

Provider Updates

In Case You Missed It | December 2021

- 1. Preview the 2022 TRICARE provider handbook.** The **2022 TRICARE West Region Provider Handbook** is online for you to preview. This handbook is effective Jan. 1, 2022 and includes important information about TRICARE contract requirements. As a reminder, network providers are required to review the handbook annually, in its entirety, as a component of your TRICARE Provider Agreement.
- 2. TRICARE's Childbirth and Breastfeeding Support Demonstration to start Jan. 1.** TRICARE will soon allow for certified labor doulas, lactation consultants, and lactation counselors – currently excluded as TRICARE-authorized provider types under the TRICARE benefit – to provide reimbursable care to TRICARE beneficiaries under its Childbirth and Breastfeeding Support Demonstration. Please visit our **Maternity Care** page for details on benefits, provider requirements, and reimbursement.
- 3. Submit an updated roster to let us know if you are accepting new patients.** On Jan. 1, Health Net Federal Services, LLC (HNFS) is removing its "Accepting New Patients" tool from the provider portal at www.tricare-west.com in an effort to increase security of provider data. Please include accepting new patient status using the **TRICARE Provider Roster** or by contacting HNFS' customer service team. Timely notification of changes in status are critical in helping provide the best care for our beneficiaries.
- 4. Review 2022 cost-share and copay information.** Effective Jan. 1, 2022, some TRICARE copayments, cost-shares, and other beneficiary out-of-pocket costs will change. **Find 2021 and 2022 beneficiary cost details** on our website.
- 5. TRICARE pharmacy network options have changed.** As of Dec. 15, 2021, a group of retail **pharmacies are no longer in the TRICARE network**, including Walmart and Sam's Club. TRICARE beneficiaries directly impacted will be notified by Express Scripts via letter or email. It's important beneficiaries move prescriptions to an in-network pharmacy to avoid unexpected costs.
- 6. Help reduce COVID-related hospitalization.** According to the U.S. Department of Health and Human Services, high-risk COVID-19 patients may avoid hospitalization with monoclonal antibody treatment. **Review frequently asked questions** to help with the referral process for TRICARE beneficiaries. Also, continue to encourage **boosters for those fully vaccinated** and for your pediatric patients to get vaccinated. The Centers for Disease Control and Prevention recommends **COVID-19 vaccination for children 5 years of age and older**. Risk of serious illness, hospitalization, and death can occur in young children who contract COVID-19, so encourage your younger patients to get vaccinated today! **Billing guidance for Spravato®** nasal spray. Spravato (esketamine) nasal spray is a limited benefit under TRICARE for beneficiaries ages 18 and older who have been diagnosed with treatment-resistant depression. We have noticed an increase in providers submitting claims for Spravato that include evaluation and management (E/M) codes instead of the appropriate G codes. Please **review a few reminders** to help prevent claims being denied or rejected.
- 7. What's new with the Autism Care Demonstration (ACD)?** Outcome measures are an important component for treatment planning and progress evaluation for those diagnosed with autism spectrum disorder (ASD). Under the ACD, there are outcome measure scores that must be submitted to the regional contractor before services can be authorized. **Familiarize yourself with these scores** to better assist your TRICARE patients with ASD. Additionally, regional contractors must perform clinical necessity reviews on all initial and subsequent treatment authorization requests before making coverage determinations. **Your understanding** of the clinical necessity review process can help avoid treatment delays.
- 8. Stress management options are available.** The holidays can be an extremely busy time of year, leaving patients run down and susceptible to getting sick. Help your patients combat illness and stress this holiday season. Encourage them to visit our **Learning Center** for recorded classes on health conditions, managing mental health, and more.
- 9. Weight management resources for patients.** This is the time of year when patients start thinking about weight loss goals for January. Refer them to our two free weight management online programs, the **Basics for Reaching a Healthy Weight** and **Healthy Weighs for Life**. Both programs focus on healthy eating, exercise, meal planning, and much more! Help your patients help themselves!

COVID-19 Updates: Go to www.tricare-west.com/go/COVID19.