

## Help Pregnant Beneficiaries Transfer to a New Region

**W**hen a TRICARE Prime beneficiary has to move to a new region during her pregnancy, you and your staff can help the mother-to-be during this potentially stressful transition to ensure care is not interrupted. Therefore, it is important to be aware of the steps she will need to take and who she should contact for information.

If moving to a TRICARE Prime Service Area, the mother-to-be should first decide whether to enroll in TRICARE Prime or use TRICARE Standard.

If she chooses to re-enroll in TRICARE Prime in her new region,\* she will need to do the following:

- Get routine maternity care (e.g., monthly obstetrical visit) before moving.
- Remain enrolled in her current region until the move is complete.
- Complete and submit a *TRICARE Prime Enrollment Application and PCM Change Form* (DD Form 2876) to the new regional contractor once the move is complete.
- Make an appointment to see her new primary care manager (PCM) to coordinate continued obstetrical care.

If she selects a military treatment facility PCM in her new region, she will need a referral from her PCM to see a civilian network obstetrician. Prior authorization from the new regional contractor may also be required.

If she chooses TRICARE Standard instead of TRICARE Prime, she can see any TRICARE-authorized provider, but will pay higher out-of-pocket costs.

If your patient has questions or needs assistance with transferring to a new region during pregnancy, advise her to visit Humana Military Healthcare Services, Inc.'s Web site at [www.humana-military.com](http://www.humana-military.com) or call 1-800-444-5445.

Beneficiary Counseling and Assistance Coordinators (BCACs) are also available to answer questions, help solve health care-related problems and assist her in obtaining medical care. To locate a BCAC, she can visit [www.tricare.mil/bcacadca](http://www.tricare.mil/bcacadca). ■

*\* If moving overseas and planning to enroll in TRICARE Overseas Program Prime, her eligibility will be contingent upon command sponsorship.*

## Flu Shots Now Available at MinuteClinics

**I**n an effort to keep TRICARE beneficiaries in the South Region healthy this flu season, Humana Military Healthcare Services, Inc. (Humana Military) has made it even easier for your patients to get vaccinated. Beneficiaries can now obtain their flu shots at a nearby MinuteClinic® health center.

MinuteClinic health centers are conveniently located inside select neighborhood CVS/pharmacy® stores. While TRICARE beneficiaries may use MinuteClinic health centers as an additional local source for clinical preventive services (e.g., immunizations and vaccines), normal referral and authorization rules apply for all other services.

Some of the advantages that TRICARE beneficiaries enjoy by receiving their flu shots at a MinuteClinic health center include:

- Shots are available seven days per week.
- No appointment is necessary.
- No primary care manager referral is required.
- All locations are staffed by board-certified practitioners.
- Centers are open during evening and weekend hours.
- Flu shot visits only take about five minutes.
- Children as young as 18 months through seniors can be vaccinated.

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## Quest Diagnostics Laboratories

In any given month, Quest Diagnostics® processes thousands of laboratory services for TRICARE providers. Since there are numerous sites throughout the TRICARE South Region, Humana Military Healthcare Services, Inc. (Humana Military) providers can be assured of the availability, speed and accuracy of Quest Diagnostics' laboratory services for TRICARE beneficiaries.

Throughout 2008, Humana Military's provider relations department, Quest Diagnostics representatives and PGBA, LLC (Humana Military's claims processing partner) collaborated through conference calls and face-to-face meetings to assist Quest Diagnostics in creating and maintaining a totally electronic environment for all claims transactions.

As a result, Quest Diagnostics currently boasts near 100-percent use of electronic media claims, electronic remittance advice and electronic funds transfer.

Humana Military and Quest Diagnostics have also reduced duplicate claims submissions, increased batch eligibility checks and resolved other claims issues.

Quest Diagnostics relies on PGBA's Web site, [www.myTRICARE.com](http://www.myTRICARE.com), for claims status checks and the ability to question or receive follow-up on a specific claim issue. Humana Military has cultivated a great relationship with Quest Diagnostics and has ensured that heightened communications are in place for one of our largest laboratory service providers.

Our government customers recently expressed an interest in the advancements made by national providers like Quest Diagnostics and made an on-site visit. Pictured here is Ken Sisco, M.D., Medical Director, Quest Diagnostics Nichols Institute; Rear Adm. Thomas J. McGinnis, Chief, Pharmaceutical Operations Directorate, TRICARE Management Activity; and Dan Wolman and Miguel Garcia of Quest Diagnostics. ■



## Flu Shots Now Available at MinuteClinics

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While certain groups of people, such as small children, pregnant women and people older than 50 years, are more susceptible to flu complications, anyone can get the flu. According to the Centers for Disease Control and Prevention (CDC), 15 million to 60 million people, on average, contract the flu each year in the United States.

To prevent the flu and its complications, the CDC recommends that the following people should be vaccinated each year:

- Children ages 6 months through 18 years
- Adults age 50 years and older
- Persons with underlying chronic medical conditions
- Women who are pregnant during flu season
- Health care workers involved in direct patient care
- Child care and elder care workers
- Anyone at high risk for severe complications from the flu

If you wish to direct your patients to a MinuteClinic in their area, have them visit [www.humana-military.com](http://www.humana-military.com) and click on "Find a Provider," then select "Limited Service Medical Clinics." They can also call Humana Military at 1-800-444-5445. ■

## 2009 National Patient Safety Goals

The Joint Commission updates its National Patient Safety Goals (NPSGs) annually to help health care organizations address specific areas of concern regarding patient safety. Incorporating these goals into your policies and procedures is important for continuous improvement in patient care. For 2009, The Joint Commission has renumbered all of the requirements, added new requirements to three goals, and retired one goal.

