

Assistance for National Guard and Reserve Members

Demands placed on National Guard and Reserve members are at an all-time high as all units are playing a key role in the defense of our country. Humana Military Healthcare Services, Inc. (Humana Military) recognizes the vital role that National Guard and Reserve members play in this defense and is committed to providing support to the approximately 250,000 members in the TRICARE South Region.

Formed in 2007, Humana Military’s National Guard and Reserve Program seeks to enhance the relationship between Humana Military and the National Guard and Reserve leadership while providing support to members and their families.

Humana Military realizes it can be difficult to understand the nuances of the Military Health System and to distinguish

among health care benefits available for National Guard and Reserve members, active duty service members, retirees and family members. To assist you in making informed decisions in the care and treatment of this population, detailed information on the National Guard and Reserve program is available in the 2008 *TRICARE Provider Handbook*.

In addition, Humana Military has developed a one-page, laminated job aide on the National Guard and Reserve benefit. It offers information on referrals and other important requirements.

For more information, visit the provider portal on Humana Military’s Web site at www.humana-military.com. ■

From the Desk of the CMO

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Update on Improving Outpatient Care Satisfaction

The June 2008 issue of *TRICARE Provider News* included an article on improving beneficiary satisfaction with outpatient care. In that article, two metrics—*Getting Needed Care* and *Getting Care Quickly*—were identified through the Health Care Survey of Department of Defense Beneficiaries (HCSDB) as having statistically significant lower results when compared with national customer satisfaction benchmarks.

Subsequent HCSDB surveys have shown an improvement in *Getting Care Quickly*. Although this metric is still below the national benchmark, it is no longer considered a statistically significant shortfall. The patient care dimension that prevents this metric from reaching or surpassing the benchmark is beneficiary perception of wait times to see a provider.

The survey question related to wait times is: “In the last 12 months, how often were you taken to the exam room within 15 minutes of your appointment?” The national benchmark indicates that 55 percent of beneficiaries are taken to the exam room within 15 minutes of their appointment time, whereas the TRICARE South Region beneficiary survey results are 47 percent.

Getting Needed Care is a composite of questions about accessing a

personal provider/nurse, coordination of specialist and necessary care, and delays in getting care while awaiting approval of appointments. Seventy percent of TRICARE beneficiaries rated *Getting Needed Care* as “not a problem,” which is below the national benchmark of 77 percent. In order to improve scores for *Getting Needed Care*, it may be helpful to review your referral management process.

Humana Military Healthcare Services, Inc. applauds your efforts to provide exceptional health care to our TRICARE South Region beneficiaries. Fourth-quarter survey results for the 2008 fiscal year show a marked improvement in customer satisfaction across our region. We encourage you to continue to work toward improving TRICARE beneficiaries’ satisfaction with their access to care. ■



Marriage Counseling, Family Therapy and TRICARE

TRICARE covers behavioral health care only for beneficiaries with a valid behavioral health diagnosis. Counseling services that are not medically necessary for treatment of a diagnosed medical condition (e.g., educational, stress management and lifestyle modification counseling) are not covered. Although marriage counseling and family therapy may seem similar, under TRICARE family therapy is covered, while marriage counseling is not.

Marriage Counseling

Marriage counseling does not indicate the presence of a valid diagnosis; therefore, it is **not** covered by TRICARE. However, you can inform your TRICARE beneficiaries about available resources that may help improve their relationships.

Military OneSource: Offers up to six cost-free, confidential counseling sessions to eligible military personnel and their family members. Beneficiaries can visit www.militaryonesource.com or call 1-800-342-9647 for details.

Military and Family Life Consultants: Provide service members and their families with face-to-face, non-medical counseling and education about daily

life stressors related to deployment and reintegration. Beneficiaries can visit www.mhngs.com or call 1-800-646-5613 for details.

