



TRICARE Provider Resources



HUMANA MILITARY
HEALTHCARE SERVICES
★★★★★

Humana Military Healthcare Services, Inc. Resources

Resource/Contact Information	Services Provided
Humana Military TRICARE Service Line 1-800-444-5445	<ul style="list-style-type: none"> • Patient eligibility • Referral/authorization status check • Hospital admissions or discharges • New/existing referrals and authorizations • Patient Referral Authorization Form (PRAF) • <i>TRICARE Provider Handbook</i>
Humana Military Web Site www.humana-military.com	<ul style="list-style-type: none"> • Patient eligibility check • Online referrals and authorizations • Online hospital notification • Diagnosis/Procedure codes lookup • Claims status check • Electronic claims submission • Downloadable TRICARE fee schedules • Upcoming provider seminar schedules • Provider locator • TRICARE patient list (<i>PCMs only</i>)
Humana Military/PGBA LLC (PGBA) Electronic Claims Filing Assistance 1-800-325-5920, option 2 www.myTRICARE.com	<ul style="list-style-type: none"> • Electronic claims submittal • Assistance with selection, and support for electronic claims submittal

Additional South Region Resources

Resource	Contact Information
Behavioral Health Partner—ValueOptions	ValueOptions P.O. Box 551188 Jacksonville, FL 32255 1-800-700-8646
PGBA Provider Data Management	1-800-288-2227, ext. 69550
Prior Authorization and Referral Status Check	1-800-444-5445 www.humana-military.com
Fraud and Abuse Hotline	1-800-333-1620

South Region Claims Resources

Resource	Address	By Phone or Online				
Claims (PGBA)	TRICARE South Region Claims Department P.O. Box 7031 Camden, SC 29020-7031	1-800-403-3950 www.myTRICARE.com				
TRICARE For Life Claims	WPS TRICARE For Life P.O. Box 7890 Madison, WI 53707-7890	1-866-773-0404 1-866-773-0405 (TDD) www.tricare4u.com				
Civilian Health and Medical Program of the Veterans Affairs (CHAMPVA) Claims	<table border="0"> <tr> <td>Claims older than one year:</td> <td>Claims less than one year:</td> </tr> <tr> <td>VA Health Administration Center CHAMPVA P.O. Box 65023 Denver, CO 80206-9023</td> <td>VA Health Administration Center CHAMPVA P.O. Box 65024 Denver, CO 80206-9024</td> </tr> </table>	Claims older than one year:	Claims less than one year:	VA Health Administration Center CHAMPVA P.O. Box 65023 Denver, CO 80206-9023	VA Health Administration Center CHAMPVA P.O. Box 65024 Denver, CO 80206-9024	1-800-733-8387 www.va.gov/hac
Claims older than one year:	Claims less than one year:					
VA Health Administration Center CHAMPVA P.O. Box 65023 Denver, CO 80206-9023	VA Health Administration Center CHAMPVA P.O. Box 65024 Denver, CO 80206-9024					
Continued Health Care Benefit Program (CHCBP) Claims	<table border="0"> <tr> <td>Enrollment/claims information:</td> <td>Claims submission:</td> </tr> <tr> <td>Humana Military Healthcare Services, Inc. P.O. Box 740072 Louisville, KY 40201</td> <td>PGBA, LLC P.O. Box 7031 Camden, SC 29020</td> </tr> </table>	Enrollment/claims information:	Claims submission:	Humana Military Healthcare Services, Inc. P.O. Box 740072 Louisville, KY 40201	PGBA, LLC P.O. Box 7031 Camden, SC 29020	1-800-444-5445, menu option 2 www.humana-military.com or www.myTRICARE.com
Enrollment/claims information:	Claims submission:					
Humana Military Healthcare Services, Inc. P.O. Box 740072 Louisville, KY 40201	PGBA, LLC P.O. Box 7031 Camden, SC 29020					

The information in this chart may contain updates that were not printed in the *TRICARE Provider Handbook*.



TRICARE Provider Resources

National Resources

Resource	Contact Information
TRICARE Provider Web Site	www.tricare.osd.mil/provider
TRICARE Manuals Online	http://manuals.tricare.osd.mil
CPT Coding Manual	American Medical Association P.O. Box 10950 Chicago, IL 60610 1-800-621-8335 www.ama-assn.org
ICD-9 Diagnosis and HCPCS Coding Manuals	Ingenix 5225 Wiley Post Way, Suite 500 Salt Lake City, UT 84116 1-801-982-3000 www.ingenixonline.com
Military Medical Support Office (MMSO)	Military Medical Support Office (insert Service Branch POC) P.O. Box 886999 Great Lakes, IL 60088-6999 1-888-647-6676
National Oceanic and Atmospheric Administration (NOAA) and U.S. Public Health Service (USPHS)	Medical Affairs Branch (insert NOAA/USPHS POC) Beneficiary Medical Program 5600 Fishers Lane, Room 4C-06 Rockville, MD 20587 1-800-368-2777

TRICARE Pharmacy Resources

Resource	Contact Information
TRICARE Pharmacy Services	Retail: 1-866-DoD-TRRx (1-866-363-8779) Mail Order: 1-866-DoD-TMOP (1-866-363-8667) www.express-scripts.com
Department of Defense PharmacoEconomic Center	www.pec.ha.osd.mil
Uniform Formulary Search Tool	www.tricareformularysearch.org
Prior Authorization Information and Forms	www.tricare.osd.mil/pharmacy/prior_auth.cfm

Online Reimbursement Rates Calculators

Access these online tools at www.tricare.osd.mil/provider by selecting the appropriate resource from the left-hand navigation bar, or go directly there via the URLs listed below. The “Web posting date” on each page indicates when the information was last updated. Rates change annually.

Calculator Resource	Online Access
Ambulatory Surgery Rates Look-up Tool	www.tricare.osd.mil/ambulatory
Anesthesia Procedure Pricing Calculator	www.tricare.osd.mil/anesthesia
CMAC Procedure Pricing Calculator	www.tricare.osd.mil/cmhc
Diagnosis-Related Group (DRG) Payment Calculator	www.tricare.osd.mil/drgrates