

TRICARE Pharmacy Home Delivery

The TRICARE Pharmacy Program provides a variety of options to meet your patients' prescription drug needs. If your TRICARE patients currently fill prescriptions for maintenance medications at retail pharmacies, you can help them reduce out-of-pocket costs by recommending home delivery through the TRICARE mail order pharmacy.

After military treatment facility (MTF) pharmacies, mail order prescriptions are TRICARE beneficiaries' least expensive option, and mail order offers the convenience of home delivery. Beneficiaries may receive up to a 90-day supply of medications for minimal out-of-pocket costs.

Under the mail order option, you can write prescriptions for up to a 90-day supply of medication with each order. You may allow for refills for up to one year, if appropriate. The front of the prescription should include the patient's name and the other standard information you normally provide. Your patient should also provide the following information on the back of the prescription to help TRICARE fill the prescription safely, without delay:

- Patient's full name, including Sr. or Jr., if applicable
- Patient's address

- Patient's date of birth
- Sponsor's identification (ID) number

The TRICARE Mail Order Pharmacy cannot accept prescriptions faxed directly from patients. Faxes must be sent from a doctor's office and must include all of the necessary information, including the patient's first and last name, date of birth, address and sponsor ID number.

You and your beneficiaries can use the TRICARE formulary search tool to find the most up-to-date information about prescription medications. These medications are available at all full-service MTFs and covered by TRICARE. To search the formulary, please visit http://pec.ha.osd.mil/formulary_search.php.

For more information about home delivery, refer your patients to the TRICARE Pharmacy Program website at www.express-scripts.com/TRICARE, where they can click on "get started with Home Delivery." TRICARE beneficiaries can also call the Member Choice Center at 1-877-363-1433 to transfer existing prescriptions to home delivery. ■

From the Desk of the CMO

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

A survey of TRICARE beneficiaries last fall showed the adult smoking rate in the South Region is 18 percent and the rate of obesity is 15 percent. States in this region rank among the lowest nationally in healthy behaviors.

Smoking Cessation

Only 75 percent of smokers were counseled by health care providers to quit smoking. Smoking cessation counseling

by providers is an important and effective tool, yet we miss many opportunities to engage patients with this approach.

The *Quick Reference Guide for Clinicians, 2008 Update, Treating Tobacco Use and Dependence* recommends physicians identify and document tobacco use status of **every patient at every visit**. This guide provides tips on how to integrate detection and treatment of tobacco use into office practice. It is available at <http://www.ahrq.gov/clinic/tobacco/tobaqrg.htm>.

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From the Desk of the CMO

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TRICARE now covers smoking cessation counseling. Smoking cessation counseling must be administered by a TRICARE-authorized provider to be cost-shared. The Common Procedural Terminology (CPT®) codes for these services are 99406, 99407, 96152 and 96153.

Smoking cessation quit services are available to TRICARE beneficiaries through the TRICARE Smoking Quitline, a toll-free telephone support and resource service. In the South Region, beneficiaries can call 1-877-414-9949 for this service. Licensed professional counselors will provide information on stages of tobacco addiction and cessation, triage callers and recommend treatment resources.

At this time, medications for smoking cessation are excluded from the TRICARE pharmacy benefit.

Obesity

Making a difference in obesity in our patients is perhaps even more challenging. The U.S. Preventive Services Task Force (USPSTF) recommends that clinicians screen all adults for obesity. USPSTF found at least fair evidence that offering obese patients intensive counseling and behavioral interventions to promote sustained weight loss, or referring them to other clinicians for these services, improves health outcomes.

Weight loss drugs are excluded from the TRICARE pharmacy benefit.

Anticipatory Anxiety

Gulf Coast residents dealing with the oil spill face traumatic stress without precedent. Residents of Gulf Coast states continue to deal with “anticipatory anxiety.” For coastal residents, the duration of the oil well leak and the uncertainty of its effects make this event almost incomparable.

Anticipatory anxiety may cause residents to experience difficulty sleeping, loss of concentration, inability to control their emotions and compromised immune systems that lead to colds, flu or exhaustion. Anxiety and its effects may become more intense as time goes on.

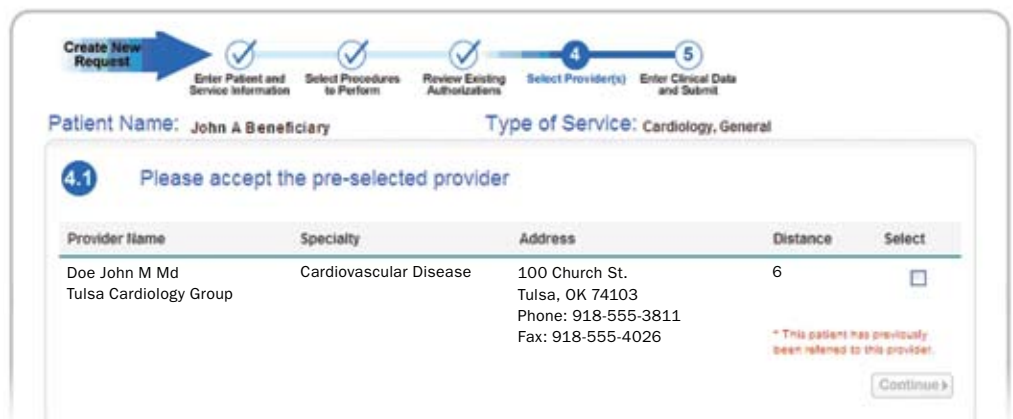
ValueOptions® developed a handbook to help individuals cope with this tragedy. It is available on the Humana Military Healthcare Services, Inc. website in the “Disaster Recovery” section under “Gulf Oil Spill.” Articles address coping with the constant media coverage of the disaster, protecting one’s health in the region, maintaining a positive outlook and helping those who have been impacted by this disaster.

