



TRICARE® Provider Resources



HUMANA MILITARY
HEALTHCARE SERVICES
★★★★★

Humana Military Healthcare Services, Inc. (Humana Military) Resources

Resource/Contact Information	Services Provided	
Humana Military Web Site www.humana-military.com <i>(access secure features via the "MyHMHS for Providers" section of the site)</i>	Secure Services	Non-Secure Services
	<ul style="list-style-type: none"> • Claims status check • Claims submission • Consult reports <i>(if applicable)</i> • Online referrals and authorizations <i>(immediate confirmation in many cases)</i> • Patient-eligibility check • Pharmacy data • Diagnosis code lookup • Transparency data 	<ul style="list-style-type: none"> • Downloadable TRICARE fee schedules • Upcoming provider seminar schedules • Provider locator • <i>Patient Referral Authorization Form</i> • <i>TRICARE Provider Handbook</i>
Humana Military Interactive Voice Response Line 1-800-444-5445	<ul style="list-style-type: none"> • Material requests • Check status of referral, authorization, and admission requests 	
Humana Military/PGBA, LLC (PGBA) Electronic Claims Filing Assistance 1-800-325-5920, option 2 www.myTRICARE.com	<ul style="list-style-type: none"> • Electronic claims submittal • Assistance with selection of and support for electronic claims submittal 	

Additional South Region Resources

Resource	Contact Information
Behavioral Health Care Partner—ValueOptions, Inc. (Value Options)	ValueOptions P.O. Box 551188 Jacksonville, FL 32255-1188 1-800-700-8646 www.humana-military.com
PGBA Provider Data Management	1-800-288-2227, ext. 69550
Referral and Prior Authorization Status Check	1-800-444-5445 www.humana-military.com
Fraud and Abuse Hotline	1-800-333-1620 www.tricare.mil/fraud

South Region Claims Resources

Resource	Address	By Phone or Online
Claims (PGBA)	PGBA South Region Claims Department P.O. Box 7031 Camden, SC 29020-7031	1-800-403-3950 www.myTRICARE.com
TRICARE For Life Claims	WPS/TRICARE For Life P.O. Box 7889 Madison, WI 53707-7889	1-866-773-0404 1-866-773-0405 (TDD) www.TRICARE4u.com
Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) Claims	Claims: VA Health Administration Center CHAMPVA Claims P.O. Box 469064 Denver, CO 80246-9064 Appeals: VA Health Administration Center CHAMPVA ATTN: Appeals P.O. Box 460948 Denver, CO 80246-0948	1-800-733-8387 www.va.gov/hac/forproviders
Continued Health Care Benefit Program (CHCBP) Claims	CHCBP Behavioral Health Claims: P.O. Box 7037 Camden, SC 29020-7037 All other CHCBP Claims: P.O. Box 7031 Camden, SC 29020-7031	1-800-444-5445, option 2 www.humana-military.com or www.myTRICARE.com



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National Resources

Resource	Contact Information
TRICARE Web Site	www.tricare.mil
TRICARE Manuals Online	http://manuals.tricare.osd.mil
Current Procedural Terminology (CPT®) Coding Manual	American Medical Association 515 N. State Street Chicago, IL 60654 1-800-621-8335 www.ama-assn.org
ICD-9 Diagnosis and Healthcare Common Procedure Coding System Coding Manuals	Ingenix 2525 Lake Park Boulevard Salt Lake City, UT 84120 1-800-INGENIX (1-800-464-3649), option 1 www.shopingenix.com
Military Medical Support Office (MMSO)	Military Medical Support Office P.O. Box 886999 Great Lakes, IL 60088-6999 1-888-MHS-MMSO (1-888-647-6676) www.tricare.mil/mmso

TRICARE Pharmacy Resources

Resource	Contact Information
TRICARE Pharmacy Program	1-877-363-1303
Department of Defense Pharmacoeconomic Center	www.pec.ha.osd.mil
Pharmacy Prior Authorization Information and Forms	www.tricare.mil/pharmacy Prior Authorization Provider Line: 1-866-684-4488
Medical Necessity Forms and Criteria for Non-Formulary Medications	www.tricare.mil/pharmacy/medical-nonformulary.cfm

Online Reimbursement Rate Calculators

Access these online tools via the Web sites listed below. The “Web posting date” indicates when the information was last updated. Rates are updated annually or at other intervals at the discretion of the TRICARE Management Activity.

Calculator Resource	Online Access
Ambulatory Surgery Rates Look-Up Tool	www.tricare.mil/ambulatory
Anesthesia Procedure Pricing Calculator	www.tricare.mil/anesthesia
CMAC Procedure Pricing Calculator	www.tricare.mil/cmac
Diagnosis-Related Group Payment Calculator	www.tricare.mil/drgrates
TRICARE Outpatient Prospective Payment System	www.tricare.mil/opps