

Hurricane Aftermath: Important Information for TRICARE Providers

Hurricanes Katrina, Rita and Wilma have affected the lives of many TRICARE South Region beneficiaries from Louisiana, southern Mississippi, southwestern Alabama, Texas and Florida. Due to the large-scale evacuations, TRICARE providers like you may be seeing displaced patients who are not only seeking medical care, but also asking questions about their TRICARE coverage during this time of crisis. TRICARE and its regional contractors in the South, West and North are working to make information about TRICARE benefits in the wake of this natural disaster available to both providers and beneficiaries alike. Information about TRICARE benefits is available online, by phone and at TRICARE Service Centers (TSCs). Please share these resources with affected TRICARE beneficiaries you may be treating.

TRICARE Web Site

www.tricare.osd.mil/hurricane/index.cfm

TRICARE South Regional Contractor:

Humana Military Healthcare Services

www.humana-military.com

www.humana-military.com/South/hurricanesresources.htm

1-800-444-5445

TRICARE West Regional Contractor:

TriWest Healthcare Alliance

www.triwest.com

1-888-TRIWEST (1-888-874-9378)

TRICARE North Regional Contractor:

Health Net Federal Services, Inc.

www.healthnetfederalservices.com

1-877-TRICARE (1-877-874-2273)

TRICARE Service Centers (TSCs)

www.tricare.osd.mil/tricare-service-centers/default.cfm

TRICARE Pharmacy Programs:

TRICARE Retail Pharmacy Network (TRRx)

1-866-DoD-TRRx (1-866-363-8779)

TRICARE Mail Order Pharmacy (TMOP)

1-866-DoD-TMOP (1-866-363-8667) ■

Additional Beneficiary Resources

Resource	Contact Information
Military OneSource <i>A resource for active duty service members and their families</i>	1-800-342-9647 www.militaryonesource.com
TRICARE Beneficiary Counseling and Assistance Coordinators (BCACs) <i>Offer assistance with health care benefits, locating a provider and filing claims</i>	www.tricare.osd.mil/bcac
Veterans Affairs (VA) 24-hour Call Center <i>Provides information about where to receive health care, how to receive prescription drugs and how to locate evacuated VA patients</i>	1-800-507-4571
VA Hurricane Katrina Response and Recovery Center <i>Serves as central hub for all services to VA-eligible hurricane victims</i>	1-205-554-3700
TRICARE Information Service <i>Assists with basic questions about TRICARE</i>	1-888-DoD-CARE (1-888-363-2273)

Using ID Cards to Verify Patient Eligibility

There are several identification (ID) and enrollment cards you should be familiar with when treating TRICARE beneficiaries so that you and your staff are able to verify a patient's eligibility for TRICARE. Please see the "Provider Tools" section of your *TRICARE Provider Handbook* for samples of each of these cards.

Impact of 2005 Hurricanes

Due to the unfortunate circumstances affecting TRICARE beneficiaries impacted by Hurricanes Katrina, Rita and Wilma, TRICARE recognizes that many people will have

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no form of identification with them. Because of this, providers/facilities should attempt to verify both eligibility and identity using the best information available, and that will depend on each individual's circumstances.

Contact Humana Military at 1-800-444-5445 for assistance in verifying eligibility.

Once eligibility is determined, identity can be verified by asking other personal identifying information, such as addresses or date of birth, if there is no other form of picture identification.

Uniformed Services ID Cards

The uniformed services (military) ID card is similar in size to a credit card and incorporates a photographic image of the bearer, bar codes containing pertinent machine-readable data, and printed identification and entitlement information. The beneficiary category determines the ID card's color:

- Active duty service members (ADSMs)—green or a white Common Access Card (CAC)
- Active duty family members (ADFMs)—tan
- Members of the Reserve Component (RC) and their eligible family members—red
- Retirees—blue
- Retiree family members—tan

To verify beneficiary eligibility, check the back of the ID card. The center section should say "YES" under the box entitled "CIVILIAN." If a beneficiary using TRICARE For Life (TFL) has an ID card that says "NO" in this block, they are still eligible to use TFL if they are enrolled in Medicare Part B. Check the expiration date on the ID card in the box entitled "EXP DATE." If expired, the beneficiary will need to update their information in the Defense Enrollment Eligibility Reporting System (DEERS) and get a new card.

The Common Access Card (CAC) is replacing this ID card and is being phased in over the next few years. Please honor valid CAC cards—they are valid uniformed services ID cards.

Beneficiaries under the age of 10 are not routinely issued ID cards, so the parent's ID card may serve as proof of eligibility.

Enrollment Cards

Beneficiaries enrolled in TRICARE Prime, TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM) should present a TRICARE Prime enrollment card to you at the time of service. While not required to receive treatment, the enrollment cards contain important information about the beneficiary. The uniformed services ID card or new CAC card is the source that verifies eligibility for care for TRICARE Prime, TPR or TPRADFM.

The newest enrollment card is the TRICARE Reserve Select (TRS) enrollment card. The TRS enrollment card is similar in design to the TRICARE Prime enrollment card, and it may be used to verify eligibility for TRS, unlike the TRICARE Prime enrollment cards. TRS members must present this card to you before receiving care.

