

Honoring Your Service to Our Military on Veterans Day

On Nov. 11, 1918, peace finally reigned over the battlefields of Europe with the end of the “War to End All Wars.”

Almost 90 years after the guns fell silent at the end of World War I, we observe Veterans Day on this anniversary and celebrate the contributions of those men and women who have served America through the years and around the globe.

Your service to our military family is critical during this time when we have an increasing number of veterans needing health care.

TRICARE and Humana Military want to thank you, our providers, for caring for our active duty service members, National Guard and Reserve members, military retirees and

family members throughout the year. And to those of you who are veterans, we extend our gratitude for your dedication and years of service. ■

CAC Card Update

Beginning in October 2006, the Department of Defense will start issuing a new Common Access Card (CAC) that complies with the new federal standards. The next generation CAC will be the standard form of identification for members of the uniformed service, DoD civilian employees, eligible contractors and other eligible personnel. For additional information, please contact your local uniformed services ID card facility. ■

From the Desk of the CMO

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

Changes to Covered TRICARE Clinical Preventive Services and Claims Coding Overview

Screening colonoscopy once every 10 years is now covered for persons over age 50 at average risk for colorectal cancer. Other covered screening methods in persons over age 50 are fecal occult blood testing annually and sigmoidoscopy every three to five years.

The TRICARE Clinical Preventive Services benefit covers age-appropriate vaccines recommended by the CDC’s Advisory Committee

on Immunization Practices (ACIP).

In June, the ACIP recommended quadrivalent human papillomavirus vaccine to be added to the routine vaccination schedule for girls 11 or 12 years of age. This timing is designed to coincide with other routine vaccinations given in that age group. The panel recommended that girls and women ages 13 to 26 should also receive the vaccine.

The Department of Defense requires use of a claims auditing software to ensure correct coding on claims. Humana Military uses software called **ClaimCheck**® and **ClaimReview**™ to edit professional and outpatient facility claims prior to payment. This software requires providers to file claims with precise and accurate information.

ClaimCheck is a review system that audits claims for correct coding of

CPT and Healthcare Common Procedure Coding System procedure codes. ClaimCheck audits for:

- Incidental procedures
- Medical visits billed with primary procedures
- Unbundled services
- Mutually exclusive procedures
- Services included in pre- or post-operative care
- Bilateral and duplicate procedures

ClaimReview is an add-on module to ClaimCheck that audits claims for:

- Diagnosis to procedure code consistency
- Intensity of service
- New visit frequency

continued on page 2



From the Desk of the CMO

continued from page 1

The South Region provider handbook gives detailed explanations of ClaimCheck and ClaimReview.

The handbook is sent to network and non-network providers every year, and is available on the Humana Military Web site as a searchable PDF file. Local Humana Military Provider Education and Relations Representatives (PERRs) are also available to assist providers.

Remittances carry reason code messages that identify, per claim

line, edits resulting from the claims auditing software.

If you don't understand or agree with a ClaimCheck or ClaimReview reject, please review the claim and associated medical documentation.

- If additional or more complete coding is available:
 - Adjust the coding on the claim
 - Mark "corrected claim" on top of claim form
 - Submit to PGBA with medical documentation

- If more complete coding is not available, submit a request for reconsideration with supporting documentation to justify the codes applied on the original claim. Direct requests to:

TRICARE South Correspondence
 P.O. Box 7032
 Camden, SC 29020-7032
 Fax 803-462-3993

Below are two more resources for guidance with coding:

- www.AHIMA.org
- www.AAPC.com. ■



See What's New at Humana-Military.com

The Humana Military Web site is an excellent source for information about TRICARE and other health care related tools. Visit www.humana-military.com to access the following information that can help you provide quality patient care.

Check Referrals and Authorizations

The many functions of the Online Referrals and Authorizations Service include: entering a new referral/authorization request, checking the status of an existing referral/authorization, getting a list of provider services and looking up diagnosis and procedure codes.