Online Behavioral Health Resource Center: Humana Military Healthcare Services, Inc. (Humana Military) offers an online behavioral health resource center to TRICARE beneficiaries in the “Health and Wellness” section at www.humana-military.com.

You can also advise beneficiaries to check with their local military treatment facility to see if it offers marriage counseling, or to look into community-based services (e.g., social service agencies, community groups or church-based couples/family services).

Family Therapy

Family therapy is considered outpatient psychotherapy and is a TRICARE-covered benefit when it is determined to be medically or psychologically necessary for treatment of a valid diagnosed behavioral health disorder.

Family therapy may involve all or a portion of the family. The family generally includes the spouse of the patient with the behavioral health disorder and his or her children. In

the case of a child patient, it includes the parents, step-parents, guardians and siblings. When it is determined appropriate, other family members residing in the same household can be included.

Outpatient therapy is limited to a maximum of two sessions per week in any combination of individual, family or collateral sessions. Beneficiaries can self-refer to a TRICARE network provider for the first eight outpatient family therapy visits per fiscal year (Oct. 1–Sept. 30). However, certain provider types always require a physician referral, even for the first eight visits (e.g., licensed professional counselors, licensed mental health counselors and pastoral counselors). All visits beyond the initial eight outpatient visits require prior authorization from Humana Military.

TRICARE Prime beneficiaries must use network providers to avoid significant out-of-pocket costs.

Note: Except for services authorized under Military OneSource, ADSMs **must** have a referral from their PCM for all civilian behavioral health care services prior to the services being rendered by a TRICARE-authorized provider. ■

Reminder: Authorization Required for Some Medications

When writing prescriptions for your TRICARE beneficiaries, please remember that some medications require prior authorization. These include brand-name drugs with generic equivalents, drugs that are new to the market and not yet reviewed for Department of Defense (DoD) formulary inclusion and certain other drugs identified by the DoD.

Brand-name drugs with generic equivalents can be dispensed only if you can establish medical necessity, and they will only be covered by TRICARE if you obtain prior authorization. In addition, active duty service members

(ADSMs) and other eligible beneficiaries can receive non-formulary drugs at a lower cost when medical necessity is established. If medical necessity is established, ADSMs may receive non-formulary medications at retail network pharmacies or through the TRICARE Mail Order Pharmacy at no cost. Other eligible TRICARE beneficiaries may receive them at the formulary medication cost.

To access TRICARE’s Uniform Formulary, as well as prior authorization and medical necessity criteria/forms, visit the Formulary Search Tool Web site at www.tricareformularysearch.org. ■

Treating Out-of-Area TRICARE Beneficiaries

There may be times when a TRICARE beneficiary from a different TRICARE region will come to you for treatment or when you may have to advise one of your own TRICARE beneficiaries about how to access care while traveling. TRICARE offers several program options with varying requirements for out-of-area care, and it is important to be aware of the requirements for each option.

Emergency Care

For emergency care, TRICARE beneficiaries should go directly to the nearest emergency room or call 911 for assistance. A referral or authorization is **not** required.

If a hospital admission occurs, a TRICARE Prime, TRICARE Prime Remote (TPR) or TRICARE Prime Remote for Active Duty Family Members (TPRADFM) beneficiary should contact his or her primary care manager (PCM) or regional contractor within 24 hours or the next business day. If not admitted, the beneficiary must still coordinate any follow-up care with his or her PCM. TPR active duty service members (ADSMs) and TPRADFM beneficiaries without PCMs should contact their regional contractor to coordinate follow-up care. TRICARE Standard beneficiaries should also follow up with their primary care physician or family doctor.

Urgent Care

If the need for urgent care arises (e.g., a sprain or sore throat), a TRICARE Prime, TPR or TPRADFM beneficiary **must** obtain a referral from his or her military treatment facility (MTF), PCM or regional contractor before visiting a civilian provider. Without a referral, urgent care is covered under the TRICARE point of service (POS) option (except for ADSMs), resulting in higher out-of-pocket costs for beneficiaries. TPRADFM beneficiaries must **always** obtain an authorization from the regional contractor before seeking urgent care from non-network providers.

