

## Help Pregnant Beneficiaries Transfer to a New Region

**W**hen a TRICARE Prime beneficiary has to move to a new region during her pregnancy, you and your staff can help the mother-to-be during this potentially stressful transition to ensure care is not interrupted. Therefore, it is important to be aware of the steps she will need to take and who she should contact for information.

If moving to a TRICARE Prime Service Area, the mother-to-be should first decide whether to enroll in TRICARE Prime or use TRICARE Standard.

If she chooses to re-enroll in TRICARE Prime in her new region,\* she will need to do the following:

- Get routine maternity care (e.g., monthly obstetrical visit) before moving.
- Remain enrolled in her current region until the move is complete.
- Complete and submit a *TRICARE Prime Enrollment Application and PCM Change Form* (DD Form 2876) to the new regional contractor once the move is complete.
- Make an appointment to see her new primary care manager (PCM) to coordinate continued obstetrical care.

If she selects a military treatment facility PCM in her new region, she will need a referral from her PCM to see a civilian network obstetrician. Prior authorization from the new regional contractor may also be required.

If she chooses TRICARE Standard instead of TRICARE Prime, she can see any TRICARE-authorized provider, but will pay higher out-of-pocket costs.

If your patient has questions or needs assistance with transferring to a new region during pregnancy, advise her to visit TriWest Healthcare Alliance Corp.'s Web site at [www.triwest.com](http://www.triwest.com) or call 1-888-TRIWEST (1-888-874-9378).

Beneficiary Counseling and Assistance Coordinators (BCACs) are also available to answer questions, help solve health care-related problems and assist her in obtaining medical care. To locate a BCAC, she can visit [www.tricare.mil/bcacdao](http://www.tricare.mil/bcacdao). ■

*\* If moving overseas and planning to enroll in TRICARE Overseas Program Prime, her eligibility will be contingent upon command sponsorship.*



## TriWest Offers Continuing Education Course

In cooperation with the University of North Texas (UNT) Health Science Center at Fort Worth, TriWest Healthcare Alliance Corp. (TriWest) is offering a free online provider course so you can better help TRICARE beneficiaries deal with post-deployment behavioral health issues. The course objective is to equip you with information to better identify and treat post-combat mood and anxiety disorders, enabling you to work more effectively with patients, families and other health care team members. Providers who complete the course will receive two contact hours of Continuing Education Unit credits.\*

The course is targeted to primary care providers and behavioral health care providers who care for the men, women and families of the armed forces. Statistics have shown that approximately 47 percent of military members serving in the Global War on Terror are National Guard and Reserve members. When they return from active duty, most return to their home communities, which may not be near military treatment facilities. Furthermore, many of their health care providers are not familiar with military combat-related health issues.

The content of the course is a streaming video of a live post-traumatic stress disorder seminar. TriWest created an interface that displays the video and tracks the viewer's progress. You will need to watch all videos before you can access the online evaluation and credit request form. A link to the video and specific continuing education information can be found on the TriWest Web site. Simply visit [www.triwest.com/provider](http://www.triwest.com/provider) and click on the "Continuing Education" link under the "Stay Updated" heading.

Upon completion of the course, you should be able to:

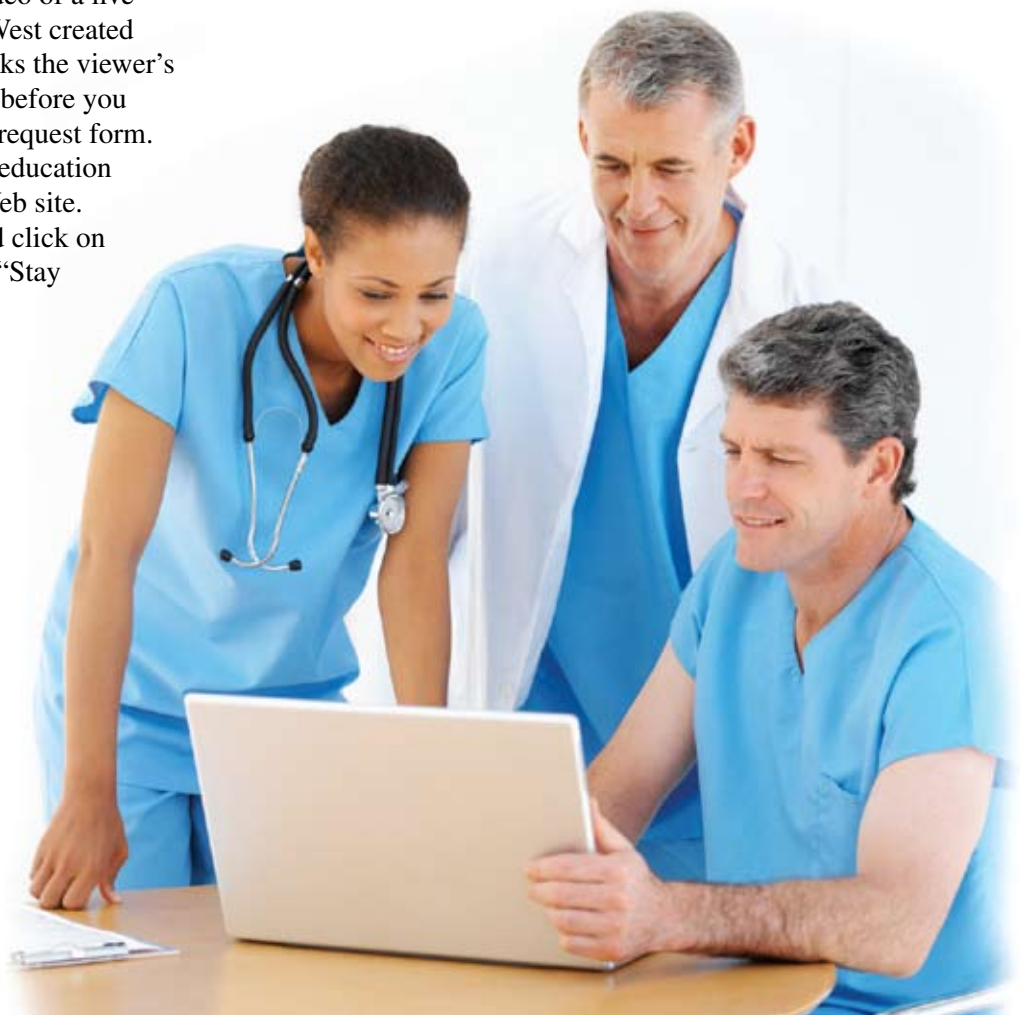
- Compare and contrast at least three treatment options for post-deployed personnel with mood or anxiety disorders
- Identify three different diagnoses that post-deployed soldiers may receive within a clinical setting
- List three common reactions to stress and trauma in a post-deployed setting

