

## Behavioral Health Care Referrals

**M**ilitary life can be stressful for service members and their families. Helping your TRICARE patients recognize behavioral and emotional changes and referring them for behavioral health care can be an important first step in meeting their overall health care needs.

All TRICARE beneficiaries (except for active duty service members, who require a referral for all behavioral health care) may self-refer for the first eight outpatient behavioral health visits. **Note:** TRICARE Prime beneficiaries must see a **network provider**. However, most patients experiencing behavioral health symptoms first seek care from their primary care manager. If a patient comes to you with symptoms that you believe would be improved by seeing a behavioral health provider, you are encouraged to contact TriWest to request a referral.

It is important to prioritize your referral request to best meet the needs of the patient. TRICARE referrals for specialty care fall into two categories:

- Urgent referrals: for care needed within 24 hours
- Routine referrals: for care needed within four weeks

You may submit all referral requests to TriWest by fax at 1-866-269-5892. If you have questions, call TriWest at 1-888-TRIWEST (1-888-874-9378). ■

## Researching TRICARE Manuals

**I**f you have a question on any TRICARE policy or procedure, you can research the answer in the TRICARE manuals developed by the TRICARE Management Activity (TMA). These manuals are located at <http://manuals.tricare.mil> or through the Provider portal at [www.tricare.mil](http://www.tricare.mil).

There are four manuals available on the site:

- *TRICARE Operations Manual* is a TMA directive on the administration of the TRICARE program.
- *TRICARE Policy Manual* details TMA policy on TRICARE benefits, including covered services, limitations and exclusions.
- *TRICARE Reimbursement Manual* provides guidance on TRICARE's reimbursement methodologies.
- *TRICARE Systems Manual* defines contractor responsibilities related to the automated processing of health care information and the transmission of data between contractor and TMA.

You'll need to install a special Adobe Acrobat plug-in on your computer in order to view the manuals. See the notice at the top of the Web page and follow the instructions to download the appropriate Adobe Acrobat plug-in for your computer.

Once your computer is set up to read the manuals, researching a topic is easy. For example, to search the *TRICARE Policy Manual* for information on balance billing, first access the manual:

- Go to <http://manuals.tricare.mil>.
- Under "Current TRICARE Program Manuals," click on "TRICARE Policy Manual."

Once you have reached the *TRICARE Policy Manual*, you can view, download or search the entire manual at the most current version, or "change," under the "Navigation" header. A summary of the policy changes for the current version appears below the access links. To search the manual for a specific term (for example, "balance billing"):

- Select the desired version of the manual in the "Version" box, then click on "Search."
- Type "balance billing" in the "Search for" area.

This search will return all of the policy references containing the term "balance billing." You can browse through each reference until you find the information you need. Click on "Document (Highlight Search Words)" to view a document with your search term highlighted, or click on "Document (No Highlighting)" to view it without highlighting.

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# Faxing to the Correct Fax Number

To avoid delays in processing your referral, authorization and other requests, please be sure that you are using the correct TriWest fax number as listed in the chart below.

Request Type	Fax Number
Behavioral Health Prior Authorization Requests	1-866-269-5892
Case Management Patient Referral Form	<b>Northwest Hub</b> —Alaska, Oregon, Washington and northern Idaho 1-866-269-5881
	<b>Southwest Hub</b> —California, Nevada and Yuma, Arizona 1-866-269-5828
	<b>Mountain Hub</b> —Arizona, Montana, New Mexico, Utah, southern Idaho and El Paso, Texas 1-866-269-5819
	<b>Central Hub</b> —Colorado, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota and Wyoming 1-866-312-5840
	<b>Hawaii Hub</b> —Hawaii 1-866-269-5814
	<b>Corporate Office</b> —All transplant, hospice and cancer clinical trial referrals 1-866-269-5758
Condition Management Notification Form	1-866-312-5839
Consult Tracking	Refer to the servicing provider referral/authorization approval letter or fax cover sheet for appropriate fax number.

Medical/Surgical Referral and Authorization Requests	Fax Number
Referral/Authorization Request for TRICARE Prime and TRICARE Standard Beneficiaries	1-866-269-5892
Referral/Authorization Request for TRICARE Prime Remote and TRICARE Reserve Select Beneficiaries	1-866-312-5831
Referral/Authorization Request for Hospice, Transplant and Cancer Clinical Trials	1-866-269-5758

If you have questions about faxing to TriWest, please visit [www.triwest.com](http://www.triwest.com) or call 1-888-TRIWEST (1-888-874-9378). ■



# TRICARE West Region Utilization Management Program Reaches Out to Providers

The TRICARE West Region Utilization Management (UM) department coordinates patient care for West Region beneficiaries. UM clinicians provide clinical services such as care coordination and discharge planning, and work directly with the patient, facility and other providers to ensure a seamless transition from one level of care to the next.

