



TRICARE Referrals and Prior Authorizations



Humana Military Healthcare Services, Inc., (Humana Military) issues a referral when a TRICARE Prime beneficiary needs specialized medical services from a professional or ancillary provider only if services are not available at the MTF or at the PCM's office.

A prior authorization is issued for requested services, procedures, or admissions that require medical necessity review prior to services being rendered.

Referral and Authorization Submission Options⁽¹⁾

Submit online for quickest response	www.humana-military.com "Provider Resources/Online Provider Services/Referrals and Authorizations" feature
Fax Patient Referral Authorization Form (PRAF)	1-877-548-1547 (For TRICARE Prime Remote: 1-877-270-9113)
By phone	1-800-444-5445
Contact ValueOptions for behavioral health care referrals and authorizations	1-800-700-8646

1. All referrals must be made to network providers. See "Find a Provider" under "Provider Resources" at www.humana-military.com.

Tips for Making Referrals and Authorizations

- Have the beneficiary sponsor's ID number, the rendering provider information, facility information (*if needed*), diagnosis, and clinical data explaining the reason for the referral or authorization, including CPT codes for proposed procedures.
- For urgent referrals and authorizations, call **1-800-444-5445** or fax the PRAF to the HCF.
- Specify the services authorized, number of visits, and timeframe in which the visits must be completed.
- If services are needed beyond the scope of the referral, additional services must be approved through the PCM.
- Check the status of the referral or authorization at www.humana-military.com or by phone at **1-800-444-5445** by selecting the option, "To check the status of an authorization or previously requested service."
- Humana Military will notify the beneficiary and providers of an approved referral or authorization.

Tips for Hospital Admission Notifications

Submitting the notification online at www.humana-military.com is the quickest and most convenient way to notify Humana Military of a hospital admission. The Web site is available 24/7. In many cases, the admission is immediately approved.

Entering a new hospital admission notification is simple and easy. Sign in and select "Enter a new Hospital Admission Notification" and follow the simple steps to completion.

Have the following available when entering a new hospital admission on the Web or via Interactive Voice Response (IVR):

- Sponsor's ID (*may be different from the patient's Social Security number*)
- Patient's date of birth
- Your facility's tax identification number
- Admission date (*expected or actual; 8-digit mmddccyy*)
- Diagnosis (*if uncertain of code, a code look up is provided*)
- Contact name, phone number, and extension (*if applicable*) for clinical information and updates

Submit continued stay reviews online and notify Humana Military of a patient's discharge through the Web. It is important to notify Humana Military when a patient is discharged. This allows the authorization to be completed and the claim to be properly processed.



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Services Requiring Prior Authorization in the South Region*

Procedures and Services

- Adjunctive Dental
- Home Health Services including Home Infusion
- Extended Care Health Option (ECHO) services
- Hospice
- Speech therapy
- Transplants (*solid organ and stem cell, not corneal transplant*)
- Hysterectomy (*abdominal, laparoscopic, vaginal*)
- Termination of pregnancy
- Reduction mammoplasty
- Uvulopalatopharyngoplasty (UPPP)
- Blepharoplasty
- Bariatric surgery

DME

- Power vehicle or wheelchair
- Any DME with miscellaneous code if purchase price is > \$500
- Continuous passive motion (CPM) device
- Patient lift
- Bone growth stimulator

Inpatient Hospital Stays

- Admissions or transfers to SNF, Rehab, LTAC
- Notification of acute care admission by the next working day
- Discharge notification
- Concurrent reviews upon request by Humana Military

Mental Health

- Psychoanalysis
- Psychological and neuropsychological testing
- Inpatient Hospital
- Electroconvulsive Therapy (ECT)
- Outpatient crisis intervention

* The list of services requiring prior authorization changes periodically. For the most current list, go to www.humana-military.com. To determine if specific codes require authorization, go to www.humana-military.com and access the Diagnosis/Procedure Code Lookup.