

# Ft. Campbell Provider Orientation



Humana Military Healthcare Services  
TRICARE South Region

HUMANA MILITARY  
HEALTHCARE SERVICES



*A Legacy of Service*

# Today's Agenda

- Introduction to Humana Military
- Health care Delivery start date: April 1, 2012
- Provider requirements
- What changes, what doesn't change
- Provider communication and self service
- Questions, answers and discussion

# Humana Military Healthcare Services

## Managed Care Support Contractor (MCSC) for TRICARE South Region

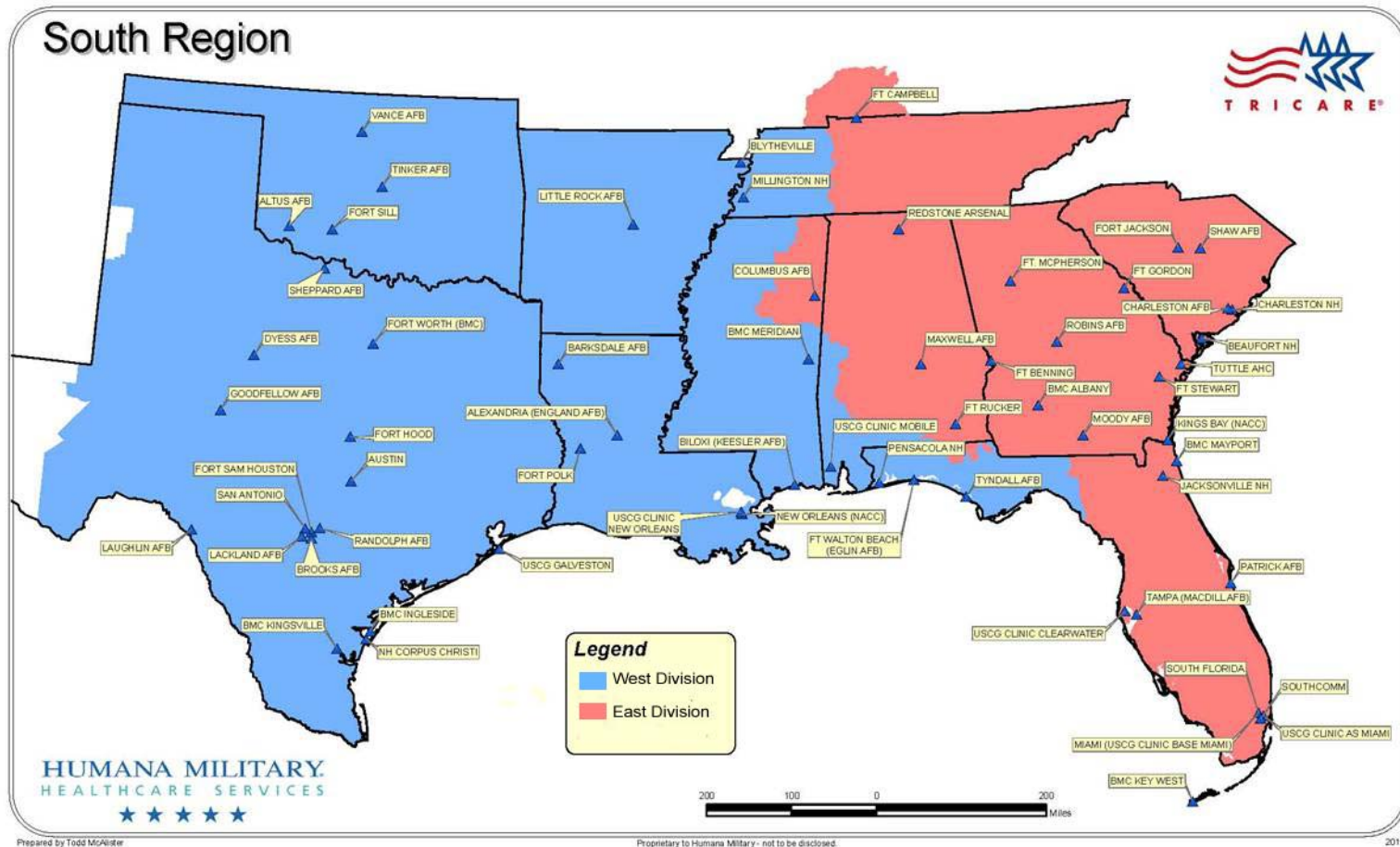
- Humana Military Healthcare Services corporate office is in Louisville, KY.
- Humana Military has been the MCSC contractor for TRICARE South since 1996.
- Humana Military has 56 TRICARE Service Centers throughout the South Region and now includes Ft. Campbell, KY.
- TRICARE South includes 2,963,601 eligible beneficiaries with 112,000 here in the Ft. Campbell area.

