

# TRICARE® North Region to East Region Transition

## Where to Submit Claims: Date of Service Is Key

When trying to determine where to submit TRICARE North Region claims before and after the transition to the TRICARE East Region (effective Jan. 1, 2018), keep in mind the date of service will generally determine whether Health Net Federal Services, LLC (HNFS) or Humana Military should receive the claim.

- HNFS will process North Region claims for dates of service *prior* to Jan. 1, 2018, that are received through April 30, 2018.
- All claims for dates of service *on or after* Jan. 1, 2018, should be submitted to Humana Military.

- Humana Military will begin processing all West Region claims, *regardless of date of service*, received on or after May 1, 2018.

As a reminder, network providers must submit TRICARE claims via electronic data interchange.

*Tip:* With the exception of home health care claims, outpatient claims that span calendar years must be split so only 2017 or 2018 dates of service are on a claim.

Type of Service	Date of Service	Submit Claim To ... (if received by April 30, 2018)	Submit Claim To ... (if received on or after May 1, 2018)
Outpatient (except home health)	Prior to Jan. 1, 2018	HNFS	Humana Military
Outpatient	On or after Jan. 1, 2018	Humana Military	Humana Military
Home health	60-day episode of care started prior to Jan. 1, 2018	HNFS	Humana Military
Home health	60-day episode of care started on or after Jan. 1, 2018	Humana Military	Humana Military
Inpatient (DRG facilities)	Admit date prior to Jan. 1, 2018 and discharge date is prior to Feb. 1, 2018.	HNFS	Humana Military
	Admit date prior to Jan. 1, 2018 and discharge date is on or after Feb. 1, 2018.	Humana Military	Humana Military
Inpatient (non-DRG facilities)	Admit date prior to Jan. 1, 2018 and discharge date is on or after Jan. 1, 2018.	Claim must be split: <ul style="list-style-type: none"> <li>• Submit claim for 2017 dates of service to HNFS</li> <li>• Submit claim for 2018 dates of service to Humana Military</li> </ul>	Humana Military
Inpatient	Admit date on or after Jan. 1, 2018	Humana Military	Humana Military

### Q: How do I submit claims?

**A:** If your claim must be submitted to HNFS, find submittal instructions at [www.tricare-west.com](http://www.tricare-west.com) > I'm a Provider > Claims.

If your claim must be submitted to Humana Military, find submittal instructions at [HumanaMilitary.com/provider-east](http://HumanaMilitary.com/provider-east).

### Q: Who do I contact if I have a question regarding a claim?

**A:** It depends on the date of service on the claim and when you are contacting HNFS or Humana Military:

- Contact HNFS through March 31, 2018, for any questions regarding claims with a date of service before Jan. 1, 2018.
- On or after Jan. 1, 2018, contact Humana Military for any questions regarding claims with dates of service on or after Jan. 1, 2018.
- On or after April 1, 2018, you will need to contact Humana Military for all claims inquiries, regardless of the date of service.