



Patient Encounter Report (Clear and Legible Report) Basics



TRICARE network providers are required to submit patient encounter reports (also known as clear and legible reports or CLR) to the referring military hospital or clinic when treating TRICARE beneficiaries referred for specialty care.

What are CLR?

CLRs include consultation reports, care notes, operative reports, and discharge summaries.

Why send CLR?

- to better serve military service members and their families
- to improve and maintain patient care continuity
- to manage ongoing treatment of military hospital and clinic patients
- to track appointments and outcomes of referred patients
- to meet The Joint Commission standards
- to meet requirements regarding management of medical records

When are CLR due?

Timely return is:

- seven business days for most provider types
- urgent care centers are required to submit CLR within two business days
- mental health care providers must submit brief initial assessments within seven business days

How do I submit CLR?

Fax or mail CLR to the referring military hospital or clinic. Urgent care centers should submit CLR to the beneficiary's assigned military hospital or clinic, as there may not be a re-referring provider. Each military hospital or clinic has an established secure CLR fax line. To locate CLR fax numbers:

1. Refer to the authorization/referral letter; or
2. View the CLR Fax Matrix at www.tricare-west.com > *Provider > Take Me To ... Clear and Legible Reports.*

CLR Tips

To ensure CLR are linked to the correct patient, include multiple sources of beneficiary identification on each CLR.

For example:

- first name, middle initial, last name, and date of birth
- first name, middle initial, last name, and last four numbers of the Social Security number

Military hospital and clinic CLR fax numbers and addresses are subject to change. Please see the CLR Fax Matrix at www.tricare-west.com for the most up-to-date information.

For additional information, visit www.tricare-west.com > *Provider > Take Me Too ... Clear and Legible Reports.*