

## Behavioral Health DVD Available to Providers Encourages Early Treatment for Combat Stress

You now have a new tool to help troops returning from duty in Iraq and Afghanistan who may be suffering from combat stress, also known as Post Traumatic Stress Disorder (PTSD).



TriWest Healthcare Alliance produced “Getting Home: All the Way Home,” a DVD intended for combat veterans who may be exhibiting the symptoms of combat stress.

“It’s our hope that troops returning throughout the West Region will use this DVD to

help them recognize the symptoms of deployment-related health-issues,” said clinical psychologist Blake Chaffee, Ph.D, vice president of Behavioral Health at TriWest.

“We have an opportunity to reach tens of thousands of people with resources that will help them cope with the challenges of serving during wartime.”

The DVD features Dr. Chaffee and other experts in the behavioral health field who explain common symptoms of combat stress and encourage those afflicted with symptoms of PTSD to seek early treatment. Several resources are also provided.

TriWest encourages providers who frequently work with deployed service members and their families to order a copy to review and recommend to their clients, if they find it useful. Providers in the TriWest Region can order the free DVD online at [www.triwest.com](http://www.triwest.com). ■

## A Reminder about School Physicals

Soon it will be back-to-school time for many of your TRICARE patients and your appointment books will probably be getting filled with those who need school physicals. There are a few important things to remember when performing school physicals for your TRICARE patients.

- TRICARE covers annual school physicals for beneficiaries ages 5 to 11 that are required for school enrollment.
- This benefit **does not** include physical exams that may be required by the school to participate in school sports.

TRICARE Prime enrollees may receive school physicals and other clinical preventive services from any network provider without referral or authorization from the primary care manager (PCM). TRICARE Prime enrollees and clinical preventive services do not require a copayment.

If the services are not available from a network provider, a Prime enrollee may receive the services from a non-network provider with a PCM referral. If the enrollee uses a non-network provider without obtaining a referral, payment is made under the point-of-service option.

Beneficiaries using TRICARE Standard or TRICARE Extra do not require a referral for school physicals, but they are responsible for applicable cost-shares and deductibles.

For more information about school physicals coverage, visit [www.triwest.com](http://www.triwest.com) ■



## New Behavioral Health Web Portal on [www.triwest.com](http://www.triwest.com)

Earlier this year, TriWest launched a new behavioral health resource on our Web site. This resource was developed to help address the unique emotional and mental health challenges facing our nation's military service members and their families. TriWest made a commitment to organize professional and self-help resources for service members, their families, military leaders and civilian providers.

The new Web portal features information and resources for common psychiatric disorders, deployment-related issues and substance use challenges facing many service members and their families. The behavioral health Web content at [www.triwest.com](http://www.triwest.com) is identified by audience: providers, service members and their families and military leaders.

The provider section is divided into three sections:

- Emotional Well-Being
- Deployment
- Addiction Recovery



Within each of these sections, providers will find a variety of resources to help in the treatment of TRICARE beneficiaries, such as:

- Evidence-based, clinical practice guidelines
- A collection of clinical assessment tools
- Recommended treatment options
- Treatment manuals
- TRICARE behavioral health benefits
- Clinician administered treatment resources
- Resources for primary care providers
- Self-help resources

The behavioral health Web portal will continue to expand this year. Please return to [www.triwest.com](http://www.triwest.com) regularly to see the featured emotional health, addiction/recovery and other military family health topics. ■



### Bill DME Claims with Correct Modifier

Providers who file durable medical equipment (DME) claims are reminded to use the correct modifiers in accordance with the Health Care Procedure Coding System (HCPCS) Manual guidelines and TRICARE policy. Modifier RR, although a correct modifier for DME rentals, is not specific enough. Instead of using modifier RR when submitting DME claims, providers should use one of the following more specific modifiers:

- Modifier KH for the first month's rental
- Modifier KI for the second and third month's rental
- Modifier KJ for months 4-15

In February 2005, TRICARE policy regarding the calculation of DME reimbursement was changed. TRICARE now pays for 10 percent of the purchase price for modifiers KH and KI, and 7.5 percent of the purchase price for modifier KJ up to 15 months or until the purchase price is met, whichever comes first.

TRICARE never pays more than the DME purchase price and rental payments may not exceed 15 months or the purchase price. As a reminder, providers should not bill with unlisted codes. All unlisted procedures over \$50 require an authorization.

