

Online Provider Directory Makes Finding Information Easy

Over the years, we at Humana Military Healthcare Services, Inc. (Humana Military) have offered our beneficiaries paper directories detailing South Region network providers by state. However, these directories often became outdated quickly due to frequent provider demographic changes.

As a result, we are phasing out the production of paper provider directories in favor of online “locators” and “provider finders.” The provider locator, available at www.humana-military.com, is easy to use. It offers ample information about our providers and has a “print on demand” option if you’d like to print the information shown on the screen. Using this tool will allow you to easily select a provider and complete all TRICARE referral and authorization transactions.

For beneficiaries who do not have Web access, an interactive voice response (IVR) line is available at 1-800-444-5445. By calling the IVR line, they can request a listing of up to 10 providers at a time for any specific area, in any specialty.

Updating Your Provider Listing

Because there is such a large network of providers throughout the South Region, it is important that we offer and maintain the most accurate provider listing possible. This allows us to ensure appropriate beneficiary direction and adequate network provider availability.

We may be calling your office to verify your address, phone number and other vital information needed to direct beneficiaries to your door. If a physician joins or leaves your group, a satellite office is added or your office is moving, please be sure to notify your area provider representative. We will make the necessary updates to our network provider listing.

At Humana Military, our goal is to provide the best customer service to our South Region beneficiaries and providers. Therefore, we strive to provide the most up-to-date information and offer the most comprehensive provider listing possible. ■

From the Desk of the CMO

*John E. Crum, M.D.
Chief Medical Officer
Humana Military Healthcare Services, Inc.*

Get Immediate Approvals through “MyHMHS Secure Services for Providers”

In response to your requests for a better referral and authorization system, we have enhanced this feature on www.humana-military.com.

If you are not already using the feature, please log on to “MyHMHS Secure Services for Providers” to see just how it’s changed. We hope the enhancements will minimize the administrative work and delays associated with arranging care for TRICARE beneficiaries.

Civilian providers now submit the majority of their referral and authorization requests through the Web site. And when you use “MyHMHS Secure Services for Providers,” more than half of those submissions are approved automatically. This gives you immediate authorization for care and triggers automated

notification to the referred provider and beneficiary, allowing you to handle the majority of TRICARE referrals and authorizations in one step.

Not all service requests can be approved immediately. Some require review to confirm approval by the primary care manager or the military treatment facility. For others, coverage may need to be checked or medical necessity may need to be established. In these instances, we generally complete the reviews within 24 hours and fax approval to the requesting provider.

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Claims Tips for Providers: Part 2

October's *TRICARE Provider News* provided tips on claims processing for services provided to TRICARE beneficiaries. Here are more ways to guarantee the accuracy of your TRICARE claims:

- **Use correct coding.** Be sure to use the most current codes and coding guidelines. Complete coding is as important as complete patient information.
- **Use correct addresses.** Claims processors utilize physical ZIP codes when assigning locality reimbursement by place of service. Therefore, you should avoid using a P.O. Box for the address describing the place of service.
- **Apply accounts receivables in a timely manner.** When you file electronically and elect to receive electronic remittance advices (ERAs) and electronic fund transfers (EFTs), you will close out patient accounts quickly and easily.
- **Go electronic.** Use of electronic media claim (EMC) filing, EFT and ERA eliminates paper without losing the ability to track claims. Front-end edits through EMC also save time when submitting claims.
- **Apply the National Provider Identifier (NPI).** Don't forget to apply the referring provider's NPI on your claims. TRICARE will deny your claim if you do not include the appropriate provider NPI.
- **"Ask us" at www.myTRICARE.com.** "Ask us" is great for submitting claims inquiries. The DataMartSM page allows you to research or confirm claim status. You can also download and print remittances.
- **Ensure beneficiaries sign a non-covered services form.** If you provide a non-covered service from the No Government Pay Code List or an "auth denied" service, ensure TRICARE beneficiaries agree to pay out-of-pocket

costs by having them sign the *TRICARE Non-Covered Services Waiver* form before the service is performed. Otherwise, you may have to write off the service based on the "hold harmless" clause.

- **Verify eligibility.** TRICARE beneficiaries have a form of military identification you can use to verify their eligibility. Eligibility can be verified at www.humana-military.com.
- **File out-of-area claims correctly.** TRICARE beneficiaries from other U.S. regions may require care in your area. File these claims with PGBA, LLC and they will be transferred to the responsible TRICARE region for processing. If the beneficiary lives overseas, file the claim with Wisconsin Physicians Service, the overseas claims processor.

Finally, give yourselves a pat on the back for doing a good job keeping up with TRICARE! ■



From the Desk of the CMO

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"MyHMHS Secure Services for Providers" also enables you to:

- Check beneficiary eligibility
- Check the status of claims
- Check or update existing authorizations
- Review practice affordability and administrative quality
- Review returned required consultation reports
- Set up electronic claims submissions

If you are not yet using these Web tools, our "New User Sign Up" feature makes it easy to begin. Simply visit the provider portal on our redesigned Web site at www.humana-military.com.

Thank you for participating in the care of our deserving service members and retirees and their families. Your service is greatly appreciated. ■

Stay Informed with TRICARE's New E-Mail Alert System

If you want the latest news from TRICARE but don't want to hunt for it, there's now an easy way to stay informed with TRICARE's new e-mail alert system.

The new system is up and running at www.tricare.mil, and subscribing is fast, easy and secure—all you need is an e-mail address. You can be notified as soon as news is posted or select daily, weekly or monthly updates. With dozens of available topics, you can select only the news you want.

The system also links you to alerts on other Military Health System Web sites, along with news from the Force Health Protection and Readiness and the Centers for Disease Control and Prevention Web sites. To subscribe, go to "TRICARE e-mail updates" at www.tricare.mil/pressroom. ■



TRICARE "Backs" New Surgeries

Two minimally invasive back surgeries, percutaneous vertebroplasty and kyphoplasty, are now covered by TRICARE. This policy change, which is retroactive to March 1, 2007, allows either of these procedures to be performed for the treatment of painful osteolytic lesions and osteoporotic compression fractures refractory to conservative medical treatment.

Due to their less invasive nature, percutaneous vertebroplasty and kyphoplasty can be performed on an outpatient basis, and patients are able to return to some degree of normalcy 24 hours after surgery.

As with any other type of surgical intervention, coverage limitations apply to these procedures. Factors such as the severity of the patient's symptoms, degree of vertebral destruction and the presence of concomitant spinal disease may affect a coverage determination. If you are uncertain about benefit coverage for your patient, contact Humana Military Healthcare Services, Inc. at 1-800-444-5445.

For more information on TRICARE-covered services and procedures, visit www.tricare.mil. ■



TRICARE Provider News

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CONTACTS

Humana Military Healthcare Services, Inc.
www.humana-military.com
1-800-444-5445

Claims
1-800-403-3950
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

National TRICARE Web Site
www.tricare.mil

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Thanks for Taking Care of Veterans

Honoring Our Veterans' Service

Ninety years ago, on Nov. 11, 1918, the First World War ended and quiet finally settled over the trench lines of the ravaged European battlefields.

On this and every anniversary of the “war to end all wars,” America observes Veterans Day by honoring the sacrifices of the men and women who have served our country.

TRICARE and Humana Military Healthcare Services, Inc., want to thank you, our providers, for caring for our active duty service members, National Guard and Reserve members, military retirees and all of their family members throughout the year. And to those of you who are veterans, we extend our gratitude for your dedication and years of service. ■

