

## **Ft. Campbell Beneficiary**

### **General:**

#### **Why is Fort Campbell transitioning to the South Region?**

The TRICARE Management Activity (TMA) decided to move the Fort Campbell area into the South Region for the T-3 contract. This was done for two primary reasons: to keep enrollment balanced among the three TRICARE regions and to recognize that most of the Fort Campbell area health care providers are located in Tennessee. The rest of Tennessee is already part of the South Region, and Fort Campbell's Medical Facility is part of a large Regional Military Command operation that has always been located in the South Region.

#### **When will the transition take effect?**

The transition takes effect on April 1, 2012 with the beginning of health care delivery under the T-3 contract. Humana Military Healthcare Services, Inc. (Humana Military) will be the new regional contractor for the Fort Campbell area.

#### **How will the transition take place?**

TRICARE Prime beneficiary enrollment records, Primary Care Manager (PCM) information and any applicable fee information will be provided to Humana Military by the Defense Enrollment Eligibility Reporting System (DEERS). Once the records are loaded for the South Region contract, you will receive new enrollment cards containing contact phone numbers and addresses for the South Region.

#### **How will this affect me and my family?**

You and your family members should not be affected by this change. You will retain the same TRICARE benefits you had in the North Region, and in almost all cases, you will be able to see the same health care providers.

#### **Will I have to do any paperwork?**

No paperwork will be required unless you have to select a new PCM. If you need to select a new PCM, you will receive further instruction before April 1, 2012.

#### **Will my benefits be changing?**

Your TRICARE benefits will not change. TRICARE in the South Region is the same as TRICARE in the North Region.

#### **Are the telephone numbers staying the same or changing?**

You will have a new toll-free customer service telephone number to contact Humana Military for assistance. The main customer service telephone number is 1-800-444-5445. However, there are additional phone numbers available for specific services and beneficiary groups:

Claims Customer Service	1-800-403-3950
Behavioral Health (ValueOptions)	1-800-700-8646
TRICARE Prime Remote, SHCP	1-877-249-9179
National Guard and Reserve	1-877-298-3408
Warrior Navigation and Assistance Program	1-888-4GO-WNAP (446-9627)

Visit Humana Military's website at [www.humana-military.com](http://www.humana-military.com) for information about all aspects of the TRICARE program, including secure features that let you check the status of claims, referrals and authorizations, eligibility and many other features.

**Who will assist me with my behavioral health care needs?**

Humana Military has a long partnership with ValueOptions as the South Region's behavioral health contractor. You can contact ValueOptions for assistance by calling 1-800-700-8646.

**Who will be processing my claims?**

Your claims will continue to be processed by PGBA, LLC. PGBA's website is [www.myTRICARE.com](http://www.myTRICARE.com) (where you can always check your claims' status), and the phone number is 1-800-403-3950. The mailing address for South Region claims is:

TRICARE South Region  
Claims Department  
PO Box 7031  
Camden, SC 29020-7031

**What website do I go to for my TRICARE-related information?**

[www.humana-military.com](http://www.humana-military.com)

**What secure services are featured on Humana Military's website?**

Humana Military's secure services include checking the status of claims, referrals and authorizations, and eligibility. In addition, you can pay enrollment fees online, print enrollment verification and enrollment cards, request a PCM or address change, and compare hospital quality.

**How do I sign up for secure services online?**

Go to [www.humana-military.com](http://www.humana-military.com) and select MyHMHS for Beneficiaries in the upper right-hand corner of the home page. Follow the instructions for registering for secure services.

**Can I still go to the TRICARE Service Center (TSC) at Fort Campbell for help?**

Yes.

**Will the TSC hours be changing?**

Customer service hours at the TSC will not be changing. The TSC will continue to be open from 8:00 a.m. to 5:00 p.m., Monday through Friday. In addition, the Fort Campbell TSC will remain at its existing location: Building 2525 – at the corner of 22<sup>nd</sup> Street and Indiana Avenue.

## Enrollment:

### **What do I need to do to stay enrolled?**

For most beneficiaries enrolled in the Fort Campbell area, your enrollment will be automatically transferred to the South Region.

### **Do I have to submit a new enrollment application?**

No.

### **Do I have to disenroll and then reenroll?**

No.

### **Will I have to select a new PCM?**

In most cases, you will not have to select a new PCM. If a new PCM is required, you will be contacted before April 1, 2012. You can use the provider locator feature on Humana Military's website at [www.humana-military.com](http://www.humana-military.com) to find a provider that meets your needs.

### **I have discovered that my current PCM is not in the new network. What do I have to do, and/or how will I be notified?**

If your existing PCM does not end up in the South Region's provider network, you will be notified by Humana Military's Billing and Enrollment Department by letter or telephone of your need to select another PCM. This notification will provide you with instructions for selecting a new PCM. Either way, if necessary, Humana Military will discuss your PCM options with you before April 1, 2012.