### New Numbering System

A new numbering system was designed to enable sorting electronically and to accommodate the addition of new requirements. Each requirement is now assigned a six-digit number that designates its place in the manual chapter.

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# Understanding Your Role in Provider Data Accuracy

Despite streamlined electronic communication lines, ensuring the accuracy of provider data continues to require a focused manual effort. It is difficult to keep provider directories accurate due to the significant number of changes that can occur frequently for providers.

TRICARE, Humana Military Healthcare Services, Inc. (Humana Military), you—the provider—and, ultimately, the beneficiary are exposed to potential errors and poor customer service when your data is not current or accurate.

Examples of the types of errors that often occur include the following:

- Provider's address displays incorrectly on the Web locator.
- Beneficiaries are sent to the wrong address.
- Beneficiaries are unable to select a primary care manager or make a specialty selection when looking for a provider who is close to their home address.
- Appropriate referral selection is prevented.
- Claims or payments may be processed incorrectly and may not go to the correct site.

At Humana Military, we are proactively calling you to verify office information and determine any changes.

Changes to your file may include the following:

- Addition of a new provider
- More than one specialty
- Changed group or group name
- Name or address
- Closed old office
- New office

Please be patient with us when we call. We feel that this is a necessary step to market you with confidence as one of our preferred network providers and to ensure that our TRICARE beneficiaries get the information they need. In most cases, it only takes a few minutes to answer our questions and to confirm that we have correct information or if a change needs to be made.

If you are a TRICARE network provider and have not been contacted by Humana Military recently, please contact your local provider relations representative or call 1-800-444-5445. You can provide most information to the customer service representative or can ask to be transferred to your provider representative if you have a number of changes or other questions. ■

## 2009 National Patient Safety Goals

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### New Requirements

To improve the accuracy of patient identification, one new requirement has been added to Goal 1:

- Implement a two-person verification process to eliminate transfusion errors related to patient misidentification.

To help prevent health care-associated infections, three new requirements have been added to Goal 7:

- Implement evidence-based practices to prevent health care-associated infections due to multiple drug-resistant organisms in acute care hospitals.
- Implement best practices or evidence-based guidelines to prevent central line-associated bloodstream infections.
- Implement best practices to prevent surgical-site infections.

To ensure patients' medications are accurately and completely reconciled across the continuum of care, two new requirements have been added to Goal 8:

- When a patient leaves an organization's care, provide a complete and reconciled list of the patient's medications directly to the patient and the patient's family (if necessary), and explain the list to the patient and/or the family.

- In settings where medications are used minimally or prescribed for a short duration, perform modified medication reconciliation processes.

### Retired Goal

Goal 12, which required the implementation of applicable NPSGs and associated requirements by components and practitioner sites, has been retired. The retired status indicates that the requirement was formally integrated into the official accreditation standards of The Joint Commission.

For a complete list of the 2009 NPSGs and requirements, visit [www.jointcommission.org/PatientSafety](http://www.jointcommission.org/PatientSafety). For more information, call the Standards Interpretation Group at 1-630-792-5900. You can also submit questions online at <http://jcwebnoc.jcaho.org/SigSub/onlineform.asp>. ■

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

## CONTACTS

**Humana Military  
Healthcare Services, Inc.**  
[www.humana-military.com](http://www.humana-military.com)  
1-800-444-5445

**Claims**  
1-800-403-3950  
[www.myTRICARE.com](http://www.myTRICARE.com)

**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](http://www.express-scripts.com/TRICARE)

**National TRICARE Web Site**  
[www.tricare.mil](http://www.tricare.mil)

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*TRICARE Provider News is published by the TRICARE Management Activity. Please provide feedback at [www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback).*



## TRICARE Coding and Payment Methodology Updates

**T**RICARE aligns itself closely with the Centers for Medicare & Medicaid Services annual coding and reimbursement updates for claims processing. The new fiscal year begins each Oct. 1 with implementation of the annual Diagnosis Related Group (DRG) updates.

On Oct. 1, 2008, TRICARE implemented the new severity-based DRG system, known as the Medicare Severity DRG, which is effective for discharges occurring after Oct. 1, 2007. The new severity-based DRG system was implemented to ensure more accurate payment for inpatient services and to better reflect the severity of a patient's condition. These DRG updates are followed closely with the annual Ambulatory Surgical Center grouper updates starting Nov. 1, 2008.

With each update, PGBA, LLC (the TRICARE South Region's claims processor) performs a thorough analysis of claims processing for those claims with dates of services on or after the implementation date in order to ensure appropriate adjudication and payment. This tends to slow down processing for a few weeks in order to provide quality control of the claims system and your claims.

Please be patient during this time and avoid resubmitting claims while we complete the necessary oversight.

The annual update for the CHAMPUS maximum allowable charge (CMAC), or TRICARE maximum allowable charge, will occur between Feb. 1 and April 1, 2009. CMAC reimbursement rates for providers are dependent upon professional class distinctions (e.g., M.D. versus non-M.D.).

New codes are generally implemented on Jan. 1 to align with the Medicare implementation of new Current Procedural Terminology (CPT®) codes. However, the majority of the changes and updates occur when the complete CPT file update is implemented in the first quarter of the new year with pricing changes. Other code structures, such as J codes for injectables and Healthcare Common Procedure Coding System codes, fall under a quarterly update and can undergo code and pricing changes every three months during the fiscal year.

TRICARE provides a fee schedule/reimbursement file for all categories of business at [www.tricare.mil/cmac](http://www.tricare.mil/cmac). There you will find information on CMAC updates, along with all other reimbursement methodologies defined for TRICARE. ■