

TRICARE provider news

Up-to-the-minute information for
TRICARE® providers in the East Region

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Humana Military network providers: receive a discount with new telemedicine platforms!

As healthcare evolves, Humana Military is identifying and utilizing different and innovative ways to help providers deliver simple and effective care. Working closely with outside platforms, we are providing new and discounted options in telemedicine services.

Get to know your new discounted telemedicine options:

- **Medici:** Medici is a complete virtual care solution. Practice wherever, whenever, and however you want without the stress of unreliable technology, unsecure connections, and unforgiving workflows.
- **Doxy.me:** Doxy.me is a free and secure telemedicine solution. Telemedicine is made simple and easy for you. Create your personal room and start practicing telemedicine today.
- **Vsee:** Do more medicine with VSee, the telehealth company behind Walgreens, Trinity, DaVita, Optum, MDLive, NASA Space Station and 2000+. VSee is known for its simple design, robust technology, highly versatile solutions and personalized service.
- **Chiron Telehealth:** Chiron Telehealth is dedicated to making routine visits easier and more convenient, both for doctors and patients. The Chiron Telehealth platform for video visits is secure, easy-to-use and designed to improve practice efficiency and patient care.

Save money today at [HumanaMilitary.com/platforms](https://www.humanamilitary.com/platforms)

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*Get to know
your new
discounted
telemedicine
options*

Telemedicine policy updates



As telemedicine continues to play an important role in healthcare, TRICARE has updated its policy on the coverage and expansion of services, costs and other benefits.

May 19, 2020 updated temporary benefits include:

- Audio-only healthcare visits are now covered
- No out-of-pocket costs for covered telemedicine services

TRICARE will now waive cost-shares, copayments and deductible (if applicable) for covered telemedicine services from a military provider or TRICARE network provider. This waiver applies to all covered in-network telemedicine services, not just the services related to COVID-19.

More providers able to offer covered telemedicine services

Prior to the stateside public health emergency, TRICARE policy required providers to have a license in the state where they practice and where the patient lives. TRICARE will now reimburse providers for interstate care to patients. The care must be permitted by federal or state licensing laws.

Effective April 23, 2020, TRICARE has approved use of telemedicine services to include otherwise-covered behavioral health services during the COVID-19 outbreak.

These services include:

- Telemental health services, including individual psychotherapy, crisis management, family therapy or group therapy (expected to continue after the coronavirus pandemic)
- Medication assisted treatment (only during the coronavirus pandemic)
- Opioid treatment programs (only during the coronavirus pandemic)
- Intensive outpatient programs, including medication management, case management, recreational therapy, occupational therapy and discharge planning (only during the coronavirus pandemic)

March 18, 2020 update: If a beneficiary meets all other criteria for a covered service for speech therapy and for continuation of PT/OT, (but not initiation of PT/OT), it is covered using telemedicine, using any coding modifiers as you would for a TRICARE network provider office visit.

For more information and entire list of all updates, [visit COVID-19 Telemedicine coverage](#)

Submit referrals and authorizations electronically



Provider self-service on HumanaMilitary.com is the most efficient method to submit referrals and authorizations. Most requests are approved immediately or processed within 24 hours.

Benefits of using self-service instead of faxing include:

- Submission takes less than 90 seconds per patient
- Immediate confirmation upon receipt
- Ability to attach medical records
- Ability to update existing referrals and authorizations
- Request access to provider self-service easily through any of the following methods:
 - If you have submitted a referral via fax, there is an access code on the fax confirmation document; you may use this code to obtain immediate access to provider self-service.
 - Visit [HumanaMilitary.com/login](#), select log in or register at the top of the page and complete the registration process. Once information is submitted, your account will be activated within two to three business days.
- [Contact us](#)

GETTING BACK TO ROUTINE CARE



As we all emerge from the COVID-19 restrictions, we know your patients and offices have had to adapt as well. As you establish a “new normal” for your practice, we want to place emphasis on routine preventive care - especially screening exams and evaluations. Some of your patients may have delayed an annual exam or follow-up lab tests.


Visit [The US Preventive Services Task Force](#) to learn more.

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TRICARE coverage of Transcutaneous Electrical Nerve Stimulation (TENS) and Dry Needling (DN) has changed

 Effective June 1, 2020, TENS units, and the supplies to support the device, will no longer be covered for acute, subacute and chronic Low Back Pain (LBP).

In addition to the device, the following also will not be covered related to a TENS unit:

- Physical therapy visits, where the sole treatment provided is TENS for LBP, will not be eligible for cost-share
- Charges for TENS treatment, performed during an otherwise-covered physical therapy visit, will not be eligible for cost-share


[See TRICARE Policy Manual Chapter 7, 4.17](#)

Dry Needling (DN) is considered unproven by TRICARE and is therefore not a covered service.

- If DN is performed during the course of an otherwise-covered physical therapy visit, TRICARE may cost-share the cost of the covered services, but no reimbursement will be allowed for DN
- Physical therapy visits, where the sole treatment is DN, are non-covered

[See TRICARE Policy Manual Chapter 7, 4.18](#)

Signing up for Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

 As a TRICARE-certified provider, you may submit your claims and receive payments electronically by signing up for Electronic Data Interchange (EDI) and Electronic Funds Transfer (EFT) to expedite claims processing and payments. Get paid faster, while saving time and money at no cost to you!

With EFT, you receive payments directly in your bank, with no more trips to the bank, while eliminating the worry of stolen, damaged or lost checks!


ERA allows you to receive remittances in a standardized format *ANSI X12 835 (version 5010A1)*, with faster processing of secondary claims and automatically posting payments.

Simplify your office and [begin your registration today!](#)

As a reminder, we require all providers/groups to sign, and have on file, a Trading Partner Claims Agreement prior to submission of electronic claims. Providers who submit EDI claims directly to WPS, must complete the self-registration process at wpsic.com.

Electronic claims submission, EFT and Electronic Remittance Advice (ERA) are also available via provider self-service at HumanaMilitary.com. (Please note new locations for existing groups require ERA and EFT enrollment).

ONGOING COVID-19 UPDATES

 Humana Military is committed to providing the most accurate and up-to-date information available to our providers every day, but most importantly, during this COVID-19 crisis.

Our coronavirus provider webpage provides support on interim TRICARE coverage guidance, COVID-19 testing and identification information, telemedicine updates, ABA information and other resources.

Visit HumanaMilitary.com/coronavirus/provider for the latest COVID-19 information for your office and beneficiaries.