

November Is Lung Cancer Awareness Month

Encourage Your Patients to Kick the Smoking Habit

November is Lung Cancer Awareness Month and its related events are intended to raise awareness around lung cancer and the dangers of smoking, with the ultimate goal of decreasing the incidence of lung cancer in the nation's population.

The American Cancer Society® (ACS) estimates that more than 40 million American adults smoke cigarettes. Though tobacco use is not the sole cause of lung cancer, smoking is responsible for one third of the deaths caused by cancer. Furthermore, more than eight million Americans currently suffer from chronic smoking-related illnesses.

During this period of heightened awareness and throughout the year, you can help educate your patients about these health risks. Take the opportunity to explain to your patients some of the health benefits they may experience once they quit smoking.

Even though many smokers are aware of the risks associated with smoking and some would prefer to quit, most simply are not prepared to do so. Talk with your patients about finding a cessation plan that will work best for them. Studies show that smokers are most likely to become nonsmokers if they have a plan and access to appropriate resources. You might also encourage your patients to pick a "Quit Day" that has personal significance for them, such as a birthday or wedding anniversary, as an added incentive to break the habit.

To learn more about how to help your patients become smoke-free, visit the ACS Web site at www.cancer.org. You can also suggest to your patients that they call the ACS Quitline, which is available 24 hours a day, seven days a week at 1-800-ACS-2345 (1-800-227-2345), for information and assistance with quitting smoking. ■

From the Desk of the CMO

*John E. Crum, M.D.
Chief Medical Officer
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In the fall of 2007, Humana Military Healthcare Services, Inc., (Humana Military) plans to make information about relative affordability and quality of care available to network providers. Individual providers will be able to access their own measures and underlying data through our secure Provider Web portal.

This pilot initiative represents a proposal by Humana Military in

support of Presidential Executive Order 13410, "Promoting Quality and Efficient Health Care in Federal Government Administered or Sponsored Health Care Programs." The Order calls for making relevant information available to beneficiaries and providers regarding health care quality and price in a readily useable manner.

In 2007, we propose to make this information available to the staff of military treatment facilities in the South Region. In 2008, Humana Military and the TRICARE Management Activity will consider whether the information should be made available online to beneficiaries.

Our approach will reflect only positive information about providers. For each provider and office location, we will assign zero, one or two stars for each of two measurement categories: quality and relative affordability.

Quality measures are based on two subsets:

1. Administrative quality, including the percentage of claims submitted electronically and the return of consultation reports; and
2. Clinical quality issues, including beneficiary complaints about attitude, access, and care. We will

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From the Desk of the CMO

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aggregate these quality measures to create a single score, or star rating. When there are no data for return of consultation reports or clinical quality, maximum scores for these measures will be assigned.

Relative affordability compares a provider's average allowed charges for episodes of care to those of other providers in the same state. Charges for professional services surrounding specific events of care will be used to calculate each provider's average. The effects of discounts and the intensity and volume of services rendered will be taken into consideration. Providers whose average allowed charges are significantly above the mean are assigned zero stars, those with charges significantly below the mean are assigned two stars, and those at or near the mean are assigned one star.

A complete explanation of the transparency initiative will be on the Humana Military Web site prior to the start of the program. You will be able to "opt out" of this initiative altogether if you choose, in which case no stars will be assigned.

We are striving to keep this initiative simple and accurate and to promote quality and the efficient delivery of health care. We welcome feedback from you about your individual measures.

For more information please visit the Provider portal of www.humana-military.com. Thank you for participating in the care of our deserving TRICARE beneficiaries. We look forward to your feedback on these measures. ■

Are You Making the Most of www.myTRICARE.com?

If you're looking for a place to find answers to your eligibility, claims and remittance questions and more, look no further than www.myTRICARE.com, the Web site of PGBA, LLC, Humana Military's claims processor.

This Web site allows you to perform several functions that will benefit your business on a daily basis without ever leaving the office. And best of all, it's free, available anytime and everything happens in real time!

Verify Eligibility

Using www.myTRICARE.com allows you to verify patient eligibility and benefits information by service type and for a specific procedure and diagnosis.

Check Claims Status

With this tool, you may view all claims filed for your facility, claims for a specific date of service or those filed within a specific time frame (e.g., within the last six, 12 or 24 months). Additionally, you will be able to see what amount has been paid or the reason for denial, what portion the patient is responsible for, the date the check was issued and the check number.

Run Reports

"Data Mart" allows you to run detailed reports for each facility and to see all claims that have been adjudicated, completed, returned or transferred, as well as those still being processed.

Submit Confidential Questions

If you have a claims-related question that you'd like to have answered in a

secure, confidential manner, look to the "Ask Us" feature of the www.myTRICARE.com Web site. Answers are sent back to you via your secured mailbox.

Search Remittances

This tool allows you to search remittances by check date, check number or electronic funds transfer tracking number for the current week, the past 30 or 60 days or other date range.

View Mail

With the "Mail box" feature, you can view new, old or deleted mail messages. Additionally, you can use this feature to search messages in your inbox by subject.

