

Reference Room: TRICARE Adjunctive Dental Q&A

The **only** dental coverage in the TRICARE medical health care benefit is adjunctive dental care. TRICARE offers separate dental benefit programs for non-adjunctive dental services.

“TRICARE’s adjunctive dental coverage provides a benefit that can enhance the outcomes associated with the medical treatment and improve the quality of life of our beneficiaries—and your role is key.”

*~ Gary C. Martin, Col., USAF, DDS, MPH Director,
Dental Care Division TRICARE Management Activity*

It is important that providers understand the difference between adjunctive and non-adjunctive dental services. The following questions and answers should provide a quick reference.

What is adjunctive dental care?

Adjunctive dental care is dental care that is medically necessary in the treatment of an otherwise covered medical condition, is an integral part of the treatment of such medical condition, or is required in preparation for, or as the result of, dental trauma that may be or is caused by medically necessary treatment of an injury or disease. Some examples include:

- Removal of teeth and tooth fragments to treat and repair facial trauma resulting from an accidental injury
- Total or complete ankyloglossia (tongue-tie) to alleviate difficulty swallowing or speaking (Partial ankyloglossia is not covered.)
- Dental or orthodontic care that is directly related to the medical and surgical correction of a severe congenital anomaly
- Dental care in preparation for, or as a result of, in-line radiation therapy for oral or facial cancer

For a more detailed list of adjunctive dental procedures that TRICARE covers, access Chapter 8, Section 13.1 of the *TRICARE Policy Manual* at <http://manuals.tricare.osd.mil>.

Does adjunctive dental care require a referral?

Beneficiaries enrolled in TRICARE Prime or TRICARE Prime Remote (TPR) need a referral for adjunctive dental care unless the care is received in an emergency situation. A referral is not required for all other TRICARE beneficiaries.

Who can refer a patient for adjunctive dental care?

While adjunctive dental care is usually provided in an emergency situation, in non-emergency situations, TRICARE Prime or TPR enrollees would require a referral from their primary care manager (PCM). If you are a PCM and feel that adjunctive dental care is needed, follow the same procedures as you would for any specialty care referral.

Does adjunctive dental care require prior authorization?

For all TRICARE beneficiary types, all adjunctive dental care requires prior authorization to determine if the condition requires adjunctive or non-adjunctive dental care. The prior authorization requirement is waived only when essential adjunctive dental care involves a medical emergency, such as facial injuries resulting from a car accident. Follow the same process to obtain a prior authorization for adjunctive dental care as you would for any other type of care requiring prior authorization.

What is non-adjunctive dental care?

Non-adjunctive dental care refers to any routine, preventive, restorative, prosthodontic, periodontic or emergency dental care that is not related to a medical condition. TRICARE beneficiaries may receive these dental services through one of two TRICARE dental programs—the TRICARE Dental Program or the TRICARE Retiree Dental Program—but must be enrolled to receive TRICARE coverage. Please direct beneficiaries to their regular dentist for non-adjunctive dental services.

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TRICARE Extended Care Health Option (ECHO)—A Program Recap

On Sept. 1, 2005, TRICARE's Extended Care Health Option (ECHO) replaced the TRICARE Program for Persons with Disabilities (PPPWD). The new ECHO program expands upon the financial assistance delivered to active duty family member beneficiaries who have a qualifying condition as defined by the law. It also continues to offer—and in some instances expands—services and supplies that supplement the basic TRICARE Prime, TRICARE Standard and TRICARE Extra program options.

While there are many similarities between PFPWD and ECHO, the government's monthly cost-share has increased from \$1,000 to \$2,500.

Depending on the circumstances, ECHO benefits may include:

- Medical and rehabilitative services
- Training to use adaptive technology devices
- Special education
- Institutional care
- Transportation
- Services, such as those from a qualified interpreter or translator

- Durable equipment
- Expanded in-home medical service through TRICARE ECHO Home Health Care (EHHC)
- In-home respite care services:
 - ECHO respite care
 - EHHC respite care
- Applied Behavioral Analysis (ABA)

TRICARE ECHO Eligibility

TRICARE ECHO is only available to active duty family members who have a qualifying condition. The following are qualifying conditions under ECHO:

- Moderate or severe mental retardation
- A serious physical disability
- An extraordinary physical or psychological condition of such complexity that the beneficiary is homebound
- A diagnosis of a neuromuscular developmental condition or other condition in an infant or toddler that is expected to precede a diagnosis of moderate or severe mental retardation or a serious physical disability
- Multiple disabilities, which may qualify if there are two or more disabilities affecting separate body systems

Additionally, participants must register in the Exceptional Family Member Program (EFMP) to be eligible for ECHO. To learn about EFMP, visit www.militaryhomefront.dod.mil.

Find More Information

Additional information about the new TRICARE ECHO program is available on the TRICARE Web site at www.tricare.osd.mil or on the TriWest Web site at www.triwest.com. Prior to Sept. 1, PFPWD participants should have received letters explaining the change from PFPWD to ECHO.