Please contact Humana Military at 1-800-444-5445 for assistance in verifying eligibility for TRICARE. ■

Make Copies for Your Records

You are encouraged to make copies of the ID and enrollment cards for your records. While some TRICARE beneficiaries may believe that it is illegal to copy uniformed services ID cards, it is in fact legal to copy them for authorized purposes. Authorized purposes include facilitating medical care eligibility determination and documentation, check cashing and administering other military-related benefits.

Per TRICARE Management Activity (TMA) instruction, it is both allowable and advisable for providers to copy the beneficiary's ID card for proof of eligibility and for the purpose of rendering needed services. TMA recommends that providers copy both sides of the ID cards and retain copies for future reference.

Title 18 of the USC, Section 701 prohibits photographing or possessing uniformed services ID cards in an unauthorized manner. Unauthorized use would exist only if the bearer uses the card in a manner that would enable him or her to obtain benefits, privileges or access to which he or she is not entitled. ■

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Humana Military's Online Services Give You the Competitive Edge

The old axiom "time is money" is as true in a corporate boardroom as it is in the medical office. To be competitive, you need to save time and money by helping your office staff be more efficient—the more tasks your staff can perform electronically, the better. It allows more time to focus on patients. With Humana Military's online services for providers, you can do more in less time.

Lightning Fast Referrals and Authorizations

Before your patient even comes to your office, your staff can check online for TRICARE eligibility, saving the time associated with lost appointments.

First, you'll need to become a registered user of the Humana Military Web site by clicking the "Sign Up" link on the right-hand side of the Online Provider Services page and following the prompts given by the "User Sign Up Wizard."

Your TRICARE patients will be impressed when you obtain referrals and authorizations while they are still in your office. Registered users can request new referrals and authorizations online—in a matter of seconds—and get a response in a matter of minutes.

From "Provider Resources," just click on "Online Provider Services" and then on "Online Referrals and Authorizations" to start the process. While awaiting your response, your staff can also check on the status of existing referrals and authorizations (which is especially helpful if they were made by time-consuming fax), perform a search of specialists by ZIP code or several other search alternatives, determine

diagnosis and procedure codes, and get a list of provider services.

Please note: Only network providers have access to the referral/authorization screens.

Disease Management (new!)

To provide better customer service to your TRICARE beneficiaries who suffer from heart failure, Humana Military created its new disease management program. As the newest online provider feature, the program was launched to assist with the detection and treatment of heart failure. It's another helpful online tool for those of you who are already registered Humana Military Web site users.

From the Online Provider Services option on the Web site, click on "Disease Management Referral Form" to complete and submit an online referral form. We review referrals daily and accept new TRICARE patients into the program based on Humana Military's review of beneficiary claims data (e.g., diagnosis and procedure codes).

You can review these codes while online, making it easier for your staff to report on the specific heart failure condition of the patient you wish to refer into the program. TRICARE beneficiaries who meet certain diagnosis criteria and who are not entitled to Medicare are eligible for the program. A Humana Military representative will call your office to let you know that your TRICARE beneficiary is being processed into the program. ■

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New! Permanent ID Cards for Family Members Age 75 and Over

A permanent uniformed services ID card became available in September 2005 for all eligible family members and survivors of deceased uniformed services members, who are age 75 and over. Previously, only retired uniformed services members were issued a permanent ID card.

Beneficiaries currently in possession of a valid ID card should obtain the new permanent ID card within 90 days of expiration. If a current ID card is not due to expire for at least another year, it does not need to be replaced with the new ID card until the existing card is within 90 days of expiring.

For additional information about the new permanent ID cards for family members age 75 and over, visit www.tricare.osd.mil/deers. ■

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

CONTACTS

Humana Military
1-800-444-5445
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

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

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

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Provider News is published by TRICARE Management Activity. Please provide feedback at www.tricare.osd.mil/evaluations/newsletters.



Consult Reports Are Required within 10 Working Days

Consult reports are required to be returned to the primary care manager (PCM) or initiating provider within 10 working days of the patient encounter. For routine specialty referrals for initial office visits and all outpatient and inpatient services, you must provide complete and legible documentation for these reports to be accurate and useful.

Returning consult reports, operative reports and discharge summaries to the initiating provider is important for timely follow up and continuity of care. Please be responsive to the request when asked to return a consult report for TRICARE beneficiaries.

Providers who treat TRICARE beneficiaries coming from the local military treatment facility (MTF) may receive a faxed reminder to return a consult report for a recent visit/service. Your office should return the consult report, operative report or discharge summary requested and use the designated fax reminder as the cover sheet. Please use the fax number listed in the upper right corner of the reminder page. This fax number is shown only on the reminder fax to providers for each beneficiary consult return request. This is to avoid having providers send documentation on all other TRICARE beneficiaries. ■

Electronic Claims Filing Assistance

TRICARE requires all network providers to file claims electronically.

For assistance with any issues related to electronic media claims (EMC) submission for the TRICARE South Region, you can contact the PGBA EMC Help Desk at 1-800-325-5920, option 2.

You may also visit www.humana-military.com or www.mytricare.com for more information regarding electronic claims submission. ■