



In Case You Missed it

TRICARE® West Region e-Updates

March 2024

Health Net Federal Services, LLC (HNFS) remains fully committed to providing exceptional health care during the rest of T2017 TRICARE contract. Our focus for 2024 will continue to be on fulfilling contract requirements for our service members, their families, and the retirees we serve. We are proud to continue partnering with you to serve military families throughout 2024.

- 1. Clearinghouse options.** The Change Healthcare [system outage has created service disruptions nationwide](#). Providers who use Change Healthcare as a clearinghouse can find claims filing alternatives on our [Claims Submission](#) page. For urgent [referral or pre-authorization requests](#) that can't be submitted online, please contact us at 1-844-866-WEST (9378). Please note that due to contractual obligations, HNFS is unable to waive referral, authorization, or claims submission requirements.
- 2. Save time by using self-service tools to conduct your TRICARE business.** HNFS offers [many online tools](#) that provide the same information you would get by calling us. You can go online to do things like update demographics, view or submit claims, submit authorizations or referrals, review covered TRICARE benefits, and more. Keep in mind, to access secure tools, you will need to log in or register for an account if you haven't already.
- 3. Credentialing reminder for mental health care providers now eligible for Medicare participation.** As of Jan. 1, 2024, the Centers for Medicare & Medicaid Services (CMS) allows licensed professional counselors (LPC), marriage and family therapists (MFT) and mental health counselors (MHC) to bill Medicare independently to diagnose and treat mental illness. To align with CMS guidelines, [HNFS has updated our credentialing process for LPCs, MFTs and MHCs](#). We encourage you to visit the CMS website at www.cms.gov to learn more about how to become a Medicare provider.
- 4. Understand how TRICARE works with other health insurance.** Along with TRICARE plan changes, some patients may have new other health insurance plans. If your TRICARE patient has other health insurance, be sure to follow the guidelines of that plan as you will not need approval from HNFS. Exceptions to this are for applied behavior analysis services, all care for active duty service members, and for certain plans such as Medicare. Find all the details [on our website](#). Beneficiaries who need to [update their other health insurance information](#) with us can do so via web, mail, fax, or phone.
- 5. Right of first refusal for specialty care.** When a TRICARE Prime beneficiary is referred for specialty care, he/she may be required to receive care at a local military hospital or clinic, even when enrolled to a civilian primary care manager. This process, known as [TRICARE's right of first refusal](#), gives local military hospitals and clinics the opportunity to determine if they can provide treatment or if care should be referred out to a civilian provider. To help military facilities reasonably determine if they can effectively treat a beneficiary, please include as much clinical documentation as possible when submitting referral requests to HNFS.
- 6. Telehealth options for your TRICARE patients.** Virtual health care visits may offer your TRICARE patients the convenience and flexibility they are looking for. We offer a telemedicine filter in our [Network Provider Directory](#) as well as [links to several telehealth partners](#) we work with. Recently, we partnered with a virtual speech therapy company, Great Speech, which offers speech therapy for kids, adults and seniors. Do you offer telehealth? Let us know via a [roster submission](#) so we can update your listing in our directory!
- 7. Be sure to update your demographic information.** Keeping your demographics up to date is essential in helping TRICARE beneficiaries get the care they need quickly and easily. You can easily update things such as your address, phone number or specialty. Changes can be made using our online [Update Demographics](#) tool or our [Network TRICARE Provider Roster](#), depending on what needs to be updated. We offer an [Update Provider Demographics Tool Guide](#) to help!
- 8. CPT® code 97155 requirements in the Autism Care Demonstration (ACD).** HNFS would like to remind applied behavior analysis (ABA) providers about TRICARE's mandatory ACD [requirement for monthly adaptive behavior treatment with protocol modification encounters](#). Authorized ABA supervisors must conduct at least one encounter per month, following specific guidelines outlined in the TRICARE Operations Manual. Failure to meet this requirement may result in a 10% claims penalty for the beneficiary's entire treatment period.
- 9. Reducing the burden of colorectal cancer.** According to the American Gastroenterological Association (AGA), by 2030, colorectal cancer will be the leading cause of cancer-related death in those aged 20–49. So, what can you do? Visit the [AGA](#) for ways to increase screenings, identify barriers, and work with stakeholders to eliminate them. Also find [talking points](#) that can help your patients understand why they should get screened. Visit the CDC for [resources for your office](#), as well as a [continuing education](#) opportunity, and visit HNFS' Cancer Prevention page in the [Provider Toolkit](#) for handouts and web links.
- 10. March is National Nutrition Month.** Your patients can learn about good nutrition, cooking and eating healthy, meal planning, weight management skills and strategies, and more with our [Healthy Weighs for Life](#) online program. They'll have access to videos and presentations, online resources, interactive forms, and activities to make learning fun. For a first attempt at weight loss, our [Basics for Reaching a Healthy Weight](#) program is a great place to start. Encourage the use of these resources to help your patients live healthier. We also have free individual coaching available: The Basics of Healthy Eating and Stress Management. Share the [Preventive Care Coaching](#) page with your patients so they can register for this opportunity.