



In Case You Missed it

TRICARE® West Region e-Updates

June 2024

- 1. Do you have questions about the new TRICARE contract?** A new TRICARE West Region contract is currently scheduled to start Jan. 1, 2025. With this, the West Region contractor will change from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest). HNFS is honored to provide exceptional service under the current West Region contract, and we will continue to do so throughout the transition period and remainder of our contract. For more information, please review our [frequently asked questions](#).
- 2. Your expectant patients may be eligible for TRICARE's Childbirth and Breastfeeding Support Demonstration (CBSD).** TRICARE covers services offered by certified labor doulas, lactation consultants and lactation counselors under the CBSD. We are actively recruiting new providers. [Learn more](#) about the benefit, participation requirements or to nominate a provider.
- 3. Take a moment to review your information in our Network Provider Directory.** Having inaccurate provider data can make it hard for those searching our [provider directory](#) and delay the processing of approval requests. You can help expedite access to care. Refer to our [frequently asked questions](#) regarding how to update your information.
- 4. Understanding the right of first refusal process for specialty care.** When a TRICARE Prime beneficiary is referred for specialty care, they may be required to receive care at a local military hospital or clinic, even when enrolled to a civilian primary care manager. This process, known as [TRICARE's right of first refusal](#), gives local military hospitals and clinics the opportunity to determine if they can provide treatment or if care should be referred out to a civilian provider. In order to help military facilities reasonably determine if they can effectively treat a beneficiary, please include as much clinical documentation as possible when submitting referral requests to HNFS.
- 5. Are you submitting consultation reports to referring military hospitals and clinics?** As part of your TRICARE West Region contract, civilian network providers are required to [submit consultation reports](#) (also known as clear and legible reports or CLRs) to any military hospital or clinic that refers a patient to their practice. Network urgent care centers are also required to submit CLRs to the referring (or assigned) military hospital or clinic. Learn more by [taking our short, self-paced training](#).
- 6. Check approval requirements before sending your request.** Not all TRICARE-covered services require approval from HNFS. In fact, most ancillary services such as diagnostic laboratory tests and radiology services do not require our approval. Avoid extra work and help expedite patient care. Use our "[Ancillary Services Approval Requirements](#)" and "[Prior Authorization, Referral and Benefit](#)" tools to easily determine whether you need to submit an approval request to us.
- 7. Learn more about TRICARE by attending a live webinar.** Whether you are a new TRICARE provider or just want a refresher, we've got you covered. Our TRICARE educators provide live webinars for learning the basics of using CareAffiliate® or reviewing the basics of the TRICARE program. Register today for the webinar you would like to attend. We add new dates monthly. View our [current schedule](#) today!
- 8. Meeting minimum Autism Care Demonstration (ACD) parent/caregiver training requirements.** Providers helping patients under TRICARE's ACD are in an excellent position to engage parents and caregivers in their children's applied behavior analysis (ABA) treatment. To encourage family involvement, [TRICARE requires parents or caregivers to participate in a minimum of six training sessions](#) during each six-month authorized treatment period. Careful and proactive scheduling can help ensure ABA providers and parents/caregivers meet this requirement. If the six-session minimum has not been met for two or more consecutive authorizations, TRICARE policy prohibits regional contractors from reauthorizing subsequent care.
- 9. Resources for patients who want to quit.** Resources are available for your patients who want to quit. Our [Time to Quit](#) online program takes patients through creating a quit plan based on their readiness to quit. This program covers the effects of nicotine and smoking, preparing to quit, methods and skills for quitting, and resources to help you quit for good. We also have our recorded class, [Preparing to Quit Tobacco](#), which focuses on the challenges of tobacco addiction and provides tools and resources to help your patient move forward in their journey to quit.
- 10. Check out prostate cancer resources for your patients.** The American Cancer Society reports prostate cancer as the most common cancer among men (after skin cancer); however, it can often be treated successfully. Talk with your male patients about whether they should be screened for prostate cancer. Learn more about the [benefits and harms of screening](#) and find [patient resources](#). Also, be sure to check out the [Cancer Prevention](#) section of our wellness-focused Provider Toolkit.