

Humana Military  
Healthcare Services  
The Humana Building  
500 West Main Street  
P.O. Box 740062  
Louisville, KY 40201-7462  
www.humana-military.com



March 14, 2011

**Department of Defense Awards Humana Military Healthcare Services South Region TRICARE Contract**

Dear TRICARE Provider:

On February 25, 2011, Humana Military Healthcare Services, Inc. was informed by the U.S. Department of Defense (DoD) that it was awarded the new South Region TRICARE contract. Health care delivery under the new contract is scheduled to begin on April 1, 2012. Under terms of the award, Humana Military will continue supporting the DoD's delivery of health care services to three million active duty and retired service members and their families in Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee and most of Texas. Eligible TRICARE program beneficiaries in the Fort Campbell, Kentucky area will also be served by Humana Military under terms of the award.

The contract award to Humana Military follows a successful protest lodged with the Government Accountability Office (GAO) in July 2009 over the government's initial award of the contract to United Health Military & Veterans Services, a unit of United Healthcare. As is customary, it provides for five one-year options exercisable by the DoD.

On March, 7, 2011, United Health Military & Veterans Services protested the award of the contract to Humana Military. It is important to understand what happens between now and April 1, 2012:

- As a result of the protest, TRICARE Management Activity issued a stop work order on transition activities related to the new contract.
- Status of transition to the new contract or other relevant changes will be communicated as information becomes available.
- Humana Military remains the prime contractor for the South Region.

The information offered in this update is intended to keep you informed and reassured of business as usual with Humana Military.

Thank you for your continued support of the TRICARE program, the military families, and our men and women in uniform.

A handwritten signature in black ink that reads "Richard J. Mancini".

Richard J. Mancini  
Director, Network Operations  
Humana Military Healthcare Services