# Humana Military Healthcare Services Partners

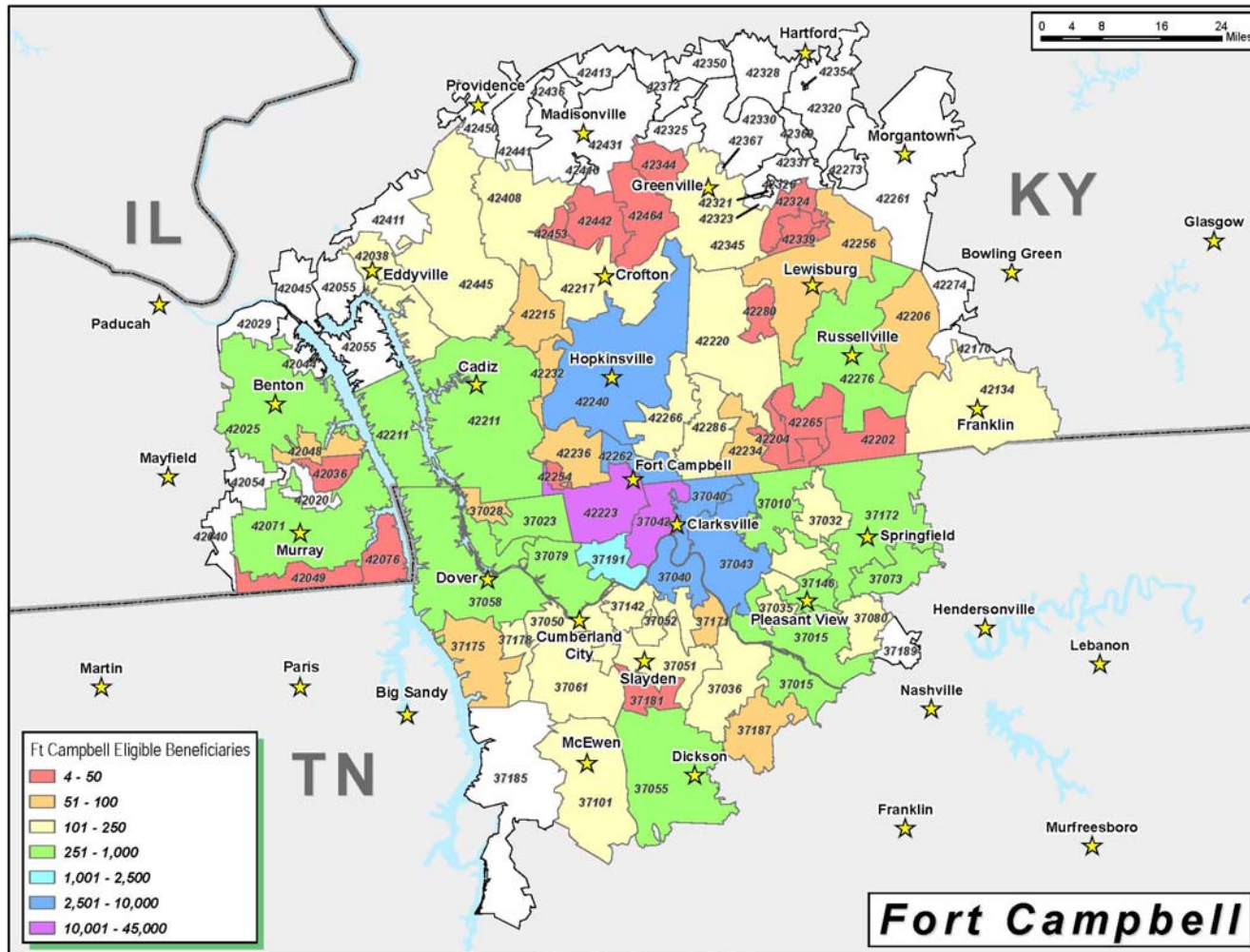
- PGBA, LLC is Humana Military's claims processing partner in the South Region. PGBA is a fiscal intermediary for the military's TRICARE health benefits program and is one of the largest subsidiaries of BlueCross BlueShield of South Carolina
- ValueOptions<sup>®</sup> Inc. is Humana Military's behavioral health partner in the South Region. ValueOptions is the nation's largest independent behavioral health care and wellness company, specializing in management for all behavioral health issues, and mental health and chemical dependency diagnoses



# Map of TRICARE South



# Map of Ft. Campbell PSA or catchment area



**Fort Campbell**



# T-3

- New contract with the Department of Defense awarded to Humana Military.
- New contract effective date is April 1, 2012.
- Ft. Campbell area transitions to the South Region with the start of this new contract.
- Ft. Campbell providers “need to know” in preparation for new contract.
- Military Treatment Facility (Blanchfield Army Community Hospital) at Ft. Campbell is fully on board and prepared for implementation date of April 1, 2012.
- Beneficiary Steerage Model-”Connecting the right patient with the right provider to obtain highest quality care at the most affordable cost.”