Hospital Admission Notification

Entering a new hospital admission notification is simple and easy. After signing in, select "Enter a new Hospital Admission Notification" and follow the few simple steps to completion. Information needed when entering a new admission includes:

- Sponsor's ID (this may be different from the patient's Social Security number)
- Patient date of birth
- Facility tax identification number
- Admission date (expected or actual; eight-digit mm/dd/yyyy)
- Diagnosis (if you don't know the code, a code look-up is available)
- Contact person's name, phone number and extension, if applicable, for clinical information and updates

Continued stay updates can be entered as needed throughout the patient's hospital stay as well as discharge notification. After signing in, select "Check Existing Referral/Authorization." Click on "Service by Provider" and enter your provider ID number. Select "Current Inpatients Only." Click on the patient's name and select "Enter Concurrent Review Notes." Enter updates and discharge information here. It's very important to notify Humana Military when a patient is discharged. This allows the authorization to be completed and the claim to be processed properly.

Review Claims Status

The status of claims submitted for your Provider ID can be checked at any time, day or night. Claim summary information for all claim types you request is returned on one report. You can specify a single TRICARE sponsor, claim type, or the time period and the order in which the claims will be returned. ■



Important Reminder to Protect Patients' Privacy

With continuous advancements in communication technology, information passes easily and quickly through various channels including cell phones, computer e-mails and fax machines. It's important to keep in mind that while these devices make our lives and jobs more convenient, it's your responsibility to ensure patient

information is protected before you press the "Send" button.

Before you fax a patient referral, authorization request or medical record to Humana Military, it's vital that you double check the fax number after you key it into your fax machine to ensure the number is correct. Taking an extra second or two is a precaution that will help avoid

unauthorized release of your patients' protected health information (PHI).

If you have unintentionally released PHI, it is your responsibility to document any unauthorized disclosures of this information according to the regulations set forth in the Health Information Portability and Accountability Act of 1996. ■

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CONTACTS

Humana Military
1-800-444-5445
www.humana-military.com

PGBA (claims)
1-800-403-3950

ValueOptions (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 Sites
www.tricare.osd.mil
www.tricareonline.com

Update DEERS
1-800-538-9552
www.tricare.osd.mil/DEERSAddress



Exceptional Care for the Youngest Patients

When a child is sick, the only thing that matters is getting them well as quickly as possible.

TRICARE works with providers to get children back on their feet. One of TRICARE's key allies in the fight against childhood diseases are the nation's children's hospitals, which are dedicated to providing the best care to the smallest and youngest in society.

"TRICARE's health care program for children is one of the most comprehensive and thorough exceptional child care programs in the nation for case management, disease management and availability of benefits and coverage," said Patti Lambert, provider relations manager for Humana Military.

To help TRICARE providers better understand the care available at children's hospitals in the South Region, Humana Military and the National Association of Children's Hospitals (N.A.C.H.) recently sponsored a one-day meeting in San Antonio, Texas. Children's Hospital of Alabama in Birmingham; Christus Santa Rosa in San Antonio; Texas Children's Hospital in Houston; and Arkansas Children's Hospital in Little Rock took part in the meeting.

"People come to us for help with childhood cancers and other severe problems," said Kara Oakley, TRICARE policy consultant for N.A.C.H. "We provide the kind of care you can't get in a community setting or in a military hospital."

Oakley said the San Antonio meeting and the association's annual national meetings are great opportunities for TRICARE regional contractors to see what children's hospitals can do. The meetings also help the hospitals understand current TRICARE issues and how they can best provide care for the children of military families.

Some of the topics covered included reimbursement policy when dealing with claims involving exceptional care for children, and how N.A.C.H. can provide technical assistance in specific cases. In a recent case, Oakley said, N.A.C.H. worked with TRICARE to help facilitate reimbursement for the operation to separate conjoined twins.

Children are resilient and tend to get well quickly and with the support of N.A.C.H., the special services offered to these young patients will continue to improve. ■