

Online and Automatic Payment Options Save Time

Retirees, their families, survivors and eligible former spouses no longer need to waste stamps mailing their TRICARE Prime enrollment fee or even burn gasoline dropping off their check at the local MTF. Instead, you now have additional payment options that will keep your extra cash in your pocket.

Pay Quarterly or Annual Enrollment Fees Online

You can pay your annual renewal or quarterly enrollment fees online and never leave the comfort of your home.

As a current TRICARE Prime beneficiary, you can pay your fees by credit card on the Humana Military Healthcare Services Web site at

www.humana-military.com. This is a secure Web site, and the confidentiality of your personal information will be maintained.

If you are planning to enroll in TRICARE Prime, you can do so at www.humana-military.com by completing the online application form.

Your initial enrollment fee must be paid by check or by completing the credit card information on your enrollment application. All subsequent payments can then be made online.

Of course, if old habits are hard to break, Humana Military continues to accept quarterly and annual payments in the mail.

Or Try One of the New Automatic Monthly Payment Options

Once your state has transitioned to the new South Region, you can begin paying your TRICARE Prime enrollment fees automatically on a monthly basis.

The two new payment choices are allotment from retirement pay and electronic funds transfer (EFT). Monthly payments will only be accepted from beneficiaries who have selected one of these two options.

Paying via allotment or EFT will:

- Enable you to make monthly payments

continued on page 3

'X' Marks the Spot When Changing Your PCM

Changing your primary care manager (PCM) may be done at any time as long as the new PCM is accepting new patients and your request complies with local military treatment facility (MTF) Commander guidelines.

Once you have selected either a new MTF provider or a new PCM from the Humana Military Provider Directory (viewable online at www.humana-military.com), complete a TRICARE Prime Enrollment and PCM Change Form using the new PCM's name and address. You can download the form or complete the form online from the Humana Military Web site, as well.

You only need to complete the portion of the form related to the PCM change. Mark an "X" in the PCM Change box and complete sections I, IV and VI of the form. TRICARE Prime Remote enrollees must also complete section V.

The change will become effective once the change form is received and processed at Humana Military. ■

Step by Step

1. **Mark an "X" in the PCM Change box**, located at the top of the form
2. **Complete Section I**—Sponsor information
3. **Complete Section IV**—Reason for PCM change
 - Print the name of each affected family member.
 - Check the reason for change; if "Other," explain.
4. **Complete Section VI**—Signature and date
5. **Complete Section V**—**ONLY** if you are enrolled in TRICARE Prime Remote
6. **Mail to:**

Humana Military Healthcare Services
 ATTN: PNC Bank
 P.O. Box 105838
 Atlanta, GA 30548-9758



When You Need Behavioral Health Care

Know What to Do Before It Matters

Behavioral health care is like any other health care—you often don't think about it until you need it.

But that approach may place you in an awkward situation should you or your family ever need to use TRICARE's behavioral health care benefit. At the time, you may not want to discuss sensitive, personal issues with more outsiders than necessary, yet you won't want to mistakenly incur more out-of-pocket costs than necessary either.

By understanding the benefit now, you can avoid unnecessary administrative hassles or financial burden.

TRICARE covers behavioral health care that is considered medically necessary (see list at right). Remember, the provider must be TRICARE-certified.

If you are enrolled in TRICARE Prime, you are encouraged to coordinate your care through your primary care manager (PCM) to ensure continuity of care. However, you can obtain your first eight outpatient behavioral health visits per fiscal year without a referral from your PCM or authorization from ValueOptions. All appointments after the first eight visits require authorization, to be obtained by your behavioral health provider.

If you have additional questions, you can call ValueOptions at 1-800-700-8646 or visit www.humana-military.com. You can also ask Humana Military for a copy of the *TRICARE Behavioral Health Care Services* booklet or pick one up from your TRICARE Service Center or access it online at www.humana-military.com. ■

Behavioral Health Providers Include...

- Psychiatrists
- Clinical psychologists
- Certified psychiatric nurse specialists
- Clinical social workers
- Certified marriage and family therapists
- Pastoral counselors—with physician referral and supervision
- Mental health counselors—with physician referral and supervision

TRICARE Covers...

- Outpatient psychotherapy
- Medication management
- Acute inpatient psychiatric care
- Partial hospitalization programs
- Residential treatment center care
- Care for substance use disorders

Humana Military Announces Behavioral Health Care Changes

By now you're probably aware that TRICARE Regions have consolidated and that Humana Military is your regional contractor. But what you may not realize is that a few minor changes to your behavioral health care benefit have also occurred.

Different Name, Same Service

One of the most noticeable changes is the name of the behavioral health care contractor that Humana Military uses: Choice Behavioral Health has become ValueOptions. This is strictly a **name change only**—the same personnel you've come to trust will still handle your needs.

On the Phone

If you have behavioral health care questions or issues you need to discuss, you may call the ValueOptions telephone line at 1-800-700-8646. Phones are staffed from 8 a.m. to 7 p.m. Eastern Time, Monday through Friday, excluding Federal holidays. When you call during these operating hours, a ValueOptions representative will assist you.

When you call the ValueOptions number after hours, you will be redirected to a provider locator service. This service is available 24 hours a day, seven days a week, and will help you find a medical facility or physician near you.

One final note about the ValueOptions telephone service: The menu options have changed. Please listen to all prompts before making your selection.

Money Matters

You may also notice a change in your behavioral health care copayment amounts. If you see a provider for medicine management **only**, your copayment amount is now \$12. Copayments for certain psychological evaluations or testing services have also been reduced to \$12.