# Provider Requirements

- Primary care responsibilities
- Specialty referrals and Right of First Refusal (ROFR)
- Hospital/SNF admission authorizations
- Claims filing: EMC, EFT, ERA  
(Electronic Media Claims, Electronic Funds Transfers, Electronic Remittance Advice)
- Balance billing
- Non-covered services

# What changes, what doesn't change

For providers, the only apparent change will be interacting with Humana Military as the new MCSC for Ft. Campbell.

## Changes:

- Active Health Care Considerations
- 5010 version of electronic claim format expected for TRICARE claims after January 1, 2012. ( At TRICARE's request the deadline has moved to March 2012...matching Medicare)
- Direction for referral/authorization builds on or after April 1, 2012 and handoff of active referrals prior to April 1, 2012
- Communication lines such as websites, IVR lines, phone/fax numbers and correspondence addresses
- ECHO Autism/Autism Demo will be managed by ValueOptions
- ValueOptions will manage all services with a diagnosis code of 290.0-319 inclusively

## No Change:

- Claims intermediary and claims processing
- Continue consult reports

# Humana Military Partners with ActiveHealth Management<sup>®</sup> (AHM)

AHM offers a suite of health management services to TRICARE Prime beneficiaries and network PCMs utilizing decision support algorithms and specialized systems to enhance care management:

- ActiveHealth CareEngine<sup>®</sup> analyzes data from multiple sources (health risk assessment, claims, pharmacy data, lab results) compares the data to standards of evidence-based practice and identifies gaps in care.
- Generates Care Considerations to PCMs and beneficiaries.
- Collaborative care team and “whole person approach” allows a comprehensive view assisting CM/DM, condition management, and personal health coach.
- Wellness & Prevention emphasizes on HEDIS<sup>®</sup> preventive services.
- Provides beneficiaries access to a Web portal containing a personal health record, health risk assessment, health-tracking tools and a Healthwise<sup>®</sup> Knowledgebase.

# Care Considerations and Provider Feedback

## *Care Considerations:*

- Evidence based algorithms identifying gaps in care
- Care Considerations explain the issue, suggest a course of action, and provide citations to medical literature
- Faxed to PCM office

## *Prevention Care Considerations:*

- HEDIS® preventive service recommendations for breast, cervical, and colorectal cancer screenings
- Letters to PCM with an “action list” of beneficiaries who may need preventive screening
- Mailed quarterly to PCM office

## *Provider Feedback Opportunity:*

- Provides information not found in claims (drug intolerance or allergy; or a procedure that is not applicable)
- Updates CareEngine®, increases accuracy of future messages
- Fax to Humana or enter on the web at [www.humana-military.com](http://www.humana-military.com).



# Communication Lines

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

For the provider, our website includes unsecured and secured services.

- Unsecured services offer the provider information on the TRICARE programs, provider forms and materials. We will also be offering a Provider Education Library for the convenience of our providers and their office staff.
- Secured services offer the provider timely and efficient transactions for TRICARE that include eligibility checks, referral/auth builds and status checks, pharmacy data by patient, code lookups and claims status checks.

# Provider portal: www.humana-military.com

The screenshot shows the provider portal for Humana Military Healthcare Services. At the top, the logo for Humana Military Healthcare Services (with five stars) and the TRICARE logo are visible. A navigation bar includes links for Provider, Provider Initiatives, Claims, Health & Wellness, Tools & Resources, and Find a Provider. Below the navigation is a search bar with a Google Custom Search button. The main content area features a large banner for the Provider portal with a doctor holding a globe, and a MyHMHS Log In section with fields for User ID and Password, and a Log In button. Below the banner are several content boxes: Provider Initiatives, Claims, Health & Wellness, Tools & Resources, Highlights (with a sub-section for ERA and EFT Application), Top Call Reasons, Quick Links, and Social Media (with Facebook and Twitter icons). The footer contains a list of links (Home, Contact Us, Privacy, etc.) and a copyright notice for 2011.

**HUMANA MILITARY HEALTHCARE SERVICES**  
★★★★★

**TRICARE**

Provider | Provider Initiatives | Claims | Health & Wellness | Tools & Resources | Find a Provider

Home » Providers

Google™ Custom Search **Go**

## Provider

Explore MyHMHS, *Humana Military Healthcare Services'* secure web portal with features to:

- Verify eligibility
- Check referrals & authorizations
- Look up codes & much more **Explore**

### MyHMHS Log In

User ID:

Password:

**Log In**

[Forgot User ID/Password?](#)  
[New User? Register Today.](#)

#### Provider Initiatives

Learn about ongoing initiatives and processes, including transparency, referrals and authorizations, and electronic claims.

