

TRICARE® North Region Inquiries

Who do I contact?

On January 1, 2018, the TRICARE North Region merges with the TRICARE South Region to become the new TRICARE East Region, which will be managed by Humana Military. In partnership with the Defense Health Agency and Humana

Military, it is our goal to ensure a smooth transition for TRICARE North Region beneficiaries and providers. Use the table below as a guide to help you determine which managed care support contractor to contact during this transition.

TRICARE North Contractor (through Dec. 31, 2017)	TRICARE East Contractor (effective Jan. 1, 2018)
Health Net Federal Services, LLC (HNFS) www.hnfs.com	Humana Military www.humanamilitary.com

Note: Please visit TRICARE's [Changes](#) page to learn about the changes to your TRICARE benefits. You can also stay up to date by receiving emails from TRICARE. [Sign up today!](#)

Topic	Date of Service/Incident	Date of Contact	Contact
Appeals	Prior to Jan. 1, 2018	Prior to April 1, 2018	HNFS
		On or after April 1, 2018*	Humana
	On or after Jan. 1, 2018	Prior to Jan. 1, 2018	HNFS
		On or after Jan. 1, 2018	Humana
Authorizations/Referrals	All dates of service	Prior to Jan. 1, 2018	HNFS
		On or after Jan. 1, 2018	Humana
Claims	Prior to Jan. 1, 2018	Prior to April 1, 2018	HNFS
		On or after April 1, 2018*	Humana
	On or after Jan. 1, 2018	On or after Jan. 1, 2018	Humana
Enrollment Inquiries	Enrollment effective date prior to Jan. 1, 2018	Prior to Jan. 1, 2018	HNFS
	Enrollment effective date on or after Jan. 1, 2018	On or after Nov. 20, 2017	Humana
Enrollment Payments	Fees due prior to Jan. 1, 2018	Prior to Jan. 1, 2018	HNFS
	Fees due on or after Jan. 1, 2018	On or after Nov. 20, 2017	Humana
Grievances	Prior to Jan. 1, 2018	Prior to April 1, 2018	HNFS
	On or after Jan. 1, 2018	On or after Jan. 1, 2018	Humana

*On or after May 1, 2018, all claims and appeals must be submitted to Humana Military, regardless of the date of service.

Frequently Asked Questions

Q: Why are the TRICARE regions changing with the new contracts?

A: Having two regions will make it easier for the Defense Health Agency and the regional contractors to coordinate your care. It will also reduce costs for the Department of Defense.

Q: Does this affect pharmacy, dental benefits, TRICARE For Life, US Family Health Plan, or the TRICARE Overseas Program?

A: No. These programs are covered by separate contracts.

Q: I have an approval from Health Net Federal Services that extends beyond Jan. 1, 2018. Will Humana Military honor that approval?

A: Yes. If you have an authorization or referral that was approved by HNFS, Humana Military will honor it through the expiration date. There could be rare cases where Humana Military must update an authorization and you would need to follow the updated authorization. In those situations, you would be notified by Humana Military. If you have any questions about a referral or authorization after Dec. 31, 2017, regardless of when the approval was issued, please contact Humana for the most current information.

Q: Will I be able to see the same provider I have today, after Jan. 1, 2018?

A: We encourage you to check www.tricare-east.com to see if your provider is a network provider in TRICARE East. Most TRICARE Prime beneficiaries will keep their Primary Care Managers. Humana Military will notify you shortly after the transition if any change is needed.

Q: How do I change the provider listed on my approved authorization/referral?

A: Prior to Jan 1, HNFS can assist you in determining if a provider change on your current approval can be made, even if the authorized dates are after Jan 1, 2018. However, on or after Jan 1, Humana Military will be responsible for making changes to approvals issued by HNFS.

Q: I am currently receiving case management services (or disease management services). Will I be able to keep my current case manager at HNFS after Jan. 1?

A: No. If you are currently receiving case management services or disease management services, your case will be transferred to a new case/disease manager at Humana Military on Jan. 1, 2018. Your current case management team will coordinate this transfer with you to ensure a smooth transition. If you have questions after Jan. 1, 2018 about these services, you can contact the Case/Disease Management department at Humana at 1-800-881-9227.

Q: What if I have additional questions about the transition that are not listed here?

A: Additional information can be found on TRICARE's Changes page, including the [changes to regions](#), new [TRICARE Select](#) plan and greater access to care. TRICARE's [frequently asked questions](#) can also provide additional helpful information.

Q: How can I stay up to date on these changes?

A: We encourage you to continue to check TRICARE's www.tricare.mil/changes for more information and to sign up to receive email updates.

