

Vaccinations Help Prevent the Flu

The best way for your patients to avoid the flu is to get vaccinated. TRICARE covers flu shots when given in a doctor's office or a limited services clinic. If your practice does not offer a flu vaccination, encourage your TRICARE South Region patients to check with their local military treatment facility (MTF) or to visit a MinuteClinic®.

Located in select neighborhood CVS pharmacies, MinuteClinics are run by nurse practitioners who treat minor illnesses and provide some preventive services, including immunizations.

MinuteClinics have several advantages, including:

- No primary care manager referral is required.
- No appointment is necessary.
- Flu shot visits only take about five minutes.
- All locations are staffed by board-certified practitioners.
- Evening and weekend hours are available at most locations.

Note: Active duty service members and reserve personnel must receive vaccinations at an MTF. This will ensure their immunization records are complete and their compliance with Department of Defense immunization policy is documented.

For more information about the flu and vaccination guidelines, visit www.cdc.gov/flu. If your patients are interested in getting vaccinated at a MinuteClinic, have them visit the Humana Military Healthcare Services, Inc. (Humana Military) Web site at www.humana-military.com and click on "Find a Provider." They can then search by "Specialty/Facility" to find the nearest MinuteClinic. They can also call Humana Military at 1-800-444-5445. ■



From the Desk of the CMO

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Today's TRICARE network providers are an important component of the U.S. Military Health System. Years ago, military treatment facilities (MTFs) rendered the majority of care to Department of Defense (DoD) beneficiaries. Now, approximately two thirds of that care is rendered by civilian providers through the TRICARE program.

Caring for Wounded Warriors

As of September 2009, a total of 31,494 U.S. service members have been wounded in hostile action since the start of military operations in Iraq,¹ and many of these warriors are located in the 10 states of the TRICARE South Region. These wounded warriors arrive at Andrews Air Force Base and are then transferred to Walter Reed Army Medical Center, the National Naval Medical Center or other facilities based on medical needs and proximity to family and their home base.

Army wounded warriors are assigned to Warrior Transition Units (WTUs)

during their periods of healing and rehabilitation, and they may require civilian medical care during this time. Thirty-six WTUs are located on military bases, 10 of which are in the South Region. Nine community-based WTUs, three of which are in the South Region, serve active duty Army and National Guard and Reserve soldiers who are not close to a military base. The Navy, Marine Corps and Air Force have similar organizations to support their wounded warriors as they go through healing and rehabilitation. The DoD is improving coordination with the

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ERAs and EFTs Help Increase Paperless Transactions

Humana Military Healthcare Services, Inc. (Humana Military) and TRICARE support the shift toward paperless transactions to increase e-business and best business practices for health care claims filed by TRICARE South Region providers.

An electronic remittance advice (ERA) provides the same type of information that a paper remittance provides. The main difference is that a paper

remittance is usually mailed or faxed, while an ERA is available daily in a downloadable or printable format, depending on your carrier. ERAs are secure and you can access the files at any time.

With electronic funds transfer (EFT), reimbursements are sent automatically to your bank account after completion of finalized claims payments. EFT allows you to receive your reimbursements

quickly and securely—there is no waiting for paper checks or the risk of checks getting lost in the mail.

As the U.S. health system moves toward an e-business model standard, ERAs and EFTs help increase efficiency. For more information about electronic transactions, visit www.myTRICARE.com or call the Electronic Media Claims Help Desk at 1-800-325-5920 and select option 2. ■

Thank You for Taking Care of Our Veterans

On Veterans Day in 1961, President John F. Kennedy stood before the country to honor our veterans and commemorate a historic day of peace.

“In an age that threatens the survival of freedom, we join together to honor those who made our freedom possible,” he said. “We celebrate this Veterans Day for a very few minutes, a few seconds of silence and then this country’s life goes on.”

Today, we celebrate more than 43 million men and women who have fought valiantly throughout history to preserve

our heritage of freedom and democracy. Some of them are resting peacefully at home and abroad, yet many walk beside us as neighbors, colleagues and friends. These heroes include our TRICARE-eligible veterans and their families. They have defended our liberty, and we are forever grateful for their service.

TRICARE and Humana Military Healthcare Services, Inc. would like 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. ■

From the Desk of the CMO

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Department of Veterans Affairs to ease wounded warriors’ transition into the civilian community. It is important to remember that civilian care for active duty service members **must** be referred from an MTF.