Software requirements to take the course are:

- **PC:** Microsoft® Windows® 2000 or above, Adobe® Flash® Player Plug-in 7.0.1, Microsoft Internet Explorer® 5.5 or Mozilla® Firefox®, and Adobe Acrobat® Reader® (to view printable PDF version)
- **Mac®:** Mac OS® 10.2.8, Adobe Flash Player Plug-in 7.0.1, Safari® and Adobe Acrobat Reader (to view printable PDF version)

Visit [www.triwest.com/provider](http://www.triwest.com/provider) and take the course today! ■

\* *The UNT Health Science Center is accredited by the American Osteopathic Association to award continuing medical education to physicians.*



## 2009 National Patient Safety Goals

The Joint Commission updates its National Patient Safety Goals (NPSGs) annually to help health care organizations address specific areas of concern regarding patient safety. Incorporating these goals into your policies and procedures is important for continuous improvement in patient care. For 2009, The Joint Commission has renumbered all of the requirements, added new requirements to three goals, and retired one goal.

### New Numbering System

A new numbering system was designed to enable sorting electronically and to accommodate the addition of new requirements. Each requirement is now assigned a six-digit number that designates its place in the manual chapter.

### New Requirements

To improve the accuracy of patient identification, one new requirement has been added to Goal 1:

- Implement a two-person verification process to eliminate transfusion errors related to patient misidentification.

To help prevent health care-associated infections, three new requirements have been added to Goal 7:

- Implement evidence-based practices to prevent health care-associated infections due to multiple drug-resistant organisms in acute care hospitals.
- Implement best practices or evidence-based guidelines to prevent central line-associated bloodstream infections.
- Implement best practices to prevent surgical-site infections.

To ensure patients' medications are accurately and completely reconciled across the continuum of care, two new requirements have been added to Goal 8:

- When a patient leaves an organization's care, provide a complete and reconciled list of the patient's medications directly to the patient and the patient's family (if necessary), and explain the list to the patient and/or the family.
- In settings where medications are used minimally or prescribed for a short duration, perform modified medication reconciliation processes.

### Retired Goal

Goal 12, which required the implementation of applicable NPSGs and associated requirements by components and practitioner sites, has been retired. The retired status indicates that the requirement was formally integrated into the official accreditation standards of The Joint Commission.

For a complete list of the 2009 NPSGs and requirements, visit [www.jointcommission.org/PatientSafety](http://www.jointcommission.org/PatientSafety). For more information, call the Standards Interpretation Group at 1-630-792-5900. You can also submit questions online at <http://jcwebnoc.jcaho.org/SigSub/onlineform.asp>. ■



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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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## Durable Medical Equipment Requests

To avoid delays in rendering care to TRICARE beneficiaries and processing durable medical equipment (DME) requests, TriWest Healthcare Alliance Corp. (TriWest) recommends adhering to the following process\* when submitting a DME request to TriWest for approval:

- The requesting provider initiates the process by sending the DME order to the supplier. The supplier then determines which equipment is most appropriate.
- The DME supplier should submit the request to TriWest with: a detailed description of the DME item, specific procedure code(s), cost of the item(s) and doctor's order.

For wheeled mobility, DME suppliers must submit their requests with a completed seating evaluation. The seating evaluation must be completed

by a therapist certified in rehabilitation and independent of the supplier. The *Clinical Information for Wheeled Mobility* form was revised to include the seating evaluation and is posted at [www.triwest.com/provider](http://www.triwest.com/provider).

The following scenarios can delay DME authorization and patient care:

- A physician determines the need for DME and submits the request directly to TriWest. The DME request is often too general and lacks the information necessary to process the authorization.
- The DME supplier submits the DME request, which is included on the Prior Authorization List, to TriWest with an adequate description and procedure coding, but without a doctor's order. The request cannot be approved without this documentation, which causes a delay in payment.

Additional information regarding DME requirements can be found in the *TRICARE Policy Manual*, Chapter 8, Section 2.1. You can also refer to [www.triwest.com/provider](http://www.triwest.com/provider) or call 1-888-TRIWEST (1-888-874-9378). ■

\* The process described applies only to DME items that require prior authorization. The *Prior Authorization List* is available at [www.triwest.com/provider](http://www.triwest.com/provider).

### Did You Know?

TriWest Healthcare Alliance Corp. does not require a provider to submit a certificate of medical necessity (CMN) for durable medical equipment (DME), prosthetics, orthotics and supplies with their authorization request before the patient can receive the item. However, the DME provider should still have a CMN or written prescription for the item in their files.