Your copayment amount for all other behavioral health care services will remain \$25.

Still Need an NAS

Non-Availability Statements (NAS) are still required for inpatient mental health services. If you reside within the catchment of a military treatment facility (MTF), you must obtain an NAS prior to all nonemergency behavioral health admissions.

While there have been some minor changes to your behavioral health care benefit, you can rest assured that, should you need it, you and your family will receive the exceptional care you expect from TRICARE. ■

An Eye on TRICARE Prime Vision Coverage

Maintaining excellent eye health begins with understanding and using the access you and your family have to top-notch vision care providers.

Given that TRICARE Prime enrollees have no copayment responsibilities for routine and clinical preventive eye examinations, there's no reason why you shouldn't utilize this benefit.

Active duty family members enrolled in TRICARE Prime are eligible for a routine eye exam every year in addition to clinical preventive exams every two years. TRICARE retirees and their families enrolled in TRICARE Prime are only eligible for clinical preventive eye exams every two years. (See chart for more details.)

All vision care must be provided by TRICARE-authorized optometrists or ophthalmologists. You may receive

Annual Routine Eye Examinations <i>An evaluation of the eyes not related to a medical or surgical condition; including but not limited to refractive services.</i>				
Beneficiary	Coverage	TRICARE Prime	TRICARE Extra	TRICARE Standard
Active duty family members	One routine eye examination per year	No copayment	15% cost-share	20% cost-share
Retirees, their families and others	Not covered	Not covered <i>See Clinical Preventive Exams</i>	Not covered	Not covered
Clinical Preventive Eye Examinations <i>Comprehensive screening for determination of vision on visual acuity, ocular alignment, and red reflex, along with external examination for ocular abnormalities.</i>				
Infants ¹	One eye and vision screening from PCM at birth and 6 months	No copayment	15% cost-share	20% cost-share
Children ¹ (age 3-6)	One comprehensive eye exam from a specialist every 2 years ²	No copayment	15% cost-share	20% cost-share
Adults ¹ and children over age 6	One comprehensive eye exam from a specialist every 2 years ²	No copayment	Not covered	Not covered

¹Includes active duty family members, retirees, their families, and others. Recent retirees and their families enrolled in TRICARE Prime should note that the first preventive eye exam (routine or preventive) is available two years after the last eye exam performed as an active duty service member or active duty family member. The benefit does not start over upon retirement.

²Diabetic patients, at any age, should have comprehensive eye examinations at least yearly.

preventive eye examinations from any network provider without a referral or authorization from your PCM or Humana Military.

If a network provider is not available, you may receive a preventive eye exam from a non-network provider with a

PCM referral and authorization from Humana Military.

For more vision benefit information:

- www.humana-military.com
- 1-800-444-5445
- www.tricare.osd.mil ■

Online and Automatic Payment Options Save Time and Money

continued from page 1

- Make it easier to budget fee payments
- Avoid forgotten payments and minimize disenrollment for failure to pay fees

Allotment from Retired Pay

To choose this option, you must complete an Enrollment Fee Allotment Authorization Letter, which you can access online at www.humana-military.com or by calling Humana Military at 1-800-444-5445.

Once authorized, your monthly TRICARE Prime enrollment fee will be deducted automatically from your retirement pay.

Electronic Funds Transfer

To choose this option, you must complete an EFT Payment Authorization form, which you can access online at www.humana-military.com or by calling Humana Military at 1-800-444-5445.

Once authorized, your TRICARE Prime enrollment fee will be deducted automatically from your bank account (checking or savings) each month.

Final Details about Allotment and EFT

It takes 90 days for either monthly payment option to begin. For that reason, you will be required to pay an initial 3-month payment of fees (\$115 for family or \$57.50 for individual) by check, credit card or money order at the time of application.

Following the third month, a monthly enrollment fee will automatically be deducted by Humana Military as an allotment from your retirement pay, or from the checking or savings account you identified as the EFT source. The monthly payment is \$19.17 for individual enrollment or \$38.34 for family enrollments. ■

Humana Military Healthcare Services, Inc.
500 West Main Street
P.O. Box 740062
Louisville, KY 40201-7462

.....
Health Matters is published by the TRICARE Management Activity. Please provide feedback at <http://www.tricare.osd.mil/evaluations/newsletters>.

Dial in for Information

Audio Library

When it comes to your health, information is one of your greatest assets. To help you stay informed, Humana Military offers an audio health library filled with the latest health care information on the health topics YOU care about.

The audio library is available 24 hours a day, 7 days a week by calling toll-free 1-877-217-7946. When you dial in, an automated response system will direct you to choose your area of interest from a list of general medical categories. Once you choose your category, you can drill down to the specific illness or health care topic you wish to hear.

The Humana Military audio library is intended only to help increase your awareness of health-related topics. There is no nurse advising you on the best course of action for your particular symptoms. For complete diagnosis and care, you must see a physician or seek emergency treatment.

The Humana Military audio library is available to anyone wishing to learn more about specific health-related conditions. No login or registration is required. Just call 1-877-217-7946 to start learning! ■

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



TPR, SHCP—Dial Direct

1 -877-249-9179—that's your direct line to TRICARE Prime Remote and Supplemental Health Care Program information.

This line is your one-stop, direct source for information about your health care claims and enrollment. You can also find answers to your medical and behavioral health benefit questions, and much more.

All of your information is still accessible through Humana Military's general telephone number (1-800-444-5445). However, if you are a TRICARE Prime Remote or Supplemental Health Care Program beneficiary, dialing direct at 1-877-249-9179 will offer quicker answers to your program questions. ■