prior_auth.cfm). Medications on the list include Cialis®, Enbrel®, fertility drugs, growth hormone and Lamisil®, among others.

- **Brand name medications with generic equivalents.** DoD policy is to dispense a generic equivalent to a brand name medication when possible. If you believe the brand name medication is clinically required for your patient, contact customer service for TMOP (toll-free 1-866-363-8667) or TRRx (toll-free 1-866-363-8779) to initiate the review process. ESI will review the information you submit and determine if the brand name medication is clinically required for your patient.
- **Medications with age limitations.** Topical Tretinoin products (e.g., Retin-A®) require prior authorization for patients 36 years of age or older to verify that the product is clinically required to treat a condition other than wrinkles, age spots or other cosmetic conditions related to the normal aging process. Prenatal vitamins for patients 46 years of age or older require prior authorization to verify that the vitamins are required due to pregnancy. Viagra®, Cialis and Levitra® require prior authorization for men under the age of 50.
- **Lipid-lowering medications other than Zocor (TMOP only).** Due to a national pharmaceutical contract for statins, Zocor® (simvastatin) is the preferred “high-potency” statin in TMOP. TMOP will not dispense the following medications

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## Provider Education and Services Available

**P**rovider education for our South Region TRICARE providers is very important. Marketing and education materials are abundant and include:

- Monthly/quarterly bulletins and newsletters
- Annually updated provider handbook
- Job aides/charts/brochures
- Remittance messaging
- Autofax memos

Formal documents, such as the newsletters, bulletins and the provider handbook, are also available at [www.humana-military.com](http://www.humana-military.com) at the provider portal under Provider Resources. Providers have ample information available to them through the Humana Military Web site, including self-study training modules. These tools are available for you and your office staff in order to understand provider business with TRICARE and make all of your transactions effortless.

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unless you provide information showing it is clinically required to use that product in place of Zocor:

- Altprev™ (lovastatin extended release)
- Caduet® (amlodipine/atorvastatin)
- Crestor® (rosuvastatin)
- Lescol® (fluvastatin)
- Lescol® XL (fluvastatin extended release)
- Lipitor® (atorvastatin)
- Vytorin® (ezetimibe/simvastatin)

This requirement applies only to TMOP. Prior authorization is not required to fill prescriptions for these medications at retail network pharmacies.

### When Medical Necessity Review Is Required

If you wish to prescribe a non-formulary medication instead of any of the therapeutic alternatives on the Uniform Formulary, you must prove medical necessity. Medical necessity criteria, forms and instructions for non-formulary medications are available online at [www.tricare.osd.mil/pharmacy/medical-nonformulary.cfm](http://www.tricare.osd.mil/pharmacy/medical-nonformulary.cfm).

In addition, the DoD Pharmacy and Therapeutics Committee has established quantity limits on certain medications, which

means that DoD will pay only for up to a specified quantity per 30-, 60- or 90-day period. Some medications also have limitations on the days supply of medication that may be dispensed to a patient at one time. Exceptions can be made if the prescribing physician is able to justify medical necessity.

A variety of drugs in the following categories are subject to quantity limits:

- Antiemetics
- Antimigraine drugs
- Controlled substances
- Erectile dysfunction agents
- Fertility agents
- Miscellaneous
- Nasal inhalers
- Oral inhalers and inhalant solutions
- Topicals

### When in Doubt, Look It Up

For a complete listing of drugs that require prior authorization or are subject to medical necessity review or quantity limits, check the Formulary Search Tool at [www.tricareformularysearch.org](http://www.tricareformularysearch.org). ■

## Provider Education and Services Available

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The Humana Military Web site also boasts provider seminar availability in your area. Network providers are given two opportunities each year to sign up for and attend a local seminar for education. These are usually scheduled in the spring and fall of each year.

Non-network providers are offered a single seminar each year in order to ensure provider understanding of the TRICARE program and any changes that have occurred during the past year. Please be sure to go to [www.humana-military.com](http://www.humana-military.com) and check the most current seminar listing in your area. You may schedule space at the seminars and RSVP online for you and or your office staff's attendance.

Provider Relations Representatives focus on the needs of South network providers who are seeing TRICARE beneficiaries. Provider Relations Representatives are located throughout the South Region for visits to primary care managers and other network providers, by request.

As a network provider for Humana Military, you can find out who your provider representative is by calling 1-800-444-5445. Your call will be directed to the provider representative in your geographic area. ■

# Naval Hospital Pensacola Pioneers Technology

## First MTF to Introduce Operating Room System

**A**lthough surgical patients might not notice it as they count backward from 10, a new technology in the operating room at Naval Hospital (NH) Pensacola is revolutionizing operating room procedures.

NH Pensacola is the first military treatment facility (MTF) and the first of any Florida hospital to implement DocuSys technology, which includes Anesthesia Clinical Information Management (DocuSafe) and IV Medication Management (DocuJect) Systems.

It's enhancing patient safety in numerous ways, from reducing medication errors to capturing vital information and sounding an alert if something isn't right. "I'm pleased we made this investment in leading-edge technology to enhance our patient safety," says anesthesiologist Cmdr. Craig Bonnema. "In my position as director of surgical services, I'm also keen about its impact on workload. This makes my job easier."