If you believe that one of your patients has a condition that may qualify for services under TRICARE ECHO, contact TriWest at 1-888-TRIWEST or visit the TriWest Web site for assistance. ■

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Hospital services and supplies are covered for a patient who requires a hospital setting for non-covered, non-adjunctive dental care when medically necessary to safeguard the life of the patient from the effects of dentistry on an underlying non-dental

organic condition. Professional services related to the non-covered dental care are not covered; professional services related to the medical condition (excluding the dentist and anesthesiologist) are covered.

Where can I find more information?

For more information about adjunctive dental care, including how to process prior authorizations or referrals, contact TriWest by visiting www.triwest.com or calling 1-888-TRIWEST. ■

A Guide to Contacting WPS about Electronic Claims Submission

The chart below provides important contact information. Remember, network providers are required to file claims electronically, while non-network providers are encouraged to file electronically. You can contact WPS at 1-800-782-2680 or 1-608-221-7115 or visit www.wpsic.com/edi/edi_home.shtml for information about electronic claims submission. ■

SITUATION	CONTACT
Provider requires information regarding EDI claims submission to WPS.	Provider can access the WPS EDI Web site at: https://www.wpsic.com/edi/edi_about_p.shtml?mm=3 . OR Provider can contact a WPS EDI Consultant by dialing 1-800-782-2680 and selecting Option 4.
Provider is having technical problems with the submission of electronic claims.	Provider can contact a WPS EDI Technical Consultant by dialing 1-800-782-2680 and selecting Option 2.
Provider is having technical problems with the submission of claims or registering for the secured provider area on www.triwest.com .	Provider can contact a WPS EDI Technical Consultant by dialing 1-800-782-2680 and selecting Option 3.
Provider is checking the status of an EDI agreement or wishes to request an EDI form.	Provider can contact a WPS EDI Consultant by dialing 1-800-782-2680 and selecting Option 7.
Hours of Operation: 8:00 a.m.–7:30 p.m. Central Standard Time (CST)	

TRICARE Fact Sheets—A Good Source of Information

The TRICARE Management Activity (TMA) offers a wealth of information to providers regarding TRICARE programs and policies with its TRICARE Fact Sheets. Designed to provide detailed information on particular TRICARE topics, the Fact Sheets reflect the most current TRICARE information.

Along with descriptions of the various TRICARE programs, such as TRICARE Standard, TRICARE Extra, TRICARE Prime Remote and the recently launched TRICARE Reserve Select, providers can find detailed information about TRICARE benefits, including dental, pharmacy, chiropractic care and vision benefits, as well as beneficiary eligibility. They also cover such topics as the TRICARE catastrophic cap and how TRICARE changes when a military sponsor retires or dies.

You can find the Fact Sheets in alphabetical grouping or by topic. The Fact Sheets can be found on the TRICARE Web site at www.tricare.osd.mil/factsheets/. ■

Updated TRICARE Provider E-Seminars Available Now

TriWest has updated its online educational seminars with the latest information about TRICARE programs.

TRICARE Provider E-Seminars allow providers and their staffs to learn about TRICARE and TriWest in the comfort of their own offices, homes or any location with Internet access meeting minimal technical requirements.

There are currently three e-seminars available: medical/surgical, behavioral health and Extended Care Health Option (ECHO). The content presented in these e-seminars is comparable to attending a live TRICARE seminar.

Providers may begin the seminar of their choice immediately—there is no registration or waiting. At the completion of the seminar, there are additional instructions to ensure that TriWest has a record of course completion.

The e-seminars can be taken more than once and can be used as a reference tool, as needed. ■

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

CONTACTS

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

TRICARE Alaska Office
(Alaskan providers only)
1-907-743-1800

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

Express Scripts
(Pharmacy inquiries)
1-866-DoD-TRRx
1-866-DoD-TMOP
www.express-scripts.com/TRICARE

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Provider News is published by TRICARE Management Activity. Please provide feedback at www.tricare.osd.mil/evaluations/newsletters.



New Procedure Codes Implemented

TriWest implemented a new claims pricing methodology that went into effect on Dec. 1, 2005. A spreadsheet detailing these changes is available at www.triwest.com in the Provider Connection area.

For codes for which the TRICARE Management Activity (TMA) has not established reimbursement amounts, TriWest developed reimbursement amounts based on Medicare rates, state prevailing methodologies or other proprietary methodologies.

TriWest isolated every code that didn't have a TMA price and developed pricing. These included the schedule for ambulance services, G codes (for procedures that don't have CPT codes), J codes (for drugs that aren't self-administered), Q codes (supplies for casts), and S codes (drugs, services and supplies with no national codes). This ensured that TriWest has a published price for every code and can apply consistent pricing. The spreadsheet will be updated quarterly or as new codes are added.

For further information or questions, call 1-888-TRIWEST or visit www.triwest.com. ■

Providers Can Establish No-Show Fee Policy

Network providers have asked for guidance regarding the billing of TRICARE beneficiaries who have missed an appointment without calling to cancel or reschedule within a specific time period (e.g., within 24 hours of the scheduled appointment).

In general, TRICARE regulations do not prohibit providers from establishing practice policies regarding no-show fees.

Providers, who as part of their practice standards require beneficiaries to sign an agreement taking financial responsibility for missed appointments, are within their rights to charge beneficiaries for missing an appointment. However, if no formal agreement is in place, the provider may not bill the beneficiary for the missed appointment.

For more information, contact your local network representative or call 1-888-TRIWEST. ■