For further information, refer to the TRICARE Web site at [www.tricare.osd.mil](http://www.tricare.osd.mil), the TriWest Web site at [www.triwest.com](http://www.triwest.com) or call 1-888-TRIWEST (1-888-874-9378). ■

# The Source for Deployment Health Information

The Department of Defense (DoD) Deployment Health Clinical Center (DHCC) Web site, [www.pdhealth.mil](http://www.pdhealth.mil), is a portal for clinicians, service members and their families for the latest deployment health information. Here's a snapshot of the pages available for providers:

## Clinicians

The clinician's page offers clinical tools and educational resources with quick links to:

- Post-Deployment Health Clinical Practice Guideline (PDH-CPG) news and updates
- Deployment-related clinical highlights
- Deployment information listed by operation and location
- Deployment-related exposures, conditions and concerns

## Deployment Cycle Support

Here, you'll find clinical guidelines for each stage of the deployment cycle: pre-deployment, redeployment and post-deployment. This includes:

- Clinical guidance, military policies and directives
- Forms, training material and resource references
- Information about the Enhanced Post-Deployment Health Assessment (PDHA) Process and the Post-Deployment Health Reassessment (PDHRA) Program
- Fact sheets, articles and related links about deployment-related exposures

## Post-Deployment Health Guidelines

This page offers information, guidance, and tools to assist in implementing the PDH-CPG including:

- Interactive PDH-CPG
- Policies and directives, screening form (DD Form 2844), standard health assessment tools (PDCAT, SF36, PCL, PHQ), coding guidelines, metrics and multi-media training material
- Desk Reference Toolbox—contents and updates
- Supporting clinical practice guidelines for medically unexplained symptoms, major depressive disorder and post-traumatic stress disorder

## Emerging Health Concerns

Throughout the course of military deployments, health issues come to the forefront of interest. This page contains clinical guidance, policies and directives, fact sheets, training material and research information about current health issues such as:

- Leishmaniasis
- Operational stress
- Acinetobacter infection
- Depleted uranium
- Influenza
- Malaria ... and more

## Education and Training

The DHCC is committed to developing, assisting, implementing and sustaining a continuing medical education program to improve post-deployment health care. Here, learn about upcoming conferences and training events and download current education materials and briefings.

## Risk Communication

How well do you communicate bad news or convey reassurance to your patients—especially for post-deployment related health issues? Many patients may have a low trust in the health care system, a high concern over an exposure or medical condition or a perceived medical or emotional crisis during post-deployment. The Risk Communication page is designed specifically to assist clinicians in communicating more effectively with patients who have these types of concerns.

If you have patients with deployment or post-deployment related health concerns, make [www.pdhealth.mil](http://www.pdhealth.mil) your first source for information. Talk to your patients and tell them about this site too. There are several other pages on the site specifically for service members and their families.

## Deployment Health Questions or Concerns?

If you have a deployment health question or related question, scroll down the left-hand navigation on [www.pdhealth.mil](http://www.pdhealth.mil) to "Contact DHCC." There you can submit your request online by completing the "contact form" online. If you prefer, you can call the toll-free help line at 1-866-559-1627 or send a request via regular mail to:

DoD Deployment  
Health Clinical Center  
Walter Reed Army Medical Center  
Bldg. 2, 3rd Floor, Room 3G04  
6900 Georgia Avenue, NW  
Washington, D.C. 20307-5001 ■

<http://www.pdhealth.mil>

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

**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](http://www.tricare.osd.mil/evaluations/newsletters).



## What is a Designated Provider?

**D**esignated Providers are facilities specifically contracted with the Department of Defense to provide care to beneficiaries enrolled in the U.S. Family Health Plan. The U.S. Family Health Plan is offered in six geographic regions in the United States. Although providing the TRICARE Prime benefit, U.S. Family Health Plan is a separately funded program different than the TRICARE plan administered by TriWest. The Designated Provider is at full risk for all medical care for a U.S. Family Health Plan enrollee, including pharmacy services, primary care, and specialty care.

If care is provided to a U.S. Family Health Plan enrollee outside the network because they are traveling or in an emergency situation, claims must be filed with the appropriate Designated Provider at one of the addresses listed in the table. Do not file U.S. Family Health Plan claims with TriWest.

For additional questions about the U.S. Family Health Plan, please visit [www.usfamilyhealthplan.org](http://www.usfamilyhealthplan.org). ■

**Martin's Point Health Care**  
(ME, NH, VT & Northeastern NY)  
P.O. Box 9746  
Portland, ME 04104-5040  
1-888-241-4556

**Brighton Marine Health Center**  
(MA & RI)  
P.O. Box 9195  
Watertown, MA 02471-9900  
1-800-818-8589

**St. Vincent Catholic Medical Centers of New York**  
(NY, NJ, CT & Eastern PA)  
450 West 33rd Street, 12th Floor  
New York, NY 10001  
1-800-241-4848

**Johns Hopkins Medical Services Corporation**  
(MD, Southcentral PA, Northern VA & Southeastern WV)  
6704 Curtis Court  
Glen Burnie, MD 21060  
1-800-808-7347

**CHRISTUS Health**  
(Southeastern TX & Southwestern LA)  
US Family Health Plan  
P.O. Box 924708, Houston, TX 77792  
1-800-678-7347

**Pacific Medical Clinics**  
(Western WA)  
1200 12th Avenue South, Quarters 8 & 9  
Seattle, WA 98144-2790  
1-888-958-7347