





## Health Net Federal Services, LLC (HNFS) Resources

Resource	Services Provided
www.tricare-west.com	A secure portal for TRICARE transactions:  Verify eligibility (plan type, copayments/cost-shares, deductibles, catastrophic cap, other health insurance)  Submit authorization and referral requests, and check status  Notify HNFS of inpatient hospital admissions  Use XPressClaim® to electronically submit claims  Submit claims-related supporting documentation  Sign up for electronic remittance advice statements and electronic funds transfer  Check claims status and view claims data reports for all your TRICARE patients  Make demographic and provider specialty updates  Access primary care manager (PCM) panel "PCM Enrollee Roster" information  View patient medication lists and Prescription Monitoring Program status  Send secure electronic mail through Ask Us  Access your Secure Inbox  A public portal with interactive tools:  View HNFS' West Region Network, Non-Network and Mental Health Care Provider Directories  Submit authorization and referral requests, and check status (no log in option)  Verify eligibility (no log in option)  Determine prior authorization and referral requirements based on beneficiary status and plan type  View the Benefits A-Z and copayment/cost-share guides  Access provider resources: TRICARE Provider Handbook, TRICARE Provider News newsletter, provider webinar schedule, forms, FAQs, and more  Find links to the TRICARE CHAMPUS Maximum Allowable Charge (CMAC) rates and billing resources  Report fraud and abuse  Submit appeals
1-844-866-WEST (1-844-866-9378)	Interactive Voice Response (IVR) features include:  • Verify eligibility (plan type, copayments/cost-shares, deductibles, catastrophic cap, urgent care requirements, other health insurance)  • Check claim status  • Check referral/authorization status

# Additional West Region Resources

RESOURCE	CONTACT INFORMATION
HNFS/PGBA Electronic Filing Assistance	www.tricare-west.com 1-800-259-0264
Prior Authorizations and Referrals	www.tricare-west.com
Fraud and Abuse Hotline	1-844-886-2206
Warrior Care Support Program	1-844-52-HELPU (1-844-524-3578)

#### West Region Claims Resources

TRICARE Claims Submaission	Online: www.tricare-west.com
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	Mail:
	Health Net Federal Services, LLC
	c/o PGBA, LLC/TRICARE PO Box 202112
	Florence, SC 29502-2112
	Fax: 1-844-869-2504
	TRICARE requires network providers to submit claims electronically. *Non-network providers are encouraged to file electronically.
	*Network providers in the state of Alaska are not required to submit claims electronically.
TRICARE For Life Claims	www.tricare4u.com WPS TRICARE For Life PO Box 7890 Madison, WI 53707-7890
Continued Health Care Benefit Program (CHCBP) Claims	HumanaMilitary.com/provider-east 1-800-444-5445
U.S. Department of Veterans Affairs	www.va.gov/communitycare/providers

#### **National Resources**

RESOURCE	CONTACT INFORMATION
TRICARE Website	www.tricare.mil
TRICARE Manuals Online	http://manuals.health.mil
Current Procedural Terminology (CPT®) Coding Manual	American Medical Association 515 N. State Street Chicago, IL 60654 1-800-621-8335 www.ama-assn.org
ICD-10 Diagnosis Coding Manual and Health- care Common Procedure Coding System (HCPCS) Coding Manuals	Optum360 <sup>TM</sup> 2525 Lake Park Blvd PO Box 27116 Salt Lake City, UT 84120 1-800-464-3649, option 1 www.optum360coding.com
Defense Health Agency – Great Lakes	Defense Health Agency – Great Lakes PO Box 886999 Great Lakes, IL 60088-6999 1-888-647-6676 www.tricare.mil/GreatLakes

# TRICARE Pharmacy Resources

RESOURCE	CONTACT INFORMATION
TRICARE Pharmacy Program	Express Scripts, Inc.: www.express-scripts.com/TRICARE 1-877-363-1303
Uniform Formulary Search Tool	www.express-scripts.com/tricareformulary
Pharmacy Prior Authorization Information and Forms	www.express-scripts.com/tricareformulary 1-877-363-1303

## Online Reimbursement Rate Calculators

Access these online tools via the **health.mil** website. Rates are updated annually or at other intervals, at the discretion of the Defense Health Agency

CALCULATOR RESOURCE	ONLINE ACCESS	
Ambulatory Surgery Rates Look-Up Tool		
Anesthesia Procedure Pricing Calculator	http://health.mil/Military-Health-Topics/Business- Support/Rates-and-Reimbursement	
CMAC Procedure Pricing Calculator		
Diagnosis-Related Group (DRG) Payment Calculator		
TRICARE Outpatient Prospective Payment System (OPPS)		