

## TRICARE Network Providers Possibly Affected by Personally Identifiable Information (PII) Compromise

In February 2008, the Department of the Air Force sent letters out to approximately 62,000 TRICARE network and 21,000 Air Force Medical Service providers and support staff nationwide to notify them of a potential Personally Identifiable Information (PII) compromise that may have occurred sometime between November 2006 and November 2007. A file, containing such personal information as names, Social Security numbers and/or birth dates, was stored on a potentially vulnerable server in Falls Church, Va.

Since the letters were mailed in February, some of the notifications were returned “undeliverable.” The Department of Defense (DoD), TRICARE and the Department of the Air Force take all potentially compromising information security situations very seriously and want to always act in the best interest of the provider staff we support. In an effort to increase greater awareness about this incident, the following information summarizes the incident,

the perceived risk and the recommended course of action for providers and staff.

### What Happened?

The file was discovered during a routine security scan in January 2008. Upon discovery, the file was immediately removed from the potentially vulnerable server. The Defense Information Systems Agency (DISA) then launched an extensive and rigorous data forensic investigation to determine the extent of the possible risk.

### Investigation Findings

The investigation concluded that not only was there no evidence to indicate that the file was compromised, but also the actual risk of unauthorized access to this personal information was very low. Subsequently, all systems continue to be assessed, certified and updated to ensure that the systems and the stored files remain secure, adhering to stringent DoD security specifications.

### Recommendations

If you did not receive a letter in February but want to verify whether or not your information was contained in this file or if you have any questions, the Department of the Air Force has created a special Response Center to handle any inquires related to this incident. Please call the toll-free hotline number at 1-888-217-0297, Monday through Friday, 9 a.m. to 9 p.m. Eastern Time. You also may send an e-mail to [SIRNinfo@FADV.com](mailto:SIRNinfo@FADV.com).

Again, while the unauthorized risk was assessed to be very low, we do recommend that you monitor your financial records and credit reports for unusual or suspicious activity as a precaution against the possibility of fraud or identity theft. We encourage you to review the fraud alert procedures recommended by the Federal Trade Commission (FTC) at [www.ftc.gov/bcp/edu/microsites/idtheft/](http://www.ftc.gov/bcp/edu/microsites/idtheft/) to determine whether you wish to place a 90-day fraud alert on your credit file. ■

## TRICARE Expands Coverage for Autism Services

The Department of Defense (DoD) and TRICARE recently announced a demonstration project that expands coverage for active duty family members (ADFMs) diagnosed with autism.

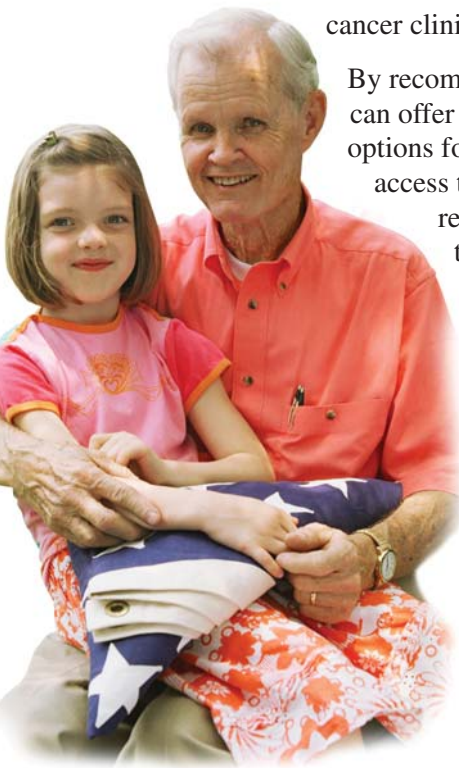
The Enhanced Access to Autism Services Demonstration Project went into effect on March 15, 2008. **Note:** Expanded coverage may not be immediately available in all markets. It provides TRICARE reimbursement for Educational Interventions for Autism Spectrum Disorders (EIA) services, such as Applied Behavior Analysis (ABA), delivered by paraprofessional providers or qualified tutors.

