

Submit Referral and Authorization Requests Online at www.triwest.com

TriWest Healthcare Alliance Corp. (TriWest) makes it easy to submit referral and authorization requests online. Becoming a registered user on the TriWest secure provider portal allows you to use the online tool to submit your requests quickly and conveniently.

To become a registered user, go to the TriWest Web site at www.triwest.com/provider and click on “Register Today!” for instructions. After you submit your registration, you may have to wait 24–48 hours to access the online tool. If you are already a registered user, make sure that the tax identification number (TIN) affiliated with your login is the same as the TIN for the referral and authorization requests you plan to submit. Each person in your office who is responsible for submitting online requests also must register.

Once you are registered and able to access the tool, click on “My Account” to log in to the secure portal. You should now be able to see the “Referrals & Authorizations” section. Click the “Learn to Submit Requests” link for a list of online tools.

The “Submission Tutorial” shows how to use the tool to submit referral and authorization requests. A step-by-step guide is also available. It is very important to read and follow submission instructions, as incorrect submissions will result in delays.

When you are ready to submit your referral and authorization requests, simply click on “Submit Request” to launch the application. Remember to include clinical information with your request. If you have questions or need assistance with using the online tool, click on “Technical Assistance with Submission Requests,” complete the online form and a TriWest Support Team representative will contact you shortly. **Note:** The TriWest Support Team only provides assistance with tool functionality. Referral and authorization questions should be directed to Contact Center staff.

For additional information, visit www.triwest.com/provider or call 1-888-TRIWEST (1-888-874-9378). ■



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Share Your E-mail Address with TriWest

TriWest Healthcare Alliance Corp. (TriWest) is developing a more effective and efficient means of communicating with providers by collecting provider e-mail addresses. The goal is to communicate the right information to the right person at the right time.

This initiative will allow TriWest to inform you via e-mail about:

- TRICARE program changes
- New TriWest processes, policies and/or resources to help you care for TRICARE beneficiaries
- Educational opportunities or events in your community

TriWest will not sell or distribute your e-mail address to other companies or individuals, with the exception of your local network representative. TriWest will not

send spam e-mails—all communications will be TRICARE- or TriWest-related information only, and TriWest will not overload your e-mail account.

You can share your e-mail address(es) with TriWest by registering for *TRICARE eNews* on our Web site at www.triwest.com/provider or by contacting your local network representative. ■



New eSeminars Now Available

TRICARE Provider eSeminars have been developed by TriWest Healthcare Alliance Corp. (TriWest) with busy providers and their staff in mind. eSeminars allow you and your staff to learn about TRICARE and TriWest in your own office, home or any location with Internet access. In addition, the eSeminars are a good way to educate new staff about TRICARE and for experienced staff to get a refresher on specific topics or areas of interest.

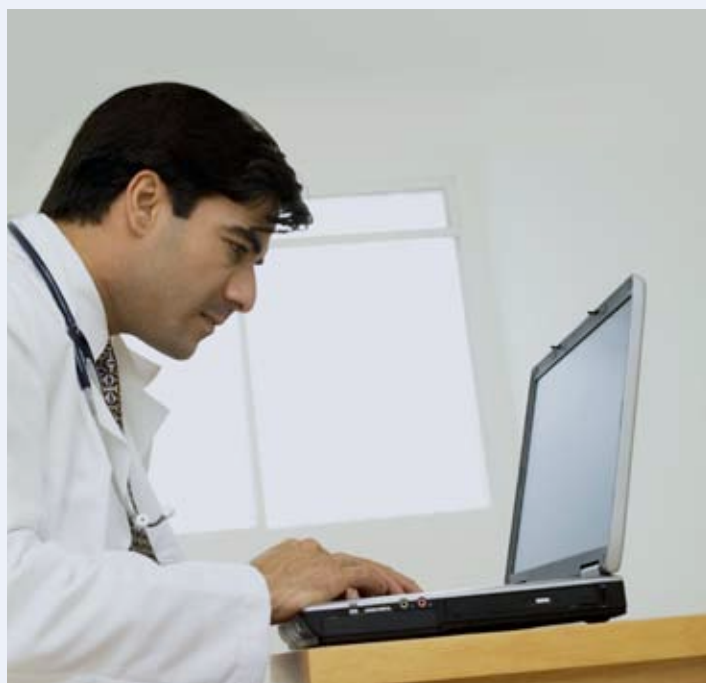
eSeminars are currently available on the following topics (approximate duration is noted for each):

