

# TRICARE Referrals and Prior Authorizations



Humana Military Healthcare Services, Inc. (Humana Military) issues a referral when a TRICARE Prime beneficiary needs specialized medical services from a professional or ancillary provider.

A prior authorization is issued for requested services, procedures, or admissions that require medical necessity review prior to services being rendered.

Referral and Authorization Submission Options <sup>1</sup>	
Submit online for quickest response	Via the “MyHMHS for Providers” secure services portal at <a href="http://www.humana-military.com">www.humana-military.com</a>
Fax <i>Patient Referral Authorization Form (PRAF)</i>	<b>1-877-548-1547</b>
By phone	<b>1-800-444-5445</b>
Contact ValueOptions for behavioral health care referrals and authorizations	<b>1-800-700-8646</b> TRICARE Outpatient Treatment Report forms can be found at <a href="http://www.humana-military.com">www.humana-military.com</a> and faxed to <b>1-866-811-4422</b> .

1. All referrals must be made to network providers. See “Find a Provider” under “Provider” at [www.humana-military.com](http://www.humana-military.com).

## Tips for Making Referrals and Authorizations

Submitting the request online at [www.humana-military.com](http://www.humana-military.com) is the quickest and most convenient way to obtain a referral or authorization. The Web site is available 24 hours a day, seven days a week.

- Have the beneficiary sponsor’s ID number, the rendering provider information, facility information (*if needed*), diagnosis, and clinical data explaining the reason for the referral or authorization, including Current Procedural Terminology (CPT<sup>®</sup>) codes for proposed procedures.
- Specify the services authorized, number of visits, and timeframe in which the visits must be completed.
- If services are needed beyond the scope of the referral, additional services must be approved through the PCM.
- Check the status of the referral or authorization at [www.humana-military.com](http://www.humana-military.com) or by phone at **1-800-444-5445** by selecting the option, “To check the status of an authorization or previously requested service.”
- Humana Military will notify the beneficiary and providers of an approved referral or authorization.
- For urgent referrals and authorizations, call **1-800-444-5445** and select **option 3**.

## Tips for Hospital Admission Notifications

Submitting the notification online at [www.humana-military.com](http://www.humana-military.com) is the quickest and most convenient way to notify Humana Military of a hospital admission. The Web site is available 24 hours a day, seven days a week. In many cases, the admission is immediately approved.

Entering a new hospital admission notification is simple and easy. Sign in, select “New request for referral or authorization, including hospital admission,” and follow the simple steps to completion.

Include the following information when entering a new hospital admission on the Web or via the Interactive Voice Response (IVR) system:

- Sponsor’s ID (*may be different from the patient’s Social Security number*)
- Patient name, date of birth, and relationship to sponsor
- Your facility’s tax identification number
- Admission date (*expected or actual; eight digit mmdyyyy*)
- Diagnosis (*if uncertain of code, a code lookup is provided*)
- Contact name, phone number, and extension (*if applicable*) for clinical information and updates

Submit continued stay reviews online and notify Humana Military of a patient’s discharge through the Web. It is important to notify Humana Military when a patient is discharged. This allows the authorization to be completed and the claim to be properly processed.

For behavioral health care admissions, a *TRICARE Higher Level of Care Treatment Report* form can be found at [www.humana-military.com](http://www.humana-military.com). Fax forms to ValueOptions at **1-866-811-4422**.



# TRICARE Referrals and Prior Authorizations

## Specialist-to-Specialist Referrals for the Same Episode of Care

Some referrals may be authorized from one specialty care provider to another, bypassing the need to get another PCM referral.

- Specialist-to-specialist referrals will apply only when a valid “Evaluate and Treat” referral from the PCM has previously been authorized for the same episode of care.
- These referrals do not apply to active duty service members (ADSMs).
- The military treatment facility (MTF) “Right of First Refusal” policy will remain in effect.
- The referring specialist, the receiving specialist, and the PCM will be notified of all such referrals by autofax, keeping the entire care team aware of these clinical contacts.
- Not all specialist-to-specialist referrals will be authorized.
- If a pediatric patient age 5 or younger or a patient with a developmental, mental, or physical disability requires dental procedures under general anesthesia, the request for prior authorization may be submitted by the dentist.

## Services Requiring Prior Authorization in the South Region\*

### Procedures and Services

- Adjunctive dental
- Advanced life support air ambulance in conjunction with stem cell transplantation
- Bariatric surgery
- DoD In-Utero Fetal Surgical Repair of Myelomeningocele Clinical Trial
- Educational interventions under Enhanced Access to Autism Services Demonstration
- Extended Care Health Option (ECHO) services
- Home health services, including home infusion
- Hospice
- Phase II and Phase III cancer clinical trials
- Transplants (*solid organ and stem cell, not corneal transplant*)

### Inpatient Hospital Stays

- Admissions or transfers to skilled nursing facilities (SNFs), rehab, and long-term acute care (LTAC)
- Concurrent reviews upon request by Humana Military
- Discharge notification
- Notification of acute care admission by the next working day

### Behavioral Health

- All nonemergency inpatient admissions for behavioral health care or substance use disorder
- Partial hospitalization programs (*psychiatric and substance use disorder*)
- Psychoanalysis
- Residential treatment center programs

\* The list of services requiring prior authorization changes periodically. For the most current list, go to [www.humana-military.com](http://www.humana-military.com).