



# TRICARE Provider Resources



HUMANA MILITARY  
HEALTHCARE SERVICES  
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## Humana Military Healthcare Services, Inc. (Humana Military) Resources

Resource/Contact Information	Services Provided	
<b>Humana Military Web Site</b> <a href="http://www.humana-military.com">www.humana-military.com</a> <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"> <li>• Patient eligibility check</li> <li>• Online referrals and authorizations</li> <li>• Online hospital notification</li> <li>• Claims status check</li> <li>• Electronic claims submission</li> <li>• Patient prescription data review</li> <li>• TRICARE patient list (<i>PCMs only</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Downloadable TRICARE fee schedules</li> <li>• Upcoming provider seminar schedules</li> <li>• Provider locator</li> <li>• <i>Patient Referral Authorization Form (PRAF)</i></li> <li>• <i>TRICARE Provider Handbook</i></li> </ul>
<b>Humana Military Interactive Voice Response (IVR) Line</b> <b>1-800-444-5445</b>	<ul style="list-style-type: none"> <li>• Patient eligibility</li> <li>• Referral/authorization status check</li> <li>• Hospital admissions or discharges</li> </ul>	<ul style="list-style-type: none"> <li>• New/existing referrals and authorizations</li> </ul>
<b>Humana Military/PGBA, LLC (PGBA) Electronic Claims Filing Assistance</b> <b>1-800-325-5920, option 2</b> <a href="http://www.myTRICARE.com">www.myTRICARE.com</a>	<ul style="list-style-type: none"> <li>• Electronic claims submittal</li> <li>• Assistance with selection of and support for electronic claims submittal</li> </ul>	

Resource	Contact Information
<b>Behavioral Health Care Partner—ValueOptions</b>	ValueOptions P.O. Box 551188 Jacksonville, FL 32255-1188 <b>1-800-700-8646</b> <a href="http://www.humana-military.com">www.humana-military.com</a>
<b>PGBA Provider Data Management</b>	<b>1-800-288-2227, ext. 69550</b>
<b>Prior Authorization and Referral Status Check</b>	<b>1-800-444-5445</b> <a href="http://www.humana-military.com">www.humana-military.com</a>
<b>Fraud and Abuse Hotline</b>	<b>1-800-333-1620</b>

## South Region Claims Resources

Resource	Address	By Phone or Online
<b>Claims (PGBA)</b>	PGBA South Region Claims Department P.O. Box 7031 Camden, SC 29020-7031	<b>1-800-403-3950</b> <a href="http://www.myTRICARE.com">www.myTRICARE.com</a>
<b>TRICARE For Life Claims</b>	WPS TRICARE For Life P.O. Box 7890 Madison, WI 53707-7890	<b>1-866-773-0404</b> <b>1-866-773-0405 (TDD)</b> <a href="http://www.TRICARE4u.com">www.TRICARE4u.com</a>
<b>Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) Claims</b>	<b>Claims:</b> VA Health Administration Center CHAMPVA P.O. Box 469064 Denver, CO 80246-9064  <b>Appeals:</b> VA Health Administration Center CHAMPVA ATTN: Appeals P.O. Box 460948 Denver, CO 80246-0948	<b>1-800-733-8387</b> Fax: <b>1-303-331-7804</b> <a href="http://www.va.gov/hac/forproviders">www.va.gov/hac/forproviders</a>
<b>Continued Health Care Benefit Program (CHCBP) Claims</b>	<b>Enrollment/Claims Information:</b> Humana Military Healthcare Services, Inc. Attn: CHCBP P.O. Box 740072 Louisville, KY 40201  <b>Claims Submission:</b> PGBA, LLC P.O. Box 7031 Camden, SC 29020-7031	<b>1-800-444-5445, menu option 2</b> <a href="http://www.humana-military.com">www.humana-military.com</a> or <a href="http://www.myTRICARE.com">www.myTRICARE.com</a>



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## National Resources

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

## TRICARE Pharmacy Resources

Resource	Contact Information
TRICARE Pharmacy Services	<b>TRICARE Retail Network Pharmacy</b> ( <i>prior to November 4, 2009</i> ): <b>1-866-DoD-TRRX (1-866-363-8779)</b> <b>TRICARE Mail Order Pharmacy</b> ( <i>prior to November 4, 2009</i> ): <b>1-866-DoD-TMOP (1-866-363-8667)</b> <b>TRICARE Pharmacy Program</b> ( <i>after November 4, 2009</i> ): <b>1-877-363-1303</b>
Department of Defense Pharmacoeconomic Center	<a href="http://www.pec.ha.osd.mil">www.pec.ha.osd.mil</a>
Uniform Formulary Search Tool	<a href="http://www.tricareformularysearch.org">www.tricareformularysearch.org</a>
Pharmacy Prior Authorization Information and Forms	<a href="http://www.tricare.mil/pharmacy">www.tricare.mil/pharmacy</a> <b>Prior Authorization Provider Line: 1-866-684-4488</b>
Medical Necessity Forms and Criteria for Non-Formulary Medications	<a href="http://www.tricare.mil/pharmacy/medical-nonformulary.cfm">www.tricare.mil/pharmacy/medical-nonformulary.cfm</a>

## 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	<a href="http://www.tricare.mil/ambulatory">www.tricare.mil/ambulatory</a>
Anesthesia Procedure Pricing Calculator	<a href="http://www.tricare.mil/anesthesia">www.tricare.mil/anesthesia</a>
CMAC Procedure Pricing Calculator	<a href="http://www.tricare.mil/cmac">www.tricare.mil/cmac</a>
Diagnosis-Related Group (DRG) Payment Calculator	<a href="http://www.tricare.mil/drgrates">www.tricare.mil/drgrates</a>
TRICARE Outpatient Prospective Payment System (OPPS)	<a href="http://www.tricare.mil/opps">www.tricare.mil/opps</a>