Note: The POS option does not apply to TRICARE Prime or TPRADFM beneficiaries if they have other health insurance that provides primary coverage. TRICARE Standard beneficiaries do **not** require a referral for urgent care. Authorization is **not** required for overseas-enrolled active duty family members seeking care in the United States, except for nonemergency inpatient behavioral health care.

Routine Care

TRICARE beneficiaries should seek routine care from their MTF or network PCMs. Obtaining care from their MTF or network PCMs will result in the lowest out-of-pocket costs.

Claims

Regardless of the type of care provided, out-of-area TRICARE beneficiaries other than ADSMs must pay applicable copayments and cost-shares. You should submit all reports and claims information to the region where the beneficiary is enrolled, or where the beneficiary resides if not enrolled, **not** the region where care was received. If you have any questions about submitting claims for out-of-area TRICARE beneficiaries, contact the appropriate TRICARE regional contractor listed below.

North Region—Health Net Federal Services, LLC, 1-877-TRICARE (1-877-874-2273). Includes Connecticut, Delaware, the District of Columbia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, Michigan, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Vermont, Virginia, West Virginia, Wisconsin and portions of Iowa (Rock Island Arsenal area), Missouri (St. Louis area) and Tennessee (Fort Campbell area).

West Region—TriWest Healthcare Alliance Corp., 1-888-TRIWEST (1-888-874-9378). Includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa (excluding the Rock Island Arsenal area), Kansas, Minnesota, Missouri (excluding the St. Louis area), Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Texas (the southwestern corner only, including El Paso), Utah, Washington and Wyoming.

Overseas—Wisconsin Physicians Service. Processes all claims for beneficiaries residing in any of these TRICARE overseas areas—TRICARE Europe, TRICARE Latin America and Canada, TRICARE Pacific or Puerto Rico (except ADSMs) and the U.S. Virgin Islands. Refer to Chapter 8 of the *TRICARE Provider Handbook* for the appropriate number to call based on beneficiary overseas residence.

For more information on treating out-of-area TRICARE beneficiaries, see Chapters 7 and 8 of the *TRICARE Provider Handbook*, or visit Humana Military Healthcare Services, Inc.'s Web site at www.humana-military.com. ■

TRICARE Provider News

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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



Specialty Pharmacy Services for Providers

Humana Military Healthcare Services, Inc. (Humana Military) offers providers two network specialty pharmacies—PrecisionRx[®] Specialty Solutions and CuraScript[™]—for ordering injectable drugs and some immunizations. Using a network specialty pharmacy is not only convenient for ordering injectable drugs that must be administered by you, but it also eliminates the need for you to incur the cost of the drug and submit a claim for reimbursement.

In the past few years, the level of detail required for injectable drug claims (e.g., appropriate National Drug Codes, unit/packaging information) has become an issue for some providers. Humana Military believes that using our specialty pharmacy services is the answer to providers' concerns about injectable drug services for TRICARE beneficiaries.

The provider portal at www.humana-military.com provides information on the use of network specialty pharmacies. It also offers information on the use of order/pre-authorization forms, fax information, directions on how to submit requests and ways to verify availability of an injectable drug.

To obtain the current injectable drug formulary list, visit the PrecisionRx Specialty Solutions Web site at www.precisionrxspecialtysolutions.com.

For information about available immunizations, such as the shingles vaccine, call CuraScript at 1-888-773-7376 Monday–Friday, 8 a.m. to 9 p.m. EST or Saturday 9 a.m. to 1 p.m. EST.

Humana Military values your service to TRICARE South Region beneficiaries, and we want to ensure that you have access to everything you need to care for these patients. We will continue to pursue additional specialty pharmacies to meet your injectable drug and immunization needs for TRICARE patients.

For updates and additional services available to providers, visit www.humana-military.com. ■