

# In Case You Missed it

TRICARE® West Region e-Updates

February 2023

- 1. Check patient eligibility before providing service.** A new year can mean health care plan changes for your patients. Be sure to verify your TRICARE patients' eligibility, including TRICARE plan type, as it may have changed. You can [check patient eligibility](#) by logging in at [www.tricare-west.com](http://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. Learn more about verifying eligibility through [our self-paced online training](#). As a reminder, referral requirements and cost structures vary based on TRICARE plan type.
- 2. New ancillary services web tool now available.** Should you need to order diagnostic services for your TRICARE patients, Health Net Federal Services, LLC (HNFS) wants to make sure you can quickly and easily determine whether pre-authorization is required. To help with this process, [we now offer an "Ancillary Services Approval Requirements" online tool](#) that allows you to verify whether you will need HNFS' approval for an ancillary service or if a doctor's order will be sufficient. From the provider portal at [www.tricare-west.com](http://www.tricare-west.com), click on "Is Approval Needed" under "Authorizations" to get started. From there, click on the "["Ancillary Services Approval Requirements"](#) button.
- 3. Tax hotline available for 1099 tax form questions.** HNFS would like to remind providers that 1099 tax forms were mailed out mid-January 2023. If you have not received your 1099 form, need a replacement form, or have questions, [please reach out to PGBA, LLC](#), our claims processing partner via email, fax, or the tax hotline.
- 4. Get tips on how to read HNFS' referral and pre-authorization letters.** We understand you likely work with several different insurance carriers, each with their own unique way of doing business. To get the new year started off right, we've put together [tips to help understand how to read our referral and pre-authorization letters](#) for your TRICARE patients. As a reminder, HNFS faxes approval letters to the requesting and servicing providers and also posts them to our secure [Authorization Status tool](#).
- 5. Review the 2023 diagnosis-related group (DRG) reimbursement rates.** DRG is a reimbursement system for inpatient charges from facilities. This system assigns payment levels to each DRG based on the average cost of treating all TRICARE beneficiaries in a given DRG. The TRICARE DRG-based payment system is modeled on the Medicare inpatient prospective payment system. A grouper program classifies each case into the appropriate DRG. You can find the DRG rates for 2023 online at [www.health.mil/rates](http://www.health.mil/rates).
- 6. Learn about keeping compliant progress notes under the Autism Care Demonstration (ACD).** Under TRICARE's ACD, [applied behavior analysis \(ABA\) providers must keep progress notes](#) (also called narrative summaries or session notes) for each rendered session. Progress notes must: (1) contain all TRICARE-required elements, (2) support the respective claim and (3) relate to the beneficiary's approved treatment plan goals. Although ABA providers do not have to submit progress notes with their claims, HNFS may ask to see progress notes during an audit. Audits identifying progress notes as insufficient related to or noncompliant with any required content may result in payment recoupment.
- 7. Attend a live webinar on how to use CareAffiliate®.** Are you a new TRICARE provider or just want to review some TRICARE basics? We've got you covered. Attend a live webinar presented by one of our TRICARE educators to learn details about TRICARE or how to submit pre-authorization and referral requests using CareAffiliate. [View our current schedule](#) today!
- 8. Your TRICARE patients have multiple telehealth options.** We understand you may have patients who prefer virtual visits. We're here to help. We offer a telemedicine filter in our [Network Provider directory as well as links to several telehealth partners](#) we work with. Do you offer telehealth? Let us know via a [roster submission](#) so we can update your listing in our directory!
- 9. February is American Heart Month.** Promote a healthy heart 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. New preventive care coaching opportunities.** Coaching is one-on-one education and guidance to help your patients achieve goals related to a healthy lifestyle change. Our Healthy Eating program focuses on a variety of nutrition topics and is tailored to the individual's needs. Stress Management coaching helps the participant accomplish personal goals around managing and reducing the effects of stress, and provides a variety of techniques that can lead to long-term lifestyle habits. Encourage your patients to visit [this page](#) for more information and to register.

COVID-19 Updates: Go to [www.tricare-west.com/go/COVID19](http://www.tricare-west.com/go/COVID19).