



In Case You Missed it

TRICARE® West Region e-Updates

June 2023

- 1. Be sure to verify patient information.** As we approach summer, we also head into peak moving – or permanent change of station – season for our military members. Before rendering services, it's important to verify your patients' contact information to avoid any delays or claims processing issues when it comes to their TRICARE benefit. If you have patients who have moved or are moving, remind them to update their information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#).
- 2. Check approval requirements before sending your request.** 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](#).
- 3. Claims go to TRICARE or the VA, but not both.** Some TRICARE enrollees are eligible for health care benefits not only through the Department of Defense TRICARE program, but also through the Department of Veterans Affairs (VA) Community Care program. For these dual-eligible beneficiaries, you can file a claim with only one federal agency for payment, either TRICARE or VA, but not to both. If you file a claim to both TRICARE and VA for the same services, it could lead to double payments. [Learn more](#) to avoid recoupments, penalties and fines, as well as the possibility of provider suspension or termination.
- 4. June is Post-Traumatic Stress Disorder (PTSD) awareness month.** This month is a good time to spread awareness to those suffering from PTSD. Did you know? We offer several mental health resources and benefit information for your TRICARE patients who may be suffering. Check out our [Mental Health Benefits](#) page for more information.
- 5. You can help parents meet Autism Care Demonstration (ACD) minimum parent/caregiver training requirements.** Providers helping patients under TRICARE's ACD are in an excellent position to engage parents and caregivers in their children's applied behavior analysis (ABA) treatment. To encourage family involvement, TRICARE requires [parents or caregivers to participate in a minimum of six training sessions](#) during each six-month authorized treatment period. Careful and proactive scheduling can help ensure ABA providers and parents/caregivers meet this requirement.
- 6. Have you reviewed your provider directory listing recently?** HNFS has noticed an increase in outdated or incorrect provider information when processing referrals and authorizations. Having inaccurate provider data can make it hard for those searching our provider directory and delay the processing of approval requests. You can help expedite access to care. Refer to our [frequently asked questions](#) regarding how to update your information.
- 7. Use self-service tools to conduct your TRICARE business.** HNFS offers many [online tools](#) that provide the same information you would get by calling us. Avoid call wait times by going online to do things like update demographics, view or submit claims, submit authorizations or referrals, review covered TRICARE benefits, and more. Keep in mind, to access secure tools, you will need to log in or register for an account if you haven't already.
- 8. Don't forget to submit consultation reports for referred care from military clinics or hospitals.** As part of your TRICARE West Region contract, civilian network providers are required to submit consultation reports (also known as clear and legible reports or CLRs) to any military hospital or clinic that refers a patient to their practice. This requirement also applies to network urgent care centers who see TRICARE Prime patients. Providing these detailed reports helps expedite treatment and ensure continuity of patient care. For information on required submittal time frames and a list of military facility fax numbers, visit our [Consultation Reports](#) page.
- 9. Help your patients quit! Resources are available for your patients who want to quit.** Our [Time to Quit](#) online program takes patients through creating a quit plan based on their readiness to quit. We also have our recorded class, [Preparing to Quit Tobacco](#), which focuses on the challenges of quitting and provides tools and resources to move forward.
- 10. Check out prostate cancer resources for your patients.** The American Cancer Society reports prostate cancer as the most common cancer among men (after skin cancer); however, it can often be treated successfully. Talk with your male patients about whether they should be screened for prostate cancer. Learn more about the [benefits and harms of screening](#) and find [patient resources](#). Also, be sure to check out the [Cancer Prevention](#) section of our wellness-focused Provider Toolkit.