

# 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 military treatment facility (MTF) or at the primary care manager's (PCM) 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 <sup>1</sup>	
Submit online for quickest response	<a href="http://www.humana-military.com">www.humana-military.com</a> "Provider Resources/Online Provider Services/Referrals and Authorizations" feature
Fax <i>Patient Referral Authorization form (PRAF)</i>	<b>1-877-548-1547</b> (For TRICARE Prime Remote: <b>1-877-270-9113</b> )
By phone	<b>1-800-444-5445</b>
Contact ValueOptions for behavioral health care referrals and authorizations	<b>1-800-700-8646</b> <i>Outpatient Treatment Report</i> forms can be found at <a href="http://www.humana-military.com">www.humana-military.com</a> and faxed to <b>1-866-811-4422</b> .

1. All referrals must be made to network providers. See "Find a Provider" under "Provider Resources" at [www.humana-military.com](http://www.humana-military.com).

Tips for Making Referrals and Authorizations
<ul style="list-style-type: none"> <li>• Have the beneficiary sponsor's ID number, the rendering provider information, facility information (<i>if needed</i>), diagnosis, and clinical data explaining the reason for the referral or authorization, including CPT codes for proposed procedures.</li> <li>• For urgent referrals and authorizations, call <b>1-800-444-5445</b>, select option 3, and enter the request through the Interactive Voice Response (IVR) system, or fax the PRAF to the Health Care Finder.</li> <li>• Specify the services authorized, number of visits, and timeframe in which the visits must be completed.</li> <li>• If services are needed beyond the scope of the referral, additional services must be approved through the PCM.</li> <li>• Check the status of the referral or authorization at <a href="http://www.humana-military.com">www.humana-military.com</a> or by phone at <b>1-800-444-5445</b> by selecting the option, "To check the status of an authorization or previously requested service."</li> <li>• Humana Military will notify the beneficiary and providers of an approved referral or authorization.</li> </ul>

Tips for Hospital Admission Notifications
<p>Submitting the notification online at <a href="http://www.humana-military.com">www.humana-military.com</a> is the quickest and most convenient way to notify Humana Military of a hospital admission. The Web site is available twenty-four hours a day, seven days a week. In many cases, the admission is immediately approved.</p> <p>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.</p> <p>Have the following available when entering a new hospital admission on the Web or via the IVR:</p> <ul style="list-style-type: none"> <li>• Sponsor's ID (<i>may be different from the patient's Social Security number</i>)</li> <li>• Patient's date of birth</li> <li>• Your facility's tax identification number</li> <li>• Admission date (<i>expected or actual; eight digit mmdccyy</i>)</li> <li>• Diagnosis (<i>if uncertain of code, a code look up is provided, which is limited to code search only</i>)</li> <li>• Contact name, phone number, and extension (<i>if applicable</i>) for clinical information and updates</li> </ul> <p>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.</p> <p>For behavioral health admissions, a <i>Higher Level of Care</i> form can be found at <a href="http://www.humana-military.com">www.humana-military.com</a>. Fax forms to ValueOptions at <b>1-866-811-4422</b>.</p>



# TRICARE Referrals and Prior Authorizations

## Specialist-to-Specialist Referrals for the Same Episode of Care

Some referrals may be authorized from one specialty care provider to another, bypassing the need to get another PCM referral.

- It will apply only when a valid “Evaluate and Treat” referral from the PCM has previously been authorized for the same episode of care.
- It will **not** apply to active duty service members (ADSMs).
- The MTF “Right of First Refusal” policy will remain in effect.
- The referring specialist, the receiving specialist, and the PCM will be notified of all such referrals by autofax, keeping the entire care team aware of these clinical contacts.
- Not all specialist-to-specialist referrals will be authorized.

## 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 durable medical equipment (DME) with miscellaneous code if purchase price is > \$500
- Continuous passive motion device
- Patient lift
- Bone growth stimulator

### Inpatient Hospital Stays

- Admissions or transfers to skilled nursing facilities (SNFs), rehab, and long-term acute care (LTAC)
- Notification of acute care admission by the next working day
- Discharge notification
- Concurrent reviews upon request by Humana Military

### Behavioral Health

- Psychoanalysis
- Psychological and neuropsychological testing
- Inpatient behavioral health admissions (including partial hospitalization programs and residential treatment centers)
- Electroconvulsive therapy
- Outpatient crisis intervention
- Outpatient behavioral health visits exceeding eight in a fiscal year (ADSMs require prior authorization before receiving all behavioral health services)

\* The list of services requiring prior authorization changes periodically. For the most current list, go to [www.humana-military.com](http://www.humana-military.com). To determine if specific codes require authorization, go to [www.humana-military.com](http://www.humana-military.com) and access the Diagnosis/Procedure Code Lookup. (Procedure Code Lookup is limited to code search only.)