

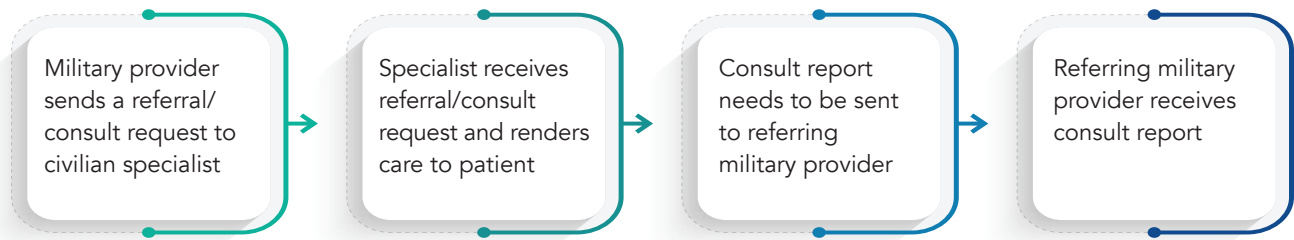


Returning Consult Reports

Clear and Legible Report Basics

Each year, military hospitals and clinics refer thousands of TRICARE beneficiaries to civilian providers. Military providers depend on your consult reports to coordinate their patients' plans of care. Under TRICARE, these consult reports are called "clear and legible reports" or CLR.

TRICARE network providers are required to return consult reports to the referring military hospital or clinic when treating TRICARE beneficiaries referred for specialty care. As a network provider, you've committed to returning consult reports (or CLR) within designated TRICARE time frames.



Frequently Asked Questions

What are CLR?

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

Why CLR?

Not receiving timely consult reports can impact:

- Military readiness or fitness for duty
- Continuity-of-care plans
- Timely access to needed treatment
- Patient anxiety due to delayed care

In the TRICARE West Region, some military hospitals and clinics report only receiving consult reports for 50% of their referrals to civilian providers.

When are CLR due?

Consultation Type	Consultation Standard
Emergent care	Send with 24 hours
Urgent care	Send within 48 hours
All other specialty care (except mental health)	Send within 7 business days
Mental health care	Only required to send brief initial assessment to the referring military hospital or clinic within 7 business days

How do I submit CLR's?

Military hospitals and clinics do not have access to all electronic medical record programs. They need to receive consult reports by fax so they can keep up to date on their TRICARE beneficiaries' conditions. Each military hospital or clinic has an established secure CLR fax line.

To locate CLR fax numbers:

1. Look for the "Confidential Fax Number" on our approval letter (access a copy via our [Authorization Status](#) tool) or
2. View our CLR Fax Matrix at www.tricare-west.com > *Provider* > *Take Me To ... Returning Consultation Reports*.

Urgent care centers should submit CLR's to the beneficiary's assigned military hospital or clinic, as there may not be a referring provider.

Do I need a patient release to send consult reports, including mental health assessments?

You **do not** need to request release of information for sending patient information to referring military hospitals and clinics in accordance with the *Health Insurance Portability and Accountability Act Privacy Rule* defined at Code of Federal Regulations, Title 45, Subchapter C, Part 164, Subpart E, [§506](#).

CLR Tips

To ensure CLR's 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 refer to our approval letters or the CLR Fax Matrix for the most up-to-date information.

For additional information, visit www.tricare-west.com > *Provider* > *Take Me To ... Returning Consultation Reports*.