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# Cancer Clinical Trials Available to TRICARE Beneficiaries

Through a partnership between the Department of Defense (DoD) and the National Cancer Institute (NCI), TRICARE beneficiaries are eligible to participate in Phase II or Phase III NCI-sponsored cancer clinical trials.



By recommending these trials, you can offer TRICARE patients more options for cancer care and greater access to advances in cancer research, prevention and treatment. The trials may be available to TRICARE beneficiaries who have been diagnosed or are at increased risk for developing cancer.

TRICARE beneficiaries in the following plans are eligible to participate: TRICARE Prime,

TRICARE Prime Remote (TPR), TRICARE Standard and TRICARE Extra, TRICARE Reserve Select, TRICARE For Life (TFL) and US Family Health Plan (USFHP). Active duty service members also may participate in the NCI trials if they have an approved referral from a military treatment facility (MTF) primary care manager (PCM) or a referral approved by the Military Medical Support Office (MMSO) for their branch of military.

If you are treating an eligible TRICARE beneficiary whom you believe would benefit from participation in a Phase II or Phase III NCI trial, encourage him or her to visit [www.tricare.mil/cancertrials](http://www.tricare.mil/cancertrials) for more information.

Prior authorization is required to participate in NCI clinical trials. The NCI Web site at [www.cancer.gov](http://www.cancer.gov) lists some of the Phase II or Phase III NCI-sponsored clinical trials, but not all of them. Consult the TRICARE West Region Cancer Trials Coordinator at 1-866-427-6610 for a complete listing of available Phase II or Phase III trials or before beginning the evaluation or any treatment under a clinical trial. ■

## TRICARE Expands Coverage for Autism Services

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To be eligible for the demonstration project, your TRICARE patient must be at least 18 months old, enrolled in the Exceptional Family Member Program (EFMP), registered for ECHO coverage and live in the 50 United States or the District of Columbia.

“We think this demonstration project will address some of the concerns families have had—especially the inability to locate authorized ABA providers,” said Army Maj. Gen. Elder Granger, deputy director, TRICARE Management Activity. “However, we will only be successful if providers come forward to support our military families.”

For more information about the new demonstration project, including access to reports, PowerPoint presentations and checklists, visit the TRICARE Web site at [www.tricare.mil](http://www.tricare.mil) or call TriWest Healthcare Alliance Corp. at 1-888-TRIWEST (1-888-874-9378). ■



## TriWest Uses HEDIS Guidelines to Measure Quality of Care

**T**riWest Healthcare Alliance Corp. (TriWest) uses Healthcare Effectiveness Data and Information Set (HEDIS) guidelines, a tool used by more than 90 percent of America's health plans, to measure performance on important dimensions of care and service.

Many health plans report HEDIS data to employers or use the results to make improvements in the quality of care and service. At TriWest, we use HEDIS measures to monitor effectiveness of care, specific to the TRICARE population, for a broad range of important health issues, including the following:

### • Breast Cancer Screening

- Measure: Percent of women between 40–64 years of age who have had at least one mammogram in the past two years

### • Cholesterol Management for Patients with Cardiovascular Conditions

- Measure: Percent of members between 18 years of age and older who were discharged alive for acute myocardial infarction (AMI), coronary artery bypass graft (CABG), percutaneous transluminal coronary angioplasty (PTCA), or who had a diagnosis of ischemic vascular disease (IVD) and received an LDL-C screening where LDL-C level was controlled to <100mg/dL

### • Comprehensive Diabetes Care

- Measures: Percent of members between 18–64 years of age with diabetes (Type 1 and Type 2) who had each of the following:
  - Hemoglobin A1c (HbA1c) testing
  - Poorly-controlled HbA1c (greater than 9.0)

