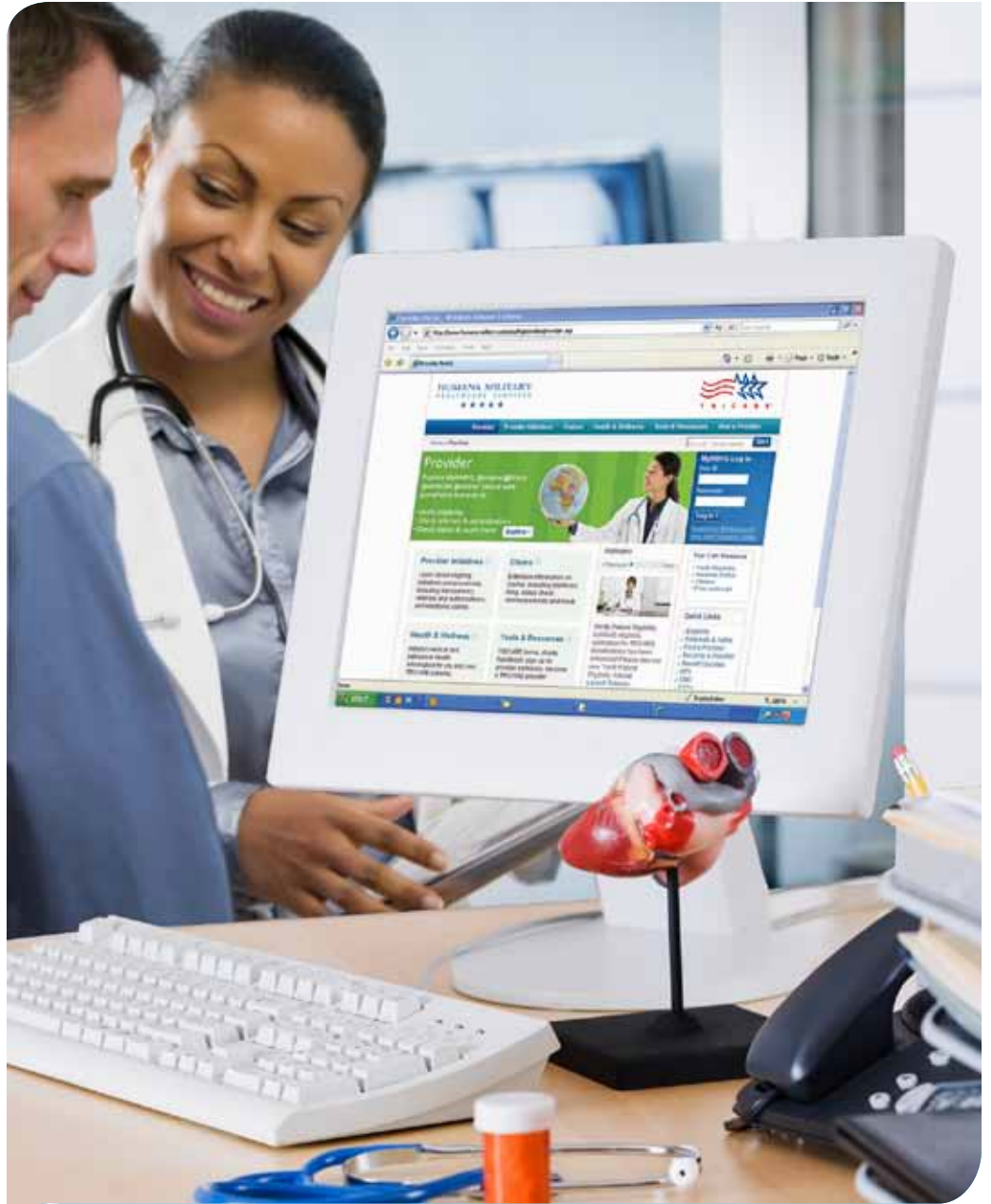


Your Guide to MyHMHS for Providers



Humana-military.com

MyHMHS Secure Services for Providers and PCMs

MyHMHS for Providers

MyHMHS for Providers offers many features you see in the screenshot below that will save you time, ensure patient privacy and help manage your office more efficiently. It's simple, secure and available 24 hours a day, seven days a week for registered providers.