Partnering with TriWest’s UM team eases the process of care coordination and discharge planning, leading to increased patient satisfaction and the avoidance of unnecessary out-of-pocket costs.

The UM program offers many advantages, including:

- Seamless transition to the next level of care
- Improved quality of care
- Increased beneficiary satisfaction
- Reduced readmissions and adverse outcomes
- Reduced out-of-pocket beneficiary costs through utilization of network providers
- Coordination of TRICARE-covered services
- Streamlined discharge planning process

The following chart depicts the roles and responsibilities of TriWest and an inpatient facility:

Roles and Responsibilities	TriWest	Facility
Pre-service calls to beneficiary and treating provider to identify discharge needs.	x	
Facility notifies TriWest of admission.		x
Facility completes and faxes clinical documentation to support continued stay.		x
TriWest reviews and confirms that the documentation supports criteria; approves or disapproves the stay.	x	
Notifies facility of decision.	x	
Discharge planning: TriWest clinician and facility social workers, case managers and/or discharge planners coordinate to transfer patient to lower level of care: <ul style="list-style-type: none"> <li>• Home health services</li> <li>• Durable medical equipment (DME)</li> <li>• Appointments</li> <li>• Skilled nursing facility</li> <li>• Long-term acute care facility</li> <li>• Rehabilitation facility</li> </ul>	x	x
Post-service call to beneficiary may occur to confirm post-discharge care needs.	x	
Same clinician performs periodic follow-up with beneficiary (for 30 to 60 days) regarding beneficiary’s care coordination needs, including: <ul style="list-style-type: none"> <li>• Home health</li> <li>• DME</li> <li>• Appointments</li> <li>• Medication compliance</li> <li>• Response to medication</li> <li>• Behavioral health</li> <li>• Community resources</li> </ul>	x	
TriWest clinician coordinates patient’s care needs with treating provider as needed.	x	

For further information, visit [www.triwest.com](http://www.triwest.com) or call 1-888-TRIWEST (1-888-874-9378). ■

## Researching TRICARE Manuals

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### Search Tips

To improve the efficiency of your search:

- Type your search term in all lowercase letters. If a word in mixed case (e.g., “Provider”) is used, the search will only find exact matches (“provider” and “PROVIDER” won’t be found).
- Be specific with your search words.

- Try using fewer or alternative words if your search term does not return any references.
- Try searching another manual.

If you want to search another manual, click on “New Basic Search” at the top of the page to access the links for all the manuals. If you choose several manuals at once, your results will list references from each manual containing your search term. ■

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## CONTACTS

**TriWest Customer Service**  
1-888-TRIWEST  
[www.triwest.com](http://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, 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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## Don't Wait to Send in Consult Reports

Civilian and military treatment facility (MTF) referring providers rely on consultation and treatment reports to properly manage the care of their TRICARE beneficiaries. Timely feedback from consult reports is critical in helping the military assess the combat readiness and fitness for duty status of active duty service members (ADSMs).

If you determine a TRICARE patient requires further tests and/or treatment after the initial appointment, please submit your consult report within 10 days after the patient's initial appointment. The report should be submitted to the fax number on your referral/authorization approval letter and fax cover sheet. Submitting your report in a timely manner will eliminate the need for follow-up phone calls, letters and e-mails from TriWest.

TriWest's consult report tracking system assists the MTF with receiving and tracking the reports and, when used correctly, provides:

- Improved quality of care
- Improved continuity of care

- The ability to promptly assess an ADSM's combat readiness and fitness for duty
- Decreased work for servicing and referring providers
- Routing of consult reports to the referring provider for all beneficiaries (ADSMs and their family members, and retired service members and their family members)
- Electronic archiving of consult reports
- Access to archived reports, thereby decreasing duplicate report requests from the servicing provider

For more information about the consult report tracking process, refer to Section 7 of the *TRICARE Provider Handbook*. The online version of the *TRICARE Provider Handbook* is available in the Resource Library section of the Provider Connection area of [www.triwest.com](http://www.triwest.com). You may also call TriWest at 1-888-TRIWEST (1-888-874-9378) to request a copy. ■