### **Will I be able to keep the same specialists?**

In most cases, you will be able to keep your existing specialists. If not, you will be notified by Humana Military when a referral needs to be changed.

### **What happens if the sponsor and/or family members reside in the North Region after the transition BUT the sponsor and/or family members are enrolled to PCMs in the South Region?**

You will be notified by Health Net of your options prior to April 1, 2012.

## Payments:

**What do I need to do to transfer my monthly automatic allotment payment?** Beneficiaries do not need to take any action to transfer their monthly automated payment (whether allotment, electronic deduction or recurring charge). The change will occur automatically. Once the change has occurred, you should notice the name "Humana Military" for the deduction on your bank account statements.

**Where do I mail my payments?**

If mailing your payment, the payment should be sent to the address shown below. Checks are only accepted for your initial enrollment fees. All subsequent payments must be made by credit card or a monthly automated deduction.

Humana Military Healthcare Services  
Attention: PNC Bank  
PO Box 105838  
Atlanta, GA 30348-5838

**How will Humana Military know when my next quarterly payment is due?**

Humana Military will already know when your payments need to be made, and we will notify you accordingly.

**I am currently making my payments through EFT or allotment. Will I have to complete new forms for Humana Military?**

No new forms will be necessary. Payments will be transferred from Health Net to Humana Military seamlessly.

**Will all payments made prior to 4/1/12 automatically transfer over and be recognized by Humana Military — including retiree TRICARE Prime, TRICARE Young Adult (TYA), TRICARE Reserve Select (TRS), TRICARE Retired Reserve (TRR) and Continued Health Care Benefit Plan (CHCBP)?**

Yes.

**Referral/Authorizations:****What about existing referrals for specialty care? Do I have to go back to my PCM to get a new one?**

No. Existing approved Health Net referral authorizations will be honored through the originally authorized duration.

**Will I be able to continue seeing my existing provider so that continuity of care is maintained?**

Yes, if you are seeing a non-network provider, Humana Military will not ask you or your PCM for a new referral to a network provider if that would interrupt continuity of care.

**Will there be any sort of waiting period before my referrals roll over from Health Net to Humana Military?**

There will be no waiting period.

**If my provider requested a procedure and Health Net approved it BUT it's scheduled after April 1, 2012, will the procedure have to be requested and approved again through Humana Military?**

No. Existing approved Health Net referral authorizations will be valid for care up to the original expiration date.

**I have a hospitalization scheduled in April 2012. What do I need to do?**

You don't need to do anything except follow the procedures communicated to you by the hospital.

**Case Management/Disease Management:**

**Will I still have the same case manager?**

You will be working with a new case manager in the South Region, BUT it will be a case manager who has already been informed of your specific case. The case manager will work with you for your specific medical treatment needs.

**Can I continue in the disease management program?**

Since participation in the disease management (DM) program is determined by TRICARE and both the North and South Regions work under the same TRICARE rules, you will still be in the disease management program in the South Region that you were in when receiving care in the North Region. You will receive materials from the disease management team in the South Region about the specifics of whom you'll be working with and the kind of materials you'll receive in the South Region's DM program.

**ECHO and the Autism Demonstration:**

**How will my involvement in the Autism Demonstration or the ECHO Home Health Care Services be handled?**

If a family member is receiving ABA therapy for Autism Spectrum Disorder, ValueOptions will be managing your case. ValueOptions is the behavioral health contractor for the South Region. Its customer service number is 1-800-700-8646. If a family member is receiving ECHO Home Health Services or ECHO durable equipment, Humana Military's Southeast Market Office in Augusta, GA, will be managing your case. The contact number for the ECHO program at the Southeast Market Office is 1-877-411-9796. Any authorizations that Health Net has approved will be honored by Humana Military, and all cases are being worked jointly by Health Net and Humana Military to ensure a seamless transition.

**Claims:**

**Who processes the claims for the South Region?**

PGBA is the claims processor for the South Region, the same processor used in the North Region. However, there will be a different address for claims submissions, which your provider will know.

**How will my outstanding claims be transferred to the new claims processor?**

Automated processes are taking care of all outstanding claims moving from the North Region to the South Region.

**Will there be any impact on my out-of-pocket limits due to the potential of some fiscal year claims being in the North Region and some in the South Region?**

No.

**Prescriptions:**

**Do I need to obtain new prescriptions from my provider now that Humana Military is the contractor for my area?**

No.

**Right of First Refusal (ROFR):**

**Will the ROFR process be the same in the South Region?**

The ROFR process will be the same since Military Treatment Facility (MTF) referral rules are determined by the Fort Campbell MTF and not by Health Net or Humana Military.