MyHMHS for PCMs is the online home for Primary Care Managers (PCMs) and their office staff. This portal provides you with all the standard MyHMHS for Providers services plus:

- ✓ Check your TRICARE Patient Count
- ✓ Review your TRICARE Patient List
- ✓ View all your Patient Claims
- ✓ View Provider Locator Information

Other services available to both Providers and PCMs include Transparency provider data.

Registration is fast and easy for both Providers and PCMs. Just click on "New User? Register Today" on the Provider home page at www.humana-military.com and register!

The screenshot shows the MyHMHS For Providers portal. The header includes the Humana Military Healthcare Services logo and navigation tabs for Provider, Provider Statistics, Claims, Health & Wellness, Tools & Resources, and Find a Provider. The main content area is titled "MyHMHS For Providers" and features a "Log in or register to explore and use the features listed below:" section. Key features include:

- Verify Patient Eligibility:** Check up to 5 patients at once in real time; Check existing (assigned providers only) or create new referral requests; Details now provide cost share/copy information, code look-up feature, beneficiary eligibility history, OIG, program information and existing referrals/authorizations; Print options available.
- Referrals & Authorizations:** Enter a New Referral/Authorization; Enter a New Hospital Admission Notification; Check or Update an Existing Referral/Authorization; Services by Provider; Diagnosis Codes Lookup.
- Claims:** Check status of your TRICARE claims; Line item detail by claim; If you have a question about a TRICARE claim, please visit military.com or call 1-800-403-2950.
- Electronic Claim Submission:** e2-TRICARE Claims; PressClaim on myTRICARE.com.
- Office Administration Information:** Links to Contact Us, Provider, Terms of Use, Privacy Policy, Helpdesk, About Humana Military, and Service Centers.

Additional sections include "Highlights" with a "Previous" and "Next" navigation, "My Profile" with options to Change Password, Change User Info, Add a Provider, Change My Default Provider, "Quick Links" with Fax Schedule, FAQs, Trusted Site, and Continuing Medical Education, and "Tutorials" with Verify Eligibility and Provider Overview.

Pharmacy Data Transaction Systems (PDTs)

The Pharmacy Data Transaction Systems (PDTs) feature in the secured provider portal allows you, the provider, to review prescriptions filled by TRICARE beneficiaries at the military treatment facility, retail pharmacies, and through the TRICARE mail order pharmacy. Primary Care providers and specialists with a referral/authorization from Humana Military may access this information by using this feature. PDTs allows your office to conduct a thorough, real-time online assessment of the beneficiary's complete prescription history before you consider writing a new prescription. By using this feature, you gain a better understanding of the patient's medication history, refill schedule, and supply amounts preventing possible duplications or negative interactions while helping to ensure patient safety.

The screenshot shows the "Patient Medication Display" interface. The patient name is SUZIE SUNSHINE, Date of Birth is 01/01/2011, and Sponsor ID is 555-55-5555. The table below lists the medications:

Drug Name	Disp. Date	Disp. Qty	Quantity	Date Prescribed	Provider Name/Title
ADIR 100 MG DISKUS	None	90	180	3/24/2010	Not Available
HYDROCODONE-ACETAMINOPHEN 8-	None	7	63	3/24/2010	Not Available
LOTREL 5-50 MG CAPSULE	None	90	90	3/24/2010	Not Available
FREDOONE 50 MG TABLET	None	0	0	3/24/2010	Not Available
CHLID BIPHEPR 81 MG CHEW TA	None	90	108	3/15/2010	PEAROOK, ELIZABETH NP
SRINATHIN 40 MG TABLET	None	90	90	10/15/2010	PEAROOK, ELIZABETH NP
TRICOUAR 12 MG TABLET	None	90	90	10/15/2010	PEAROOK, ELIZABETH NP

Below the table, there is a "Not Available" section with a note: "Note: This drug information is obtained from the Department of Defense Pharmacy Care Transaction System. These medications are supplied by HMM pharmacies, TRICARE Retail Mail Order Pharmacy, or Military Treatment Facilities. This is not intended to be a complete medication history. The beneficiary may take medications from other sources. In addition, the medication actual dosage and frequency of administration should be verified." A "Click Here" button is also present.

