

Provider Updates

In Case You Missed It | May 2022

- 1. Be sure to check patient address and contact information.** As we approach summer, our military population may be assigned to a different location. Before rendering services, it's important to verify your patient's contact information to avoid any issues or claims processing delays when it comes to their TRICARE benefit. If you have patients that have moved, remind them to update their information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#).
- 2. Learn about CareAffiliate®.** HNFS strongly encourages providers to [become familiar with and use CareAffiliate](#), our preferred tool for submitting authorization and referral requests. Key features of CareAffiliate: use it for outpatient and inpatient requests; add attachments; get an immediate response; check status; and save frequently used providers, request profiles and diagnosis lists. Website registration is required. Consider attending one of our monthly CareAffiliate trainings. Visit our [online education page](#) to see the full schedule.
- 3. Locate providers who support the Childbirth and Breastfeeding Support Demonstration (CBSD).** As part of the five-year CBSD, TRICARE covers certain services by certified labor doulas, lactation consultants and lactation counselors. These provider types can be searched for in our [CBSD directory](#). Interested in joining our network? [Visit our website](#) for more information.
- 4. The latest COVID-19 updates and reminders.** TRICARE continues to follow Centers for Disease Control and Prevention (CDC) guidelines on COVID-19 testing, treatment and vaccines. In this everchanging environment, be sure to visit [www.cdc.gov](#), [www.tricare-west.com](#) and [www.tricare.mil](#) for up-to-date information. The most recent updates include the test-to-treat initiative and a second booster for those who are eligible.
- 5. Understanding the difference between a referral, authorization and provider order.** Referral and authorization requirements for your TRICARE patients vary based on plan type. We've noticed an increase in beneficiaries receiving paper orders for care without a referral submission to Health Net Federal Services, LLC (HNFS). We've also seen instances of referral or authorization requests submitted for care that only needed a provider's order. Understanding when and when not to request a referral or authorization can help expedite your patients' access to care. Learn more in the April issue of our [TRICARE Provider News](#) newsletter.
- 6. May is Mental Health Awareness Month.** Life is full of ups and downs that can affect mental health. TRICARE covers [mental health care](#) and offers several resources that can help your TRICARE patients. One resource is a list of numbers to various [crisis hotlines](#).
- 7. Update to CHAMPUS Maximum Allowable Charge (CMAC).** The CMAC is the maximum amount TRICARE will reimburse for nationally established procedure codes. At the end of 2021, a COVID-19–related temporary 3.75% payment boost, which was approved for calendar year 2021, expired, and the expiration of the temporary payment boost has affected 2022 Medicare and CMAC rates for some services, including mental health care services.
- 8. Using the correct request type for applied behavior analysis (ABA) services.** When submitting referral requests to HNFS for ABA services, it is important to select the appropriate request type in our online submission tools. Referring providers should select P174 for initial and subsequent ABA referrals and ABA assessments. Please do not select P1, as that is specific to evaluate and treat specialty referrals and does not apply to ABA services under the Autism Care Demonstration. [Take a moment to review answers to frequently asked questions](#) about request types specific to ABA services.
- 9. Information, motivation and skills.** Your patients can learn how these factors are important for making and maintaining changes to improve their health. Our next [Making Healthy Changes for Life](#) webinar is June 7. Share this link with your patients to get them started. Our [Learning Center](#) offers additional health education classes and online programs.
- 10. Resources for asthma management.** If you have TRICARE patients diagnosed with asthma, be sure to remind them of our [Basics of Asthma Management](#) online program. One-on-one coaching with an asthma specialist is also available. To nominate a patient, visit our [Disease Management FAQ](#) section. For patients who have not been diagnosed but have asthma symptoms, the spirometry test can be the most valuable and essential test to confirm an asthma diagnosis. [Choosing Wisely](#) provides guidelines and explains the value of this test.

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