



# In Case You Missed it

TRICARE® West Region e-Updates

April 2024

- 1. Check approval requirements before sending your request.** Did you know that not all TRICARE-covered services require approval from Health Net Federal Services, LLC (HNFS)? In fact, most ancillary services such as diagnostic laboratory tests and radiology services do not require our approval. Avoid extra work and help expedite patient care. Use our [Ancillary Services Approval Requirements and Prior Authorization, Referral and Benefit tools](#) to easily determine whether you need to submit an approval request to us.
- 2. Need help with online tools?** We offer a suite of printable guides to assist you with conducting your TRICARE business. Visit our [Quick Reference Guides](#) page for step-by-step instructions and tips on submitting authorization and referral requests, claims, and billing information; making demographics updates; and more.
- 3. The importance of submitting clinical documentation.** It is critical for providers to attach clinical documentation and/or supporting notes when submitting authorization or referral requests. Through the [right of first refusal process](#), HNFS must first attempt to coordinate specialty care with a military hospital or clinic, even if the patient is enrolled to a civilian primary care manager. It's important for a military hospital or clinic to have enough clinical information to determine if they can meet the patient's needs. We offer [Letters of Attestation](#) for many limited benefits to help with this process.
- 4. Reminder! Deadline for the annual Autism Care Demonstration (ACD) training for applied behavior analysis providers is coming up.** All Autism Corporate Services Providers and sole applied behavior analysis providers participating in the ACD **must complete the annual ACD training**. Providers assigned the training received an email with instructions in January and have 90 days to complete the training due April 24. A provider required to complete the training who misses the deadline will be subject to a 10% penalty applied to all authorized adaptive behavior services claims beginning on day 91.
- 5. New Technology Add-On Payment application available.** In October 2023, Health Net Federal Services sent a communication about the pediatric-specific and [TRICARE-designated New Technology Add-On Payments \(NTAP\) changes](#) made to the TRICARE Reimbursement Manual. You can now find the TRICARE West Region-specific NTAP application in the "Medical Management" section of our [Forms page](#).
- 6. Attend a live webinar.** Whether you are a new TRICARE provider or just want a refresher, we've got you covered. Our TRICARE educators provide live webinars for learning the basics of using CareAffiliate® or reviewing the basics of the TRICARE program. *New for 2024:* We now require you to register for the webinar you would like to attend. We add new dates monthly. View our [current schedule](#) today!
- 7. Consider Quest Diagnostics when referring patients for lab work.** We know you have options for where you send patients to get their lab work completed. We also know you depend on lab results to guide treatment and care. HNFS has designated [Quest Diagnostics](#) as a high-value provider and preferred laboratory in the TRICARE West Region network. There are multiple locations, and they offer an extensive test menu to save patients time and effort.
- 8. Take a short, online course to learn about submitting consultation reports.** If you are treating a TRICARE patient who was referred by a military hospital or clinic, you will need to submit consultation documentation – also known as clear and legible reports – to the referring provider within required time frames. We know that as a provider, you are busy, so we developed a [short, self-paced course](#) for you to easily learn what you need to know about returning consultation documentation to military hospitals and clinics.
- 9. Mental Health Awareness Month is coming up; resources are available for your TRICARE patients.** Do you have patients dealing with stress, anxiety or depression? Refer them to our [Learning Center](#) where they can listen and view recorded classes on these topics. Visit our [Provider Toolkit](#) for patient topic sheets and additional stress management resources. [Stress management](#) one-on-one coaching is also available, or they can take advantage of [anxiety or depression coaching](#) and guidance with a disease management specialist.
- 10. Lifestyle change resource!** Our next [Making Healthy Changes for Life](#) webinar is on May 15. Whether your patients want to manage stress, eat healthier, exercise more, sleep better, stop smoking, or improve their health in any way, this live class will provide the skills needed to help them make a change and continue healthy habits for life. Registration is required. No time for a live class? Refer patients to our [Assessing Your Readiness for Healthy Change](#) online program.