- Good HbA1c control (less than 7.0)
- Eye exam (retinal) performed
- Serum cholesterol level (LDL-C) screening
- Cholesterol level (LDL-C) controlled to less than 100 mg/dL
- Medical attention for kidney disease (nephropathy)
- Blood pressure control (<130/80 mm Hg)
- Blood pressure control (<140/90 mm Hg)
- **Use of Appropriate Medications for People with Asthma**
  - Measure: Percent of enrolled members between 5–56 years of age with persistent asthma who were prescribed medications acceptable as primary therapy for the long-term control of asthma

Your assistance in ensuring that your TRICARE beneficiaries receive appropriate clinical preventive services, as well as ongoing management of conditions, such as high cholesterol, diabetes, asthma and treatment after a heart attack, is greatly appreciated.

For more information, please refer to Section 5 of the *TRICARE Provider Handbook* (regarding Clinical Preventive Services) at [www.triwest.com/provider](http://www.triwest.com/provider) in the Resource Library. Or visit the National Committee for Quality Assurance (NCQA) Web site at [www.ncqa.org](http://www.ncqa.org). ■

## Submit Secondary Claims Electronically

**S**econdary or other health insurance (OHI) claims for TRICARE beneficiaries can be submitted electronically. You can choose from one of the following options:

### Online via [www.triwest.com](http://www.triwest.com)

- Log on to the secured area of [www.triwest.com](http://www.triwest.com).
- Enter patient and claim data.
- Select “Yes” to the question, “Does Patient Have OHI?”

- Enter OHI Allowed Amount: The OHI Paid Amount and OHI Payment Reason from the drop-down list.
- Once you have completed entering this service level data, select the “Submit” button.

### Through an EDI Clearinghouse/Vendor

Contact your EDI clearinghouse/vendor to confirm that they accept secondary or OHI claims.

For more information about filing claims electronically, refer to “EDI Connection” on [www.triwest.com/provider](http://www.triwest.com/provider) or call 1-888-TRIWEST (1-888-874-9378). ■

TriWest Healthcare Alliance Corp.  
P.O. Box 42049  
Phoenix, AZ 85080

## 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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## Fax Your Consult Reports on Time, One Report at a Time

Consultation and treatment reports help facilitate continuity of care for all TRICARE beneficiaries. Both civilian and military treatment facility (MTF) referring providers need timely feedback to properly manage the care of their patients.

In addition, the military requires complete medical records to assess “combat readiness” and “fitness for duty” of troops and to deploy active duty service members (ADSMs) whenever and wherever necessary. TriWest would like to stress the importance of sending consult reports out as quickly as possible for ADSMs, as they may be unable to deploy until the consult reports are submitted.

TriWest has created a consult report tracking system to assist the MTF with receiving and tracking these reports.

For your convenience, TriWest provides a fax cover sheet, located on the last page of the referral/authorization approval letter, that is pre-populated with the referring provider’s fax number. Using this cover sheet will streamline the return of your consult reports to the referring provider.

Moreover, it is important to remember to fax only one consult report at a time. Submitting several reports within the same fax can cause unnecessary delays in the return of your consult reports to the referring provider because each fax is stored as a separate electronic file. When multiple reports are sent on one fax, TriWest must manually separate the reports and re-fax them to create separate electronic files.

If you determine that your TRICARE patient needs further tests and/or

treatment after the initial appointment, please submit your consult report within 10 days after the patient’s initial appointment. For urgent care, the preliminary report should be submitted within 24 hours.

Please note that consult tracking does not replace the referral/authorization process and these requests should be submitted to TriWest when required, along with your consult reports.

For more information about consult report tracking and the referral/authorization process, refer to Section 2, “Important Provider Information” in the *TRICARE Provider Handbook*, which is available online at [www.triwest.com/provider](http://www.triwest.com/provider). You also may call TriWest directly at 1-888-TRIWEST (1-888-874-9378). ■