- Outpatient prospective payment system (18 minutes)
- TRICARE 101 (40 minutes)
- Medical/surgical (83 minutes)
- Behavioral health (75 minutes)
- TRICARE Extended Care Health Option (30 minutes)
- Home health agency prospective payment system (30 minutes)
- TRICARE hospice benefit (25 minutes)

Because preregistration is not required, you may begin an eSeminar immediately. Just go to www.triwest.com/provider and click on the “eSeminars” link. You will need headphones or speakers on your computer to take an eSeminar. If you

begin an eSeminar and are unable to complete it in one sitting, you can pause it and finish it later.

At the completion of the eSeminar, take the time to follow the additional instructions to receive credit for taking the course. ■



Prescribing Medications to TRICARE Beneficiaries

A Department of Defense Policy Reminder

The Department of Defense (DoD) generic drug use policy helps to ensure TRICARE beneficiaries receive prescription medications with the lowest out-of-pocket costs. Please keep the following policy reminders in mind when writing prescriptions for your TRICARE patients.

Focus on Generics

DoD policy requires that generic medications be prescribed instead of brand name medications when a generic equivalent is available. The TRICARE Uniform Formulary contains only medications that have been approved by the U.S. Food and Drug Administration, which ensures that generic medications are therapeutically equivalent to their brand name counterparts. You can prescribe generic medications with confidence and know you are helping beneficiaries save money since generics have the lowest cost-share under the TRICARE Pharmacy Program. For additional information about the Uniform Formulary or to see if a medication is covered, visit the TRICARE Uniform Formulary Web page at www.tricare.mil/UniformFormulary. There is also a Uniform Formulary Search Tool available at www.tricareformularysearch.org.

Brand Name Medications and Medical Necessity

You may prescribe brand name medications that have generic equivalents if you are able to provide clinical justification for using the brand name medication in place of the generic medication. For a brand name medication to be dispensed, you will be required to provide a clinical explanation in writing to ensure that certain criteria have been met. To find specific criteria and to obtain the forms needed to request a brand name medication due to medical necessity, visit https://rxnet.army.mil/pec/forms_criteria.php.

If a generic equivalent does not exist, you may prescribe a brand name medication and it will be dispensed to the beneficiary at the higher brand name cost-share. If a generic equivalent does exist and you prescribe the brand name medication without establishing medical necessity and obtaining prior authorization, the beneficiary will be responsible for paying the entire cost of the prescription.

For more information about the TRICARE Pharmacy Program, visit www.tricare.mil/pharmacy. ■



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CONTACTS

TriWest Customer Service
1-888-TRIWEST
www.triwest.com

TRICARE Alaska Office
1-907-743-1800

Wisconsin Physicians Service
(Electronic claims set up)
1-800-782-2680
www.wpsic.com

Express Scripts, Inc. (ESI)
(Pharmacy inquiries)
1-877-363-1303
www.express-scripts.com/TRICARE



Thank You for Taking Care of Our Veterans

On Veterans Day in 1961, President John F. Kennedy stood before the country to honor our veterans and commemorate a historic day of peace.

“In an age that threatens the survival of freedom, we join together to honor those who made our freedom possible,” he said. “We celebrate this Veterans Day for a very few minutes, a few seconds of silence and then this country’s life goes on.”

Today, we celebrate more than 43 million men and women who have fought valiantly throughout history to preserve

our heritage of freedom and democracy. Some of them are resting peacefully at home and abroad, yet many walk beside us as neighbors, colleagues and friends. These heroes include our TRICARE-eligible veterans and their families. They have defended our liberty, and we are forever grateful for their service.

TRICARE and TriWest Healthcare Alliance Corp. would like to thank you, our providers, for caring for our active duty service members, National Guard and Reserve members, military retirees and all of their family members. ■

