

# Provider Updates

## In Case You Missed It | June 2022

- 1. Your TRICARE patients have virtual health care options.** We know many patients still prefer virtual over 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 several telehealth partners. Learn more on our [Telehealth Options](#) page.
- 2. TRICARE Pharmacy Program now covers two types of continuous glucose monitors.** TRICARE covers the [FreeStyle Libre 2 and the Dexcom G6 continuous glucose monitors](#) as a brand-name formulary pharmacy benefit under the TRICARE Pharmacy Program managed by Express Scripts®. Previously, these continuous glucose monitors were only covered as durable medical equipment under the TRICARE basic benefit. Patients can still get all continuous glucose monitoring systems as part of TRICARE's durable medical equipment benefit.
- 3. Timely return of Autism Care Demonstration (ACD) medical documentation requests.** Under the ACD, Health Net Federal Services, LLC (HNFS) reviews provider billing practices to verify that services Autism Corporate Services Providers (ACSPs) and sole applied behavior analysis (ABA) providers bill are supported by clear and complete medical documentation. HNFS conducts [medical documentation reviews](#) to ensure services documented comply with TRICARE billing guidelines, and no exclusions have been rendered. ACSPs and sole ABA providers must submit medical records to HNFS on or before the due date requested to avoid a negative score.
- 4. Outpatient mental health care referral requirements.** TRICARE covers a variety of outpatient mental health and substance use disorder office visits when medically or psychologically necessary. When being seen by a network provider, most TRICARE beneficiaries **do not** require a referral for these services. We've noticed an increase in referral requests for outpatient mental health care. Take a moment to [review referral requirements](#) to ensure beneficiaries get needed mental health care in a timely manner.
- 5. June is Post-Traumatic Stress Disorder (PTSD) awareness month.** This month is dedicated to spread awareness to those suffering from PTSD. We offer several mental health resources and benefit information for your TRICARE patients who may be suffering. Check out our [Mental Health Benefits](#) page for more information.
- 6. Attend a live webinar to learn more about TRICARE.** Refresh your knowledge of TRICARE by attending an online, live webinar. We have webinars on TRICARE basics and how to use CareAffiliate® to submit authorization or referral requests. Webinars are presented by one of our experienced TRICARE educators and can give you the tools you need to care for your TRICARE patients. View our [current schedule](#) today!
- 7. Quick reference guides to assist you with TRICARE transactions.** Did you know we offer an online suite of printable guides to assist you in conducting your TRICARE business? Visit the [Quick Reference Guides](#) section of our website to view step-by-step instructions on how to submit an authorization or referral, take a peek at our claims and billing tips, learn about how to update demographics, and more.
- 8. Are you submitting patient encounter reports to referring military hospitals and clinics?** As part of your TRICARE West Region contract, civilian network providers are required to [submit patient encounter reports](#) (also known as clear and legible reports or CLRs) to any military hospital or clinic that refers a patient to their practice. Network urgent care centers are also required to submit CLRs to the referring (or assigned) military hospital or clinic. Providing these detailed reports helps expedite treatment and ensure continuity of care for your TRICARE patients.
- 9. Help your patients quit!** Resources are available for your patients ready to quit using tobacco. Our [Time to Quit](#) online program takes patients through creating a quit plan based on their readiness to quit. We also have our recorded class, [Preparing to Quit Tobacco](#), which focuses on the challenges with quitting and provides tools to be successful.
- 10. Do you have patients ready to make a healthy lifestyle change?** Our [Assessing Your Readiness for Healthy Change](#) online program helps a patient determine their level of readiness for change and teaches skills on moving forward with readiness, setting goals, identifying barriers, and creating a plan for making a behavior change.

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