### Benefits Defined

DocuSys, which was fully implemented by NH Pensacola in June, benefits the patients and anesthesiologists by:

- Monitoring and recording vital functions such as blood pressure, heart rate, respiratory rates and anesthesia gas levels.
  - Freeing doctors of these mundane but vitally important tasks lets them focus more intently on the patient.
- Reducing medication error through bar-coding technology.
  - Whenever a drug is administered intravenously, DocuSys inspects the syringe label for everything from the type and dose of medication to the expiration date. At the same time it checks for patient allergies and interaction with other patient medications. If anything is awry, it issues a warning.
- Providing a database with information that can significantly improve management and operations.
  - At the end of each operating procedure, DocuSys provides a clean record of data that allows anesthesiologists to evaluate the workload in a more specific and effective manner. Now it's possible to examine exactly how workload is generated, from the length of procedures to decisions on more expensive drugs or more cost-effective ones.

Anesthesia is unique among all the medical practices in its difficulty to

quantify workload, which is based on factors such as the length of time and type of procedure. DocuSys solves this problem by capturing all the necessary information into quantifiable units that can be compared.

"Day to day it's like a silent partner in the OR assisting us," says Cmdr. Bonnema. "Now I have the data I need to optimize resources. I would be guessing before, but now I can quantify it."

DocuSys is only one of the advanced technologies employed by the hospital. Others (which include robotic medication refill systems and electronic medical records) along with DocuSys are believed to be factors favorably impacting customer satisfaction. Survey scores for NH Pensacola exceed the averages across the board of all military health care facilities and civilian HMOs.

"This may be something not just the Navy but all of the military would be interested in installing across the enterprise for patient safety and workload quantification," Cmdr. Bonnema concludes. ■

## Fast Referrals and Authorizations—Online

**T**ake just a few minutes to become a registered user of Online Provider Services at [www.humana-military.com](http://www.humana-military.com). Click on the "Sign Up" link on the right-hand side of the Online Provider Services page to get started.

Within just a few minutes, you'll be ready to set up new referrals and authorizations, check on existing referrals and authorizations, and quickly locate specialists and hospitals that meet your referral needs—all online and with the ease that electronic secure access to vital information offers.

You, your staff and your patients will be glad when you become a registered user of Online Provider Services. ■

## Keep Your Information Up to Date

**T**he next time you log on to [www.humana-military.com](http://www.humana-military.com) as a registered member with your ID and password, a separate screen will pop up that reads "Review Your Provider Locator Information."

Please take a minute to update your information—especially regarding whether or not you're accepting new patients. Keeping your data current ensures that you receive information from Humana Military, that you receive your claims payments, and that new patients can find you when they go to the Provider Directory. ■

Humana Military Healthcare Services, Inc.  
P.O. Box 740044  
Louisville, KY 40201-7444

## CONTACTS

**Humana Military**  
1-800-444-5445  
[www.humana-military.com](http://www.humana-military.com)

**PGBA (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](http://www.express-scripts.com/TRICARE)

**National TRICARE Web Sites**  
[www.tricare.osd.mil](http://www.tricare.osd.mil)  
[www.tricareonline.com](http://www.tricareonline.com)

**Update DEERS**  
1-800-538-9552  
[www.tricare.osd.mil/DEERS](http://www.tricare.osd.mil/DEERS)

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## How to Balance Patient Privacy with Treatment

**P**roviders have asked what types of protected health information (PHI) they should and shouldn't share with Humana Military. As a TRICARE regional contractor, Humana Military requires beneficiaries' PHI for a variety of purposes, including medical necessity review, case management, consult report tracking, payment, claims review, etc. The following are answers to other commonly asked questions about PHI.

### **What information is considered to be PHI under HIPAA?**

PHI is any individually identifiable health information that relates to a patient's past, present or future physical or mental health and related health care services. PHI may include demographics, documentation of symptoms, examination and test results, diagnoses and treatments.

### **Do I need a patient's written authorization to send a copy of the**

### **patient's medical record to a specialist or other health care provider who will treat the patient?**

No. According to the Code of Federal Regulations (CFR) 45 CFR [164.506(c)(2)], providers may disclose PHI to another health care provider for treatment purposes.

### **If a patient is a minor or is not competent to make health care decisions, may I release information to the parent or guardian?**

Depending upon state laws, providers may or may not release a minor's information to parents or guardians without the minor's consent. If the patient is unconscious or incompetent, whether a minor or not, the provider may use their professional discretion; or in the case of minors, the guardian or other person authorized to act on the patient's behalf may give the consent.

### **May I release patient information to Humana Military, TMA or health care insurance companies for payment purposes?**

Yes. Under 45 CFR Final Rule [164.506(c)(3)], providers are permitted to disclose PHI as necessary to obtain payment for health care. However, the Privacy Rule requires providers to reasonably limit the amount of information disclosed for such purposes to the minimum necessary.

TRICARE offers guidance and resources regarding HIPAA compliance. Visit [www.tricare.osd.mil/HIPAA](http://www.tricare.osd.mil/HIPAA) or send information requests to [Privacymail@tma.osd.mil](mailto:Privacymail@tma.osd.mil).

In addition, detailed disclosure and confidentiality information can be found in the *TRICARE Operations Manual* 6010.51-M, August 1, 2002 (visit <http://manuals.tricare.osd.mil/>). ■