



In Case You Missed it

TRICARE® West Region e-Updates

September 2023

- Submitting corrected claims.** Health Net Federal Services, LLC (HNFS) can accept corrected claims electronically, even if the original claim was submitted on paper. When [submitting a corrected claim](#), it's important to complete all required fields with the correct, required information. If you have more than one claim to correct, please submit each corrected claim on a *separate* claim form. Do not put additional claim numbers in the notes section to combine corrections for multiple claims as they will be returned.
- CareAffiliate® upgraded to new version.** On Sept. 18, 2023, HNFS converted to an upgraded version of CareAffiliate, our preferred web tool for submitting pre-authorization and referral requests. While core functions remain the same, with the new version you'll notice updated color schemes, new icons and tabs, and changes to how you navigate certain features. Access our [updated resource materials](#) to learn more.
- Preconception and prenatal carrier screening tests are now included in the basic TRICARE benefit.** Retroactive to Dec. 27, 2021, TRICARE covers [preconception and prenatal carrier screening tests](#) for genetic conditions associated with shortened life expectancy. Coverage includes one test per condition throughout the beneficiary's lifetime. Pre-authorization is required for most tests, except for cystic fibrosis. Claims for denied screening tests between Dec. 27, 2021, and Aug. 28, 2023, can be reprocessed or new claims can be submitted if your patient paid out of pocket.
- TRICARE's Laboratory Developed Tests (LDTs) Demonstration has been extended.** [TRICARE's LDTs Demonstration has been extended until July 18, 2028.](#) This demonstration reviews and covers LDTs that meet TRICARE requirements but have not yet received FDA approval. Five new LDTs have been added to the project's list of covered tests. To be covered, LDTs must be listed in TRICARE Operations Manual, be provided by an authorized and Clinical Laboratory Improvement Amendments (CLIA)-certified laboratory, and meet TRICARE coverage criteria. Pre-authorization is required for all LDTs except cystic fibrosis testing, and a completed Letter of Attestation is required.
- Recognizing calls from HNFS.** We've recently upgraded our phone system and have noticed an increase in hang ups during outbound calls. [When receiving a call from HNFS](#), the first thing you will hear is an announcement stating that the call is being recorded. You are encouraged not to hang up, as you will be connected to an HNFS representative immediately after the announcement. Outbound calls are made for various reasons such as following up on customer service issues, verifying demographic information, reviewing prescription patterns, following up on recently discharged psychiatric patients, discussing case management or TRICARE credentialing requirements, or addressing claims billing-related issues.
- ACD questions? Our Provider Engagement Specialists can help!** Did you know HNFS has location-specific Provider Engagement Specialists available to answer your Autism Care Demonstration (ACD)-related questions? [Learn more](#) about what HNFS' Provider Engagement Specialists do, how they support applied behavior analysis (ABA) providers under the ACD, and when to use our online tools or contact the [ACD customer service line](#).
- Corrected information about billing for prolonged services.** Previously, we informed you TRICARE would be adding CPT® code 99417 to its No Government Pay Procedure Code List. TRICARE has since decided to not add CPT code 99417 to that list. That said, TRICARE will not accept CPT code 99417 as an allowable code for prolonged services. [Providers should use more appropriate codes instead.](#) Additionally, it is important to document the amount of time spent with a patient in the medical record and associated claim to help shorten the processing time for these claims.
- New form for extending inpatient admissions.** HNFS has a new form available to request an extension for an authorized inpatient stay. If the attending physician determines that a TRICARE beneficiary requires additional inpatient treatment beyond the initially approved duration, please complete and submit our new [Inpatient Concurrent Review Form](#). Using this form will ensure HNFS has the necessary information to help expedite the review process. [Review some questions and answers](#) regarding this process.
- Mental health resources for your patients.** In support of National Suicide Prevention Month, HNFS offers recorded classes on anxiety, depression and stress management. Let your patients know about these helpful tools they can find in our [Learning Center](#). Find printable handouts and web resources in the [Provider Toolkit](#). Providers can also refer patients for one-on-one coaching for [anxiety or depression](#), as well as [stress management](#).
- Online learning is available to TRICARE patients.** Benefits of online learning include the ability to learn from home, convenience and flexibility to learn at one's own pace at a time that works best, greater ability to concentrate, and savings on class registration, materials, gas, and other miscellaneous costs. HNFS offers free online courses, recorded classes and health resources for TRICARE West beneficiaries. Encourage your patients to visit our [Learning Center](#) today.