We hope this information is helpful to those affected by the spill. Please feel free to share this information with patients and the community. ■

Web Services for Providers at www.humana-military.com

This is the first in a series of articles highlighting popular services on the provider portal at Humana Military Healthcare Services, Inc.’s (Humana Military’s) website, www.humana-military.com. Proper use of Humana Military’s online referral and authorization process will help ensure quick and easy provider selection, as well as accurate completion of the referral. This online tool offers four ways to choose a rendering provider.

At Screen 4.1, you will see a pre-selected provider, who has been systematically chosen. In many cases, the beneficiary has previously been referred to the pre-selected provider. If you agree to use this provider, click on “Continue.”



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Web Services for Providers at www.humana-military.com

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If you do not wish to refer to the pre-selected provider, Screen 4.2 gives you an alternate list of network providers who can offer the service. If you choose to select one of the alternate providers, click on the “Select” box and then “Continue.”

4.2 Select a provider from these alternates

Provider Name	Specialty	Address	Distance	Select
Doe Jane C Md Cardiology Associates of Okla.	Cardiovascular Disease	107 Broad St. Tulsa, OK 74104 Phone: 918-555-6914	1	<input type="checkbox"/>
Smith John Md Cardiology Associates of Okla.	Cardiovascular Disease	107 Broad St. Tulsa, OK 74104 Phone: 918-555-6914	1	<input type="checkbox"/>

If the pre-selected provider or one of the alternates is not your provider of choice, Screen 4.3 allows you to search for a specific provider by name, specialty or phone number. Keep in mind that you may have to change the ZIP code or increase the distance limit to find your chosen provider.

4.3 Search for another provider

Distance from Zip Code: 40 miles

Specialty:

Provider Name:

Phone Number:

Provider Name	Specialty	Address	Distance	Select
Doe Jane C Md Cardiology Associates of Okla.	Cardiovascular Disease	107 Broad St. Tulsa, OK 74104 Phone: 918-555-6914	1	<input type="checkbox"/>
Smith John Md Cardiology Associates of Okla.	Cardiovascular Disease	107 Broad St. Tulsa, OK 74104 Phone: 918-555-6914	1	<input type="checkbox"/>

Some providers have multiple locations. Check the address to make sure you are selecting the correct office location for your patient. **Note:** Non-network providers are displayed in red. Selection of a non-network provider requires review and slows down the referral process. Additional cost may also be incurred by the beneficiary.

If you have been unable to locate your chosen provider on the previous screens, enter the desired provider’s information in Screen 4.4.

4.4 Enter the provider information (Not available until Step 4.3 has been attempted)

Provider Name:

Address:

City:

State: ZIP Code:

Phone: - -

Reason for selecting this provider
(Only needed for manually entered provider)
(Please limit input to what can fit in this box)

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CONTACTS

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

National TRICARE Web Site
www.tricare.mil



When Disaster Strikes: Contingency Planning and Coordination of Care

Sometimes natural or man-made disasters require military treatment facilities (MTFs) and civilian health care facilities to close. These disruptions can make it difficult for TRICARE Prime beneficiaries to access their primary care managers (PCMs), among other challenges. Humana Military Healthcare Services, Inc. (Humana Military) supports TRICARE providers with contingency planning and provider community coordination that quickly assesses the impact on provider availability, redirects patients as needed and gives you and your TRICARE patients other critical information.

For example, after Hurricane Katrina, Humana Military's website supplied links to guidelines published by the Centers for Disease Control and Prevention about specific patient needs and treating relief workers. In response to the Gulf of Mexico oil spill, Humana Military posted planning, response and recovery resources for health care workers and beneficiaries on its website. To see emergency response information, visit www.humana-military.com and click on "Beneficiary," then "Tools and Resources" and "Disaster Resources."

Continuity of Care in Emergency Situations

TRICARE makes every effort to ensure affected beneficiaries and their providers do not face claims payment issues for services given in these situations. Providers can assure TRICARE beneficiaries whose lives have been disrupted by natural or man-made disasters that they can continue to obtain medical care, despite potential lack of access to MTFs or their PCMs.

In these circumstances, the need for urgent medical care is often immediate, and it may not be possible to obtain referrals or prior authorizations. In some cases, TRICARE grants temporary waivers of PCM referral and authorization requirements. Geographic areas where waivers are available are listed at www.humana-military.com. In emergency situations, retroactive waivers may also be granted so that TRICARE Prime patients are not assessed point-of-service charges for care received during disasters.

For more information about emergency preparedness and provider or beneficiary support during disasters, go to www.humana-military.com or call Humana Military at 1-800-444-5445. ■