

Provider Updates

In Case You Missed It | February 2022

- 1. Check patient eligibility before providing service.** A new year means health care plan changes. Be sure to verify your TRICARE patients' eligibility, including TRICARE plan type, as it may have changed in the new year. As a reminder, TRICARE Prime and TRICARE Select have different referral requirements and cost structures. You can check patient eligibility by logging in at www.tricare-west.com, using the self-service prompts at 1-844-866-WEST (1-844-866-9378), or submitting an electronic data interchange (EDI) transaction.
- 2. Understand how TRICARE works with other health insurance.** Along with TRICARE plan changes, some patients may have new other health insurance plans. In general, if your TRICARE patient has other health insurance, be sure to follow the guidelines of that plan as you will not need approval from Health Net Federal Services. Exceptions to this are for applied behavior analysis services, all care for active duty service members, and for certain plans such as Medicare. Find all the details on our [website](#). Beneficiaries who need to [update their other health insurance information](#) with us can do so via web, mail, fax, or phone.
- 3. 2022 claims processing delay.** Due to system constraints to incorporate 2022 changes, certain claims are being held. We are releasing claims as quickly as possible, but there may be a delay in reimbursement for claims with 2022 dates of service. You can [check status online](#) or by using self-service options through our customer service phone menu.
- 4. Stay up to date on TRICARE's COVID-19 coverage.** As we approach year three of the COVID-19 pandemic, please take a moment to review the latest on [COVID-19 vaccines, testing and treatment](#) for your TRICARE patients. TRICARE continues to follow Centers for Disease Control and Prevention (CDC) guidelines. In this ever-changing environment, be sure to visit www.cdc.gov, www.tricare-west.com and www.tricare.mil for the latest updates.
- 5. Familiarize yourself with Autism Care Demonstration exclusions.** You can help expedite the clinical necessity review process for treatment authorization requests by familiarizing yourself with [what is NOT covered](#). The ACD has defined exclusions that are not reimbursable and will not be authorized. As a reminder, network providers may not bill TRICARE beneficiaries for excluded services, or for covered services provided without authorization, unless the beneficiary agrees in writing or did not inform you they have TRICARE.
- 6. Your TRICARE patients have multiple telehealth options.** We understand there are patients who are still hesitant about in-person health care visits. Do you offer telehealth? [Let us know via a roster submission](#) so we can update your listing in our directory! Remember, TRICARE beneficiaries also have access to our telehealth partners, such as Doctor on Demand on Telemlynd. Learn more on our [network provider directory](#) page.
- 7. Non-invasive vascular testing by podiatrists now covered.** As of Dec. 17, 2021, TRICARE allows for reimbursement to [podiatrists who perform non-invasive vascular diagnostic testing](#) in conjunction with podiatry services. Previously, such services were excluded. Keep in mind, the podiatrist's state license must allow for the diagnostic test being performed.
- 8. Online education can help you understand TRICARE.** Are you a new TRICARE provider or just want to review some TRICARE basics? Attend an online, live webinar presented by one of our TRICARE educators. We recently announced the webinar dates for 2022. [View our current schedule today!](#)
- 9. February is Heart Health Month.** Promote Heart Health Month by recommending some of our classes to your TRICARE patients. Our recorded [Heart Healthy Living](#) class offers tips on reducing the risk of heart disease and how to improve heart health. [The Essentials of Diabetes Management](#) is also a recorded class and focuses on the four cornerstones of diabetes self-management: medications, monitoring, meal planning, and movement. Visit [Choosing Wisely](#) for National Societies' recommendations for screening and care for heart disease.
- 10. Help your patients get the skills they need to make a healthy change.** HNFS is offering our next [Making Healthy Changes for Life](#) class via webinar on March 1. Whether your patient wants 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. Visit our [Learning Center](#) for information on other classes and online programs.

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