

Clinical Toolkits Available for Providers

Providing quality health care and assisting patients in adopting healthier lifestyles is now only a click away. TriWest Healthcare Alliance Corp.'s (TriWest's) Clinical Quality Management department has created a Clinical Toolkit in the "Resource Library" section at www.triwest.com/provider. It can also be found in the "Clinical Information" section.

Toolkits have been set up for the following topics:

- Acute myocardial infarction (AMI)
- Adherence to pneumonia standards
- Human papillomavirus (HPV) vaccine
- Surgical infection prevention
- Traumatic brain injury (TBI)

Each section contains a wealth of information to help you save time and meet recommended guidelines in real-world situations. For example, the AMI toolkit contains links to up-to-date, beneficiary-oriented pamphlets on quitting smoking, lowering cholesterol, improving nutrition and increasing activity.

In addition, there is a "Did You Know?" section that offers snippets of important information related to each topic.

New tools will be added as they become available, so visit the Clinical Toolkit page in the "Resource Library" section at www.triwest.com/provider often. ■

TriWest Enhances Traumatic Brain Injury Program

TriWest Healthcare Alliance Corp. (TriWest) has enhanced its Traumatic Brain Injury (TBI) Program to provide additional support for active duty service members (ADSMs) and their families in the TRICARE West Region.

TriWest has established a dedicated TBI health support team to work in partnership with military treatment facility (MTF) staff and provide assistance to ADSM TBI patients. Program enhancements include Case Management Support Representatives, who:

- Serve as the primary point of contact for referrals
- Are specially trained to handle benefits information and other non-clinical needs of ADSMs
- Work in close coordination with Case Management
- Actively monitor and follow up with ADSMs

The TriWest TBI team is available to support and collaborate with MTFs to help ADSM TBI patients (including members of the National Guard and Reserve who sustained a TBI while on active duty) and their families learn about all aspects of their TRICARE and Veterans Administration (VA) benefits, as well as other available resources.

To refer an ADSM with a TBI to TriWest's TBI Program, complete the *Traumatic Brain Injury (TBI) Program Referral Form* and fax it to 1-866-269-5758. The form is available at www.triwest.com/provider in the "Find a Form" section under "Clinical Programs."

If you have any questions regarding the TBI Program, please contact the TriWest TBI team by phone at 1-866-209-0390 or by e-mail at TBIsupport@triwest.com. ■



Ambulatory Surgery Billing Requirement Reminder

As reminder, all ambulatory surgery services with dates of service on or after May 1, 2009, must be submitted on a CMS-1450 UB-04 claim form. TRICARE will no longer accept these services on a CMS-1500 form with the SG modifier. Claims submitted on a CMS-1500 after May 1, 2009, will be returned.

Ambulatory surgical service claims need to be submitted on a UB-04 per the provisions of the *TRICARE Reimbursement Manual*. The TRICARE outpatient prospective payment system (OPPS) also requires TriWest to use the Current Procedural Terminology/Healthcare Common Procedure Coding System code, not the revenue code, to determine payment. Please note that the revenue codes should be matched with the procedure code relevant to that cost center (e.g., drug revenue codes should carry drug codes, supply revenue codes should carry supply codes). Surgery codes should be billed only on surgery revenue codes. Claims that use the surgical procedure code on non-surgical revenue codes will be returned to the provider for proper coding.

You can continue to submit your claims electronically via the secure provider portal at www.triwest.com/provider without purchasing any new software. If you are not currently registered, click on “Register Today!” in the upper left corner of the Provider Connection page to set up an account.

For additional information, please refer to the *TRICARE Reimbursement Manual* (Chapter 9, Section 1), available at <http://manuals.tricare.osd.mil>. ■



TRICARE Pharmacy Program Update

With the beginning of the new TRICARE Pharmacy Program contract on Nov. 4, 2009, Express Scripts, Inc. (Express Scripts) will continue as the program administrator, providing mail-order, retail and specialty pharmacy services for TRICARE beneficiaries. The transition to this new contract will be transparent to your patients. New prescriptions are not required, and your patients can continue to use their current pharmacies.