Provider Education and Resources

To help you learn more about two signature injuries of war, Humana Military offers free continuing medical education on post-traumatic stress disorder (PTSD) and traumatic brain injury (TBI). The courses may be accessed through the Provider Portal at www.humana-military.com. Just go to

the “Tools & Resources” section and click on “Online Learning Center.”

Suicide is a growing concern to our military—the Army reported 128 suicides in 2008, the highest since it began tracking in 1980.² To help you screen for suicide risk, Humana Military offers two tools in the “Health & Wellness” section on the Provider Portal at www.humana-military.com. Just click on “Behavioral Health,” then “Resources,” then “Listing of Behavioral Health Forms” to access the following:

- Comprehensive Suicide Risk Assessment: Improving Assessment and Decreasing Risk
- *Suicide Risk Assessment Form*

Many service members receive multiple medications from various sources to help manage PTSD and TBI. The result is a possible increase in the risk of unintentional overmedication. Review of medications cannot be emphasized enough, particularly if new medications are being added to a patient’s treatment plan.

If you need additional information as you treat a wounded warrior, you may call our Warrior Navigation and Assistance Program line at 1-888-4GO-WNAP (1-888-446-9627) and a team member will be happy to provide you with guidance. ■

¹ <http://siadapp.dmdc.osd.mil/personnel/CASUALTY/oif-wounded-total.pdf>

² www.defenselink.mil/news/newsarticle.aspx?id=52879

Prescribing Medications to TRICARE Beneficiaries

A Department of Defense Policy Reminder

The Department of Defense (DoD) generic drug use policy helps to ensure TRICARE beneficiaries receive prescription medications with the lowest out-of-pocket costs. Please keep the following policy reminders in mind when writing prescriptions for your TRICARE patients.

Focus on Generics

DoD policy requires that generic medications be prescribed instead of brand name medications when a generic equivalent is available. The TRICARE Uniform Formulary contains only medications that have been approved by the U.S. Food and Drug Administration, which ensures that generic medications are therapeutically equivalent to their brand name counterparts. You can prescribe generic medications with confidence and know you are helping beneficiaries save money since generics have the lowest cost-share under the TRICARE Pharmacy Program. For additional information about the Uniform Formulary or to see if a medication is covered, visit the TRICARE Uniform Formulary Web page at www.tricare.mil/UniformFormulary. There is also a Uniform Formulary Search Tool available at www.tricareformularysearch.org.

Brand Name Medications and Medical Necessity

You may prescribe brand name medications that have generic equivalents if you are able to provide clinical justification for using the brand name medication in place of the generic medication. For a brand name medication to be dispensed, you will be required to provide a clinical explanation in writing to ensure that certain criteria have been met. To find specific criteria and to obtain the forms needed to request a brand name medication due to medical necessity, visit https://rxnet.army.mil/pec/forms_criteria.php.

If a generic equivalent does not exist, you may prescribe a brand name medication and it will be dispensed to the beneficiary at the higher brand name cost-share. If a generic equivalent does exist and you prescribe the brand name medication without establishing medical necessity and obtaining prior authorization, the beneficiary will be responsible for paying the entire cost of the prescription.

For more information about the TRICARE Pharmacy Program, visit www.tricare.mil/pharmacy. ■



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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
1-877-363-1303
www.express-scripts.com/TRICARE

National TRICARE Web Site
www.tricare.mil



Sole Proprietor Providers—Avoid Claims Pitfalls Due to Multiple NPIs

TRICARE providers are required to submit a National Provider Identifier (NPI) with all electronic transactions, as mandated by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The NPI replaces all other identifiers, including Social Security number (SSN), tax identification number (TIN), Unique Physician Identification Number and Medicaid/Medicare provider identification number. Sole proprietors can avoid denied or deferred claims by understanding the common pitfalls related to NPI use and sole proprietorship.

According to the U.S. Department of Health & Human Services, a sole proprietorship is a business in which one person owns all of the assets of the business, and the sole proprietor is liable for all the debts of the business. Because sole proprietors are individuals, they must only apply for an Entity Type 1 (Individual).

Sole proprietors are advised to check with PGBA, LLC (PGBA), any claims clearinghouses they use and the Internal Revenue Service to ensure the same NPI is being used by each entity. To contact PGBA, visit www.myTRICARE.com or call 1-800-403-3950.

For additional information, please visit the National Plan and Provider Enumeration System Web site at <https://nppes.cms.hhs.gov/NPPES/Welcome.do> or call 1-800-465-3203. ■