#### Claims

Extensive information on claims, including electronic filing, status check, reimbursements and more.

#### Health & Wellness

Helpful medical and behavioral health information for you and your TRICARE patients.

#### Tools & Resources

Handbook and charts, TRICARE forms, sign up for provider seminars, become a TRICARE provider.

#### Highlights

ERA and EFT Application  
You can fill out an application for ERA and EFT that will provide you electronic remittances and automatic check deposit for all your TRICARE claims transactions. [Learn More](#)

#### Top Call Reasons

- › Verify Eligibility
- › Referral Status
- › Claims
- › Prior Auth List

#### Quick Links

- › Find a Provider
- › Benefit Updates
- › Behavioral Health
- › Join the Network
- › Provider Seminars
- › Fee Schedule
- › Ft. Campbell

#### Social Media

[f](#) [t](#)

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[Humana Military](#) | [Humana Veterans](#) | [Careers](#) | [Site Map](#) | [Search](#)

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# MyHMHS for Providers: www.humana-military.com

The screenshot displays the MyHMHS for Providers website. At the top, the Humana Military Healthcare Services logo is on the left, and the TRICARE logo is on the right. A navigation bar includes links for Provider, Provider Initiatives, Claims, Health & Wellness, Tools & Resources, and Find a Provider. Below the navigation bar, a breadcrumb trail shows 'Home > Provider > MyHMHS'. A large banner features a doctor's image and the 'MyHMHS For Providers' logo. To the right of the banner, a 'Welcome' section identifies the user as John Smith, with a 'Log Out' button and details on email, last access, and current provider. The main content area is titled 'MyHMHS Secure Services for Providers' and includes a 'Log in or register' prompt. It lists several key services: 'Verify Patient Eligibility', 'Referrals & Authorizations', 'Claims', 'Electronic Claim Submission', 'Office Administration Information', 'Review Quality & Affordability Data', 'Consult Report Snapshot', and 'Take our Provider Survey'. A 'Highlights' section features an 'ERA and EFT Application' article. On the right side, there are sections for 'My Profile' (with links for password, user info, and provider management), 'Quick Links' (for fee schedule, FAQs, and trusted site), and 'Tutorials' (for eligibility and provider overview). The footer contains a search bar and copyright information for 2011.



# Referrals and Authorizations

## Submitting a Request

The fastest and most efficient way to submit a referral request is by entering it at [www.humana-military.com](http://www.humana-military.com) using the secured provider portal. Our secured provider portal is set up to offer “one stop shopping” for providers. All of the functions below are interactive and prepopulate fields for you to make it as easy as possible to confirm if a referral is needed, to submit a new referral or add to an existing referral, and print for your files.

- Eligibility checks for benefits, coverage, and cost share info
- Build a new referral/authorization request
- Check status or update existing referral/authorizations
- Code lookup ( to confirm when a referral is needed)

# Referral/Authorizations for Beneficiary Steerage

**An important priority for Humana Military and TRICARE entering 2012 is steering beneficiaries to optimal choice network providers for all referral/authorizations requests.**

Providers submitting requests via Humana Military's web portal will be expected to allow our system to choose the provider for the referral/auth request. Up to five (5) optimal choice providers will display automatically for selection.

Referral/authorization requests submitted with a provider outside of the optimal choice provider display may not be honored.

Humana Military will, instead, direct to one of the optimal choice providers for selection, unless the request is accompanied by acceptable clinical rationale to be approved by Humana Military.

*An identical process will be used for faxed referral requests.*



# Decisions for Beneficiary Steerage Model

This is a comprehensive new steerage model for referral/authorizations that is data driven, dynamic, geographically sensitive and statistically sound.

Referral decisions now follow a more consistent and accurate selection based on:

- Network status
- Affordability
- Access/Provider Availability (Drive time and appointment wait time)
- Quality/Customer Satisfaction

# Provider Self Service

Humana Military web site: **[www.humana-military.com](http://www.humana-military.com)**

Humana Military IVR: 1-800-444-5445

PGBA web site: **[www.mytricare.com](http://www.mytricare.com)**

PGBA IVR: 1-800-403-3950

DoD web site: **[www.tricare.mil](http://www.tricare.mil)**

# EMC, ERA, and EFT

Provider claims in the electronic age not only include submitting Electronic Media Claims (EMC) but also an expectation that providers accept an Electronic Remittance Advice (ERA) and receive Electronic Funds Transfers (EFT).

PGBA is the claims intermediary for TRICARE North and South. If you are currently filing EMC and are accepting ERAs and EFTs, you will not need to do anything.

For those providers interested in signing up for ERAs and EFTs, please go to the [www.mytricare.com](http://www.mytricare.com) provider portal for an application form.

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