Referrals and Authorizations

The referrals and authorizations section make both procedures simpler and more efficient. To access these services, click on “Log in to MyHMHS for Providers” from www.humana-military.com. Enter requests for new referral and authorization in five easy steps:

- ✓ Entering Patient and Service Information
- ✓ electing Procedures to Perform
- ✓ Reviewing Existing Authorizations
- ✓ Selecting Providers
- ✓ Entering Clinical Data

Additional features in the referrals and authorizations section include:

- ✓ Updating existing referrals and authorizations
- ✓ Adding visits and services to referrals
- ✓ Updating admission and discharge dates for inpatient hospital stays
- ✓ Extending the coverage period
- ✓ Most types of service have procedures already identified; additional procedure codes may be added.
- ✓ Code Lookup messages about procedures and diagnoses are shown in red. Example: “No referral required” or “Non-covered service.”
- ✓ Select a provider.
- ✓ Enter up to 5 lines of pertinent clinical information that will be transmitted to the referred to provider.

If all the information needed is entered, the approval displays immediately, saving you time.

Eligibility Verification

The Eligibility Verification feature has been enhanced! The improved feature includes multiple eligibility checks, and also provides referral details to determine the next steps with referrals. The web eligibility feature now includes:

- ✓ Batch up to five eligibility checks at a time - Real Time!
- ✓ Eligibility detail will now provide:
 - Cost share/copay information
 - Code Look-up feature
 - Beneficiary eligibility history
 - OHI information
 - Program information
- ✓ Listing of existing referrals/authorizations by beneficiary.
- ✓ Ability to add visits (assigned providers only) or create new referral requests.

Visit www.humana-military.com to take advantage of the enhanced eligibility feature which now offers more information and fewer clicks to retrieve everything you need for setting up patient appointments and referrals.

Selecting Access and Approved Options

There are four different methods for gaining access to MyHMHS for Providers once you have started the sign up process.

- ✓ **Validate Access using a Site Administrator Express Code**

An Express Code is provided by a local Site Administrator responsible for the Provider ID, allowing immediate access.

- ✓ **Validate from Existing Referral Information**

Obtain immediate access to a Provider ID by entering the Auth/Order and key code shown on the Humana Military TRICARE Referral/Authorization fax. Note that the requested Provider ID must be associated with the Auth/Order number you enter.

- ✓ **Validate through an On Site Humana Military Provider Representative**

A Humana Military Provider Representative assisting with the registration process can grant immediate access.

- ✓ **Manual Approval Process**

Your request will be sent to local site administrator (generally this person works for the provider), who is responsible for activating or rejecting all requests to access their Provider ID. If a local site administrator does not exist, the request will be sent to a Humana Military Representative. This process is usually completed within three business days.

Trusted Site Information

If you are concerned about misuse of internet access in your office you can always set www.humana-military.com as a “Trusted Site.” A trusted site is a Web site that you trust not to damage your computer. If the security level of your Internet Explorer® browser is High, you may be unable to access a specific Web site that you trust. To access the Web site, add the URL to your Trusted Sites list or change your security level to Medium or lower. When using a High security level, you need to add the Web application URLs to your Trusted Sites list.

To Add a Trusted Site in Internet Explorer:

- ✓ From the Internet Explorer *Tools* menu, click *Internet Options*.
- ✓ Click the *Security* tab, then click *Trusted Sites*.
- ✓ In the *Security level for this zone* box, you may need to do one of the following:
 - If it is set to High, use the slider to change it to a lower security level.
 - If it is set to *Custom*, click *Default Level*, and then use the slider to change the security level.

*NOTE: If you are running Windows Vista, verify that **Enable Protected Mode** is NOT selected.*

- ✓ Click the *Sites* button.

- ✓ In the *Add this Web site to the zone* field, type the URL for the trusted Web site.

- ✓ De-select *Require server verification for all sites in this zone* and then click *Close*.

- ✓ On the *Internet Options* window, click *OK*.

*NOTE: Mozilla Firefox® does not specifically offer a trusted sites setting. However, you can set allowed sites for the limited purpose of installing cookies and add-ons. From the *Tools* menu, select *Options* and go to the *Security* tab.*