



In Case You Missed it

TRICARE® West Region e-Updates

July 2022

- 1. Submitting referrals and authorizations only when required.** Not all covered TRICARE services require a referral or authorization. In fact, most diagnostic laboratory tests and radiology services do not require Health Net Federal Services, LLC (HNFS) approval. Avoid extra work by **only submitting requests to HNFS if they are needed**. Familiarize yourself with the requirements in order to help your TRICARE patients get the care they need without delay.
- 2. The latest COVID-19 vaccine guidance.** The **Centers for Disease Control and Prevention** recently announced new guidelines for COVID-19 vaccination. Now, eligible children ages six months and older can receive the Pfizer-BioNTech or Moderna vaccine. As a reminder, boosters are still recommended for eligible individuals ages five years and older. Talk with your patients about the importance of getting vaccinated.
- 3. Autism Care Demonstration Parent Toolkit self-paced course available.** Do you have TRICARE patients participating in the Autism Care Demonstration (ACD)? The **HNFS ACD Parent Toolkit** is a great resource to help parents understand all the components to the ACD. Parents can participate in a self-paced, online course in addition to downloading a printable version of the ACD Parent Toolkit.
- 4. Durable medical equipment reminders.** TRICARE covers some **durable medical equipment**, prosthetics, orthotics and medical supplies as a limited benefit. Medical devices must be approved by the U.S. Food and Drug Administration (FDA) and based on FDA indications or a proven off-label use. However, not all FDA-approved devices are covered by TRICARE. To expedite the approval process, please make sure these guidelines are met before submitting authorization requests to HNFS.
- 5. Why clinical documentation is key.** One critical step when submitting authorization or referral requests is attaching clinical documentation supporting notes. Through the **right of first refusal process**, HNFS must first attempt to coordinate specialty care with the military hospital or clinic, even if the patient is enrolled to a civilian primary care manager. For the military hospital or clinic to determine if they can meet the needs of the patient, it's important they have enough clinical information to make their determination. We offer **Letters of Attestation** for many limited benefits to help with this process.
- 6. Don't forget to verify patient eligibility.** Verifying patient eligibility is a provider responsibility that helps ensure you get paid for services rendered, the patient's coverage is valid, and both you and your patient understand copayment and cost-share amounts. Check eligibility by using our **Eligibility & Deductible tool**, using the self-service prompt when calling 1-844-866-WEST (9378), or by submitting an electronic data interchange (EDI) transaction.
- 7. Reminders for submitting corrected claims.** Should you need to submit a correction to a claim that has already been processed, HNFS can accept corrected claims electronically, even if you submitted the original claim on paper. When you submit a corrected claim electronically, it's important to complete all required fields with the accurate information. **Read tips** on submitting corrected claims.
- 8. Update to TRICARE's retail pharmacy network.** Accredo, a full-service specialty pharmacy, will be part of the TRICARE retail network for specialty medications. Effective Jan. 1, 2023, Accredo specialty pharmacy will be the in-network specialty pharmacy for TRICARE beneficiaries. Accredo serves patients with complex and chronic health conditions, including cancer, hepatitis C, human immunodeficiency virus (HIV), bleeding disorders, and multiple sclerosis. You can learn more by visiting www.accredo.com/prescribers.
- 9. Summer sun safety.** The National Cancer Institute reports skin cancer as the most common of all cancers, yet it's also one of the most curable and preventable forms of cancer. Talk with your patients about prevention and skin cancer screenings, and visit Choosing Wisely for recommendations on **testing for skin cancer**. Resources for your patients include our **Cancer Prevention Health Topics** section for skin and other cancers, as well as our **Take Charge of Your Health** online program that focuses on other ways to stay well besides eating healthy and exercising daily.
- 10. Weight management resources.** We have resources for your patients looking to lose weight. Our in-depth **Healthy Weighs for Life** online program teaches planning and cooking healthy meals, eating on the go, designing your own fitness plan, and key skills and strategies to help make healthy changes and stay on track. For beginners, our **Basics for Reaching a Healthy Weight** online program focuses on determining calorie needs, setting a healthy weight goal, and using food and exercise to lose weight the healthy way. Refer your patients today!

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