



In Case You Missed it

TRICARE® West Region e-Updates

July 2024

- 1. A new TRICARE West Region contract is currently scheduled to start Jan. 1, 2025.** With this, the TRICARE West Region contractor will change from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest). HNFS is honored to continue providing exceptional service throughout the transition period and remainder of our contract. For more information, please review our [frequently asked questions](#).
- 2. Updated assisted reproductive technology options for wounded warriors.** The Department of Defense has expanded its [assisted reproductive technology](#) (ART) benefit for active duty service members (ADSM) under the Supplemental Health Care Program (SHCP). Regardless of gender or marital status, ART services are now available to ADSMs who have sustained a serious or severe illness or injury while on active duty that resulted in the inability to have children without ART services.
- 3. Be sure to verify patient information.** Summer is peak moving – or permanent change of station – season for our military members. Before rendering services, it's important to verify your patients' contact information to avoid any delays or claims processing issues when it comes to their TRICARE benefit. If you have patients who have moved or are moving, remind them to update their information in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#).
- 4. New! HNFS now offers a letter of attestation (LOA) for varicose vein pre-authorizations.** Some services are covered under TRICARE as limited benefits. This means HNFS must confirm the patient meets specific clinical criteria before we can authorize care. To expedite this clinical review, [we offer LOAs](#) that can be submitted in lieu of additional clinical documentation. You can attach the completed LOA to your online pre-authorization request.
- 5. Use self-service tools to conduct your TRICARE business.** [HNFS offers many online tools](#) that provide the same information you would get by calling us. Avoid call wait times by going online to do things like update demographics, view or submit claims, submit authorizations or referrals, review covered TRICARE benefits, and more. Keep in mind, to access secure tools, you will need to log in or register for an account if you haven't already.
- 6. Understand how TRICARE works with other health insurance.** TRICARE beneficiaries may have other health insurance in addition to their TRICARE coverage. In general, if your TRICARE patient has other health insurance, be sure to follow the guidelines of that plan as you will not need approval from HNFS. Exceptions to this are for applied behavior analysis services, all care for active duty service members, and for certain plans such as Medicare. [Find all the details on our website](#). Beneficiaries can update their other health insurance information with us online or by mail, fax, or phone.
- 7. Reimbursement guidelines for wound therapy service have changed.** Disposable Negative Pressure Wound Therapy (dNPWT), also known as topical negative pressure and vacuum-assisted closure, uses a localized vacuum for rapid wound healing. The goal of dNPWT is to create a controlled, closed wound amenable to surgical closure, grafting or healing. Effective retroactively to Jan. 1, 2024, TRICARE's [home health agency reimbursement guidelines](#) for dNPWT have changed.
- 8. Remind your patients to stay safe in the summer sun.** Summer is here and people are spending more time outdoors lounging by the pool, hitting the beach, or picnicking and barbecuing. Talk with your patients about protecting themselves and their families with these [summer safety tips](#) so they enjoy all the days of summer.
- 9. Also encourage patients to protect their skin!** The National Cancer Institute reports skin cancer as the most common of all cancers, yet it's also one of the most curable and preventable forms of cancer. Talk with your patients about prevention and skin cancer screenings and visit the CDC for [resources for your office](#). Find resources for your patients in our [Cancer Prevention Health Topics](#) section and refer patients to our [Take Charge of Your Health](#) online program that focuses on other ways to stay healthy.
- 10. Lifestyle change resources!** Our next [Making Healthy Changes for Life](#) webinar is on August 21. Whether your patients want to manage stress, eat healthier, exercise more, sleep better, stop smoking, or improve their health in any way, this live class will provide the skills needed to help them make a change and continue healthy habits for life. We also offer [Assessing Your Readiness for Healthy Change](#), a self-paced online program, for those who can't make the live webinar.