

Provider Updates

In Case You Missed It | May 2021

1. **Encourage patients to get a COVID-19 vaccine.** As of mid-April, those 12 and older can get the vaccine, depending on the vaccine manufacturer being distributed. Visit our [Benefits A–Z](#) for benefit details and updates. TRICARE covers vaccines at no cost; however, an office visit copayment may apply if other services are rendered. You can direct TRICARE patients to www.tricare.mil/COVIDVaccine for details.
2. **Autism Care Demonstration (ACD) key changes for May.** Earlier this year TRICARE announced [changes to its ACD](#), which provides ABA benefits to TRICARE-eligible beneficiaries diagnosed with autism spectrum disorder. Due to the extensive changes, TRICARE is implementing the revised ACD in phases, with all updates to be in place by Jan. 1, 2022. View our [detailed timeline](#) for more information.
3. **New request may be needed if you need additional services authorized.** Health Net Federal Services, LLC (HNFS) has noticed an increase in authorization change requests from durable medical equipment, prosthetic and orthotic (DMEPOS) providers that actually should have been submitted as [new authorizations](#). While our online Authorization Change Request Form offers a convenient way to request certain changes, such as updating the servicing provider or changing a procedure date, if you need to add services that on their own require HNFS approval, please submit a new request rather than asking to modify an existing authorization.
4. **Do you have patients participating in a COVID clinical trial?** TRICARE covers participation in Phase I, II, III and IV National Institute of Allergy and Infectious Diseases (NIAID)-sponsored [COVID-19 clinical trials](#). TRICARE beneficiaries must meet entry criteria for the clinical trial's phase of treatment. We've added new request profiles in our online submission tools to help track COVID-19 clinical trial requests. Please be sure to specify the National Clinical Trial (NCT) number in your request. If you have questions, please call our case/care management line at 1-844-524-3578, option 5.
5. **Telehealth options may help patients not yet ready for in-person visits.** As pandemic restrictions ease, we know some patients may still be hesitant about in-person health care visits. [Do you offer telehealth?](#) Let us know! Remember, TRICARE beneficiaries also have access to [Telemynd](#) and [Doctor on Demand](#), both offering telehealth services.
6. **Wheelchair evaluation required for custom wheelchair authorizations.** HNFS has revised its online authorization submission tools to better support [requests for custom wheelchairs](#). Previously, we offered two custom wheelchair request types providers could enter when using our online submission tools – P19 and P20. However, these request types did not allow for an evaluation, which is a required step in order to complete a wheelchair assessment. We now ask you first submit a request for an evaluation using the P108 request type. After the evaluation, send a separate request for the custom wheelchair (also request type P108) that includes the evaluation results.
7. **Save time by using a letter of attestation (LOA) for benefits requiring prior authorization.** TRICARE coverage of certain limited benefits is subject to specific clinical criteria. HNFS offers LOAs that can be submitted in lieu of additional clinical documentation when requesting authorization for such services. Submitting a completed LOA helps expedite the benefit review process. [View our LOA list online.](#)
8. **Quick reference guides to assist you with TRICARE transactions.** Did you know we offer an online suite of guides to assist you in conducting your TRICARE business? Visit our [Quick Reference Guides page](#) 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.
9. **Using spirometry tests to diagnose asthma.** When a patient has asthma symptoms, such as breathing issues when exposed to allergens, smoke, pollution, cold air, or changes in weather, the spirometry test can be the most valuable and essential test to confirm an asthma diagnosis. Visit [Choosing Wisely](#) for guidelines and the value of the spirometry test. Share [The Basics of Asthma Management](#) online program with your patients to provide additional information and education about asthma symptoms and triggers. Find other Choosing Wisely topics on our website.
10. **Do you have patients looking to make a healthy change?** HNFS is offering our next [Making Healthy Changes for Life class](#) via webinar on June 3. Whether wanting 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.