The objectives of the TRICARE Pharmacy Program are to:

- Provide a uniform, effective and efficient benefit
- Encourage Mail Order Pharmacy use
- Promote patient safety

The new Specialty Medication Care Management program will provide beneficiaries with enhanced education about specialty medications and promote safe use of these medications. These include medications that need special handling and administration, require frequent dose changes and may require additional clinical monitoring to achieve best results. If you order a specialty medication from the Mail Order Pharmacy for a patient, the patient will receive additional information from Express Scripts about the Specialty Medication Care Management program and how to get started.

You can help your TRICARE patients save time and money by encouraging them to use the Mail Order Pharmacy for medications they take on a regular basis. They can order up to a 90-day supply of maintenance medications at minimal out-of-pocket costs and have them delivered right to their homes. Your patients can call the Member Choice Center at 1-877-363-1433 if they need assistance switching retail pharmacy prescriptions to the Mail Order Pharmacy.

For more information on the TRICARE Pharmacy Program, visit www.tricare.mil/mybenefit/home/Prescriptions or www.express-scripts.com/TRICARE. ■



Fighting the Flu

Encourage Patients to Get Vaccinated

According to the Centers for Disease Control and Prevention (CDC), more than 200,000 people are hospitalized due to flu-related complications each year in the United States, and about 36,000 people die from flu-related causes. Encourage your patients to get vaccinated—it is the best way to fight the flu.

TRICARE covers the flu vaccine based on the CDC's current flu season guidelines. Anyone who wants to decrease his or her chances of getting the flu can get vaccinated, but the CDC recommends that people in certain high-risk categories get vaccinated every year. These include:

- Children ages 6 months through 18 years
- Pregnant women
- People age 50 and older
- People with certain chronic medical conditions
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from the flu, including health care workers, household contacts of other people at high risk and household contacts and caregivers of children less than 6 months old

The flu shot is approved for people age 6 months and older, and the nasal-spray vaccine (FluMist[®]) is an option for healthy people ages 2–49 years who are not pregnant. In order to be covered by TRICARE, the vaccine must be administered in your office. Flu vaccines are **not** covered by TRICARE when provided at a civilian pharmacy, drug store or supermarket.

The CDC recommends you should begin vaccinating patients as soon as you have the flu vaccine, and you should continue to offer it to patients throughout the flu season. Flu outbreaks can happen as early as October, but activity usually peaks in January or later.

If your practice does not offer the flu vaccination, encourage your TRICARE patients to check with their military treatment facility (MTF) to see if the flu vaccine is being offered. **Note:** Active duty and reserve personnel must receive vaccinations at an MTF. This will ensure their immunization records are complete and their compliance with Department of Defense immunization policy is documented.

For more information about the flu and vaccination guidelines, visit the CDC Web site at www.cdc.gov/flu. ■



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

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)
1-866-DoD-TRRX
1-866-DoD-TMOP
www.express-scripts.com/TRICARE



MILVAX: Your Source for Vaccine Information

The Military Vaccine (MILVAX) Agency is a Department of Defense (DoD) executive agency that works to enhance military medical readiness and protect human health by promoting immunization policy and practice and coordinating military immunization programs worldwide.

As a TRICARE provider, your primary source of information when you have questions about vaccinations should be the MILVAX Agency. It is particularly important when questions pertain to biodefense vaccines like anthrax and smallpox. Since biodefense vaccines are only available to certain military personnel and most civilian providers have limited knowledge of these vaccines, it is essential that you use the MILVAX Agency as the main source for scientific-based immunization information. For the agency's specialized information on these vaccines, visit www.smallpox.mil or www.anthrax.mil.

The MILVAX Agency also has 12 regional analysts throughout the United States and four at overseas locations who are available to assist you if you have questions about vaccinations for your TRICARE patients. To find the regional analyst closest to you, visit the MILVAX Agency's Web site at www.vaccines.mil/map.

For information on current DoD guidance on subjects such as seasonal influenza, visit www.vaccines.mil. The MILVAX Agency also offers on-site and online training. For more information, visit the Immunization University on the MILVAX Agency's Web site. Go to www.vaccines.mil and select "Imz University" from the menu on the left.

In addition to its online services, the MILVAX Agency offers a toll-free information line, 1-877-GET-VACC (1-877-438-8222), and an e-mail question-and-answer service (vaccines@amedd.army.mil), which guarantees you an answer to your questions within 24 hours. ■