Provider File Maintenance

If you are a non-network provider, you may submit "pay to" or physical address changes.

Provide Your National Provider Identifier (NPI)

By selecting "NPI Update," you can provide Humana Military with NPIs for your group whether you are a network or non-network provider.

Also available on the PGBA Web site are product demos, accessible directly from the homepage. Technical support is provided via the helpdesk from 9:00 a.m. to 5:00 p.m. Eastern Time at 1-866-698-7422.

Get the answers you need at the click of a mouse—visit www.myTRICARE.com today! ■

Costs for Inpatient Services Increase Slightly

New Rates Effective Oct. 1, 2007, through Sept. 30, 2008

Each fiscal year, some of the costs for TRICARE-covered inpatient services may increase slightly. The following tables highlight the new rates for inpatient services for fiscal year 2008 (Oct. 1, 2007–Sept. 30, 2008).*

For additional information about copayments and cost-shares for TRICARE-covered services, visit the TRICARE Web site at www.tricare.mil. You can also visit Humana Military Healthcare Services, Inc., (Humana Military) online at www.humana-military.com, or call 1-800-444-5445 for more information.

* While the inpatient rate increases are technically effective Oct. 1, 2007, there may be some delay between then and the time Humana Military receives direction from the TRICARE Management Activity and is able to implement the change.

Beneficiary Costs for Inpatient Services for Civilian Hospital Admissions

Program	Active Duty Family Members	Retirees, Their Families and Other Eligible Beneficiaries
TRICARE Prime	(no change) \$0 per admission	(no change) \$11 per day or \$25 per admission, whichever is greater. No charge for separately billed professional services.
TRICARE Standard	Increases from \$14.80 to \$15.15 per day or \$25 per admission, whichever is greater. No charge for separately billed professional services.	(no change) \$535 per day or 25% of the total charge, whichever is less, plus 25% of the TRICARE-allowable charge for separately billed professional services.
TRICARE Extra	Increases from \$14.80 to \$15.15 per day or \$25 per admission, whichever is greater. No charge for separately billed professional services.	(no change) \$250 per day or 25% of total charge, whichever is less, plus 20% of the TRICARE-allowable charge for separately billed professional services.

Beneficiary Costs for Inpatient Behavioral Health Services at Civilian Facilities

Program	Active Duty Family Members	Retirees, Their Families and Other Eligible Beneficiaries
TRICARE Prime	(no change) \$0 per admission	(no change) \$40 per day. No charge for separately billed professional services.
TRICARE Standard	(no change) \$20 per day or \$25 per admission, whichever is greater.	High-volume Hospital (no change): 25% of hospital-specific charges. Low-volume Hospital : Increases from \$181 to \$187 per day or 25% of the billed charges, whichever is lower. Residential Treatment Center (no change): 25% of the TRICARE-allowable charge. Partial Hospitalization (no change): 25% of the TRICARE-allowable charge, plus 25% of the TRICARE-allowable charge for separately billed professional services.
TRICARE Extra	(no change) \$20 per day or \$25 per admission, whichever is greater.	(no change) 20% of total charge, plus 20% of the TRICARE-allowable charge for separately billed professional services.



Military Treatment Facility Inpatient Admission Cost Increase

The cost for inpatient care provided at a military treatment facility increases from \$14.80 to \$15.15 per day for active duty family members and retiree family members using TRICARE Standard or TRICARE Extra and for retiree family members enrolled in TRICARE Prime. ■

TRICARE Provider News

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www.humana-military.com

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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 Site
www.tricare.mil

Update DEERS
1-800-538-9552
www.tricare.mil/deers/update-info.cfm

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



New Web Enhancements Available at www.humana-military.com

Humana Military Healthcare Services, Inc., (Humana Military) has recently added several enhancements to its Web site, www.humana-military.com, to better serve you.

One of the new enhancements is a summary of recent prescriptions from the government Pharmacy Data Transaction System (PDTS). Available through the Provider portal, this feature allows you to review prescriptions filled by beneficiaries at military treatment facility pharmacies, TRICARE retail network pharmacies and through the TRICARE Mail Order Pharmacy. Providers with an approved referral or authorization from Humana Military may access this information.

By using this feature, you can gain understanding of TRICARE

beneficiaries' medications and help to ensure patient safety by avoiding duplications and interactions. PDTS allows you to conduct a thorough, real-time online assessment that screens the patient's complete prescription history before you write a new prescription.

"Referrals and Authorizations" screens have been streamlined to make both procedures simpler and more efficient. To access these services, click on "Online Provider Services" from the Provider portal. Once logged in you will be able to:

- Enter a new referral or authorization request
- Enter a new hospital admission notification
- Receive, in many instances, immediate authorization for services

- Check the status of an existing referral or authorization request
- Check all of your staff's recent hospital admissions and services
- Check to see how a particular diagnosis code is classified by TRICARE

Other online provider services include electronic claims submissions and the ability to view and update your contact information, preferences and e-mail address. You are also encouraged to complete Humana Military's anonymous Provider Survey and offer feedback.

Remember to visit Humana Military's Web site frequently. Humana Military is constantly working to bring you the enhancements that you need. ■