

## TRICARE Point of Service Option Allows Care Anywhere

**T**RICARE's point of service (POS) option allows a TRICARE Prime or TRICARE Prime Remote for Active Duty Family Members (TPRADFM) beneficiary to receive medically necessary TRICARE-covered services from any TRICARE-authorized provider without a referral from his or her primary care manager (PCM).

You should remind these beneficiaries, however, that the POS option involves outpatient deductibles and higher out-of-pocket costs. And the POS deductible and cost-shares are not applied to the annual catastrophic cap.

The POS deductible and cost-share apply when:

- A TRICARE Prime or TPRADFM beneficiary receives nonemergency care from a network or non-network provider without a referral from his or her PCM or TriWest Healthcare Alliance Corp. (TriWest). See exceptions below.
- A TRICARE Prime or TPRADFM beneficiary has a referral from TriWest to a military treatment facility (MTF) specialty care provider, but self-refers to a civilian network or non-network specialty care provider.
- An MTF-enrolled beneficiary self-refers to a civilian network or non-network provider for a primary care (routine) service or urgent care.

POS does **not** apply to the following:

- Emergency care
- Clinical preventive services from a network provider
- The first eight behavioral health outpatient visits per fiscal year (Oct. 1–Sept. 30) from a network provider
- TPRADFM beneficiary without an assigned PCM receiving a primary care (routine) service from a TRICARE-authorized general practice, family practice, internal medicine, physician assistant, nurse practitioner, pediatrician or urgent care provider
- TRICARE Prime or TPRADFM beneficiaries with other health insurance

- TRICARE Prime or TPRADFM newborns or newly adopted children\*
- TRICARE Standard beneficiaries
- Active duty service members (authorization is required for any civilian health care)
- Overseas-enrolled active duty family members seeking care in the U.S. (however, authorization is required for nonemergency inpatient behavioral health care, and POS will apply if it is not obtained)

It is also important to remind beneficiaries that certain prior authorization requirements still apply even though a referral is not required when using the POS option. They can refer to [www.triwest.com](http://www.triwest.com) for prior authorization requirements.

For more information about the POS option, advise your beneficiaries to visit [www.triwest.com](http://www.triwest.com) or call TriWest at 1-888-TRIWEST (1-888-874-9378). ■

*\* A newborn or newly adopted child is deemed to be enrolled in TRICARE Prime for the first 60 days after birth or adoption, as long as one additional family member is enrolled. POS does not apply through the 60th day or until an enrollment decision is made, whichever is earlier.*



## Provider Resources—Just a Click Away

TriWest Healthcare Alliance Corp. (TriWest) offers numerous resources to help you with the administrative tasks associated with caring for active duty service members, military retirees and their family members in the TRICARE West Region. Many of these resources are available through our Web site at [www.triwest.com/provider](http://www.triwest.com/provider).

By registering for the secure TriWest Web site, you can perform a variety of functions from your computer, including:

- Verifying patient eligibility
- Viewing your patient panel (primary care managers only)
- Determining the status of referrals/authorizations
- Submitting, viewing and checking the status of claims
- Downloading explanations of benefits
- Seeing which payments have been issued

In addition, you can visit [www.triwest.com/provider](http://www.triwest.com/provider) for information on TRICARE reimbursement rates, referrals and authorizations, claims and reimbursement, TRICARE programs and benefits, Electronic Data Interchange and more.

The newly updated TriWest Medical/Surgical and Behavioral Health E-Seminars also offer the convenience of learning about TRICARE programs in the comfort of your office, home or any location with Internet access. Just visit [www.triwest.com/provider](http://www.triwest.com/provider) and click on the “E-Seminars” link in the top right corner of the page.

You can also obtain free Continuing Education Units on post-traumatic stress disorder when you visit TriWest’s Web site. Go to [www.triwest.com/provider](http://www.triwest.com/provider) and click on the “Continuing Education” link in the top right corner of the page.

Thank you for your continued support and the care you provide to TRICARE beneficiaries in the West Region. ■



## Military Treatment Facility Inpatient Admission Cost Increase

The cost for inpatient care provided at a military treatment facility (MTF) has increased from **\$15.15** to **\$15.65** per day for active duty family members and retiree family members using TRICARE Standard or TRICARE Extra and for retiree family members enrolled in TRICARE Prime. There are no costs for MTF inpatient care for active duty service members, retirees, and TRICARE Prime active duty family members. ■

# Understanding Other Health Insurance Claims

**T**RICARE defines other health insurance (OHI) as any non-TRICARE health insurance that is not considered a supplement. The following chart indicates the order of benefit determination and shows which coverage is primary and which is secondary when a beneficiary has both TRICARE and OHI.

Beneficiary has TRICARE and the following OHI:	Primary	Secondary
Medicare	Medicare	TRICARE
Medicare Supplement	Medicare Supplement	TRICARE
Commercial Insurance Plan	Commercial Insurance Plan	TRICARE
Medicaid	TRICARE	Medicaid
Indian Health Service	TRICARE	Indian Health Service
TRICARE Supplement	TRICARE	TRICARE Supplement

The following applies when a TRICARE beneficiary has OHI:

- The beneficiary must follow all rules of the primary insurance (including authorization requirements); otherwise, TRICARE will not participate in the claim.
- Uniformed services members receiving care under TRICARE Prime, TRICARE Prime Remote or the Supplemental Health Care Program are not subject to coordination-of-benefit rules, as TRICARE is always the primary payer for active duty service members.

Providers are encouraged to ask beneficiaries about OHI so that the correct information is submitted on the claim and proper procedures are followed. Since OHI status can change at any time, it is important to verify this information with the beneficiary on a routine basis.

For more information about submitting OHI claims and how TRICARE calculates payments, visit [www.triwest.com/provider](http://www.triwest.com/provider) and click on “Claims/Reimburse.” ■



# TRICARE Provider News

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## CONTACTS

**TriWest Customer Service**  
1-888-TRIWEST  
[www.triwest.com](http://www.triwest.com)

**TRICARE Alaska Office**  
1-907-743-1800

**Wisconsin Physicians Service**  
(Electronic claims set up)  
1-800-782-2680  
[www.wpsic.com](http://www.wpsic.com)

**Express Scripts, Inc. (ESI)**  
(Pharmacy inquiries)  
1-866-DoD-TRRX  
1-866-DoD-TMOP  
[www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)

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## Behavioral Health Care Referral Reminder

All TRICARE Prime beneficiaries except active duty service members (ADSMs)\* may self-refer to most providers for the first eight outpatient behavioral health care visits per fiscal year (Oct. 1–Sept. 30). To avoid point of service (POS) charges, beneficiaries must seek services from a TRICARE network provider. However, if a TRICARE Prime active duty family member calls the Behavioral Health Care Provider Locator and Appointment Assistance Line at 1-866-651-4970, he or she may be given the name of a non-network provider if a network provider is not available in his or her area. This constitutes prior authorization to seek care from that non-network provider, and POS charges are waived. The non-network provider must obtain the prior authorization from TriWest Healthcare Alliance Corp. (TriWest).

It is important to keep in mind that there are certain behavioral health care providers for which a physician referral is **always** required, even for the first eight outpatient visits. These providers include licensed professional counselors, licensed mental health counselors and pastoral counselors.

If you have questions about behavioral health care referral requirements, call TriWest at 1-888-TRIWEST (1-888-874-9378). ■

\* ADSMs must **always** obtain a referral for behavioral health care.

