

Check out the latest news from HNFS!



In Case You Missed it

TRICARE® West Region e-Updates

September 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. TRICARE has updated how certain services that do not have established rates are reimbursed.** To prevent reimbursement that is “substantially in excess of customary or reasonable charges” (a form of abuse per TRICARE policy), **TRICARE has established payment thresholds** for professional, durable medical equipment, prosthetics, orthotics and supplies (DMEPOS) and parenteral and enteral nutrition (PEN) services that do not have established rates. These payment thresholds will be used until a TRICARE fee schedule or state prevailing rate has been established for the billed service or item.
- 3. Need to make a change to your network provider group?** Please keep in mind that HNFS is no longer accepting new network practitioner additions or new facility locations for those groups that we credential. This is due to the upcoming West Region contract transition. We will make exceptions for providers supporting the Autism Care Demonstration and Childbirth and Breastfeeding Support Demonstration. Please visit our [“Become a TRICARE Provider”](#) page for more details.
- 4. Take a moment to verify patient information.** 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 \(DEERS\)](#). You can verify TRICARE eligibility on our website, through self-service options via our customer service line, or by submitting an electronic data interchange (EDI) transaction.
- 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 using our website to do things like update demographics, view or submit claims, submit authorizations or referrals, and review covered TRICARE benefits. Some tools will require you to log in for access, so be sure to register if you don’t already have an account.
- 6. Learn about recent TRICARE benefit updates.** TRICARE now allows for coverage of lipectomy (liposuction) for the treatment of lipedema when specific clinical conditions are met. Separately, TRICARE will not cover platelet-rich plasma (PRP) for all indications (as of Oct. 1, 2024) and Botox for the treatment of TMJ syndrome (already in effect). Find full details in the TRICARE Policy Manual at [manuals.health.mil](#).
- 7. Speech therapy options include telehealth.** The start of a new school year is a time full of excitement, growth, and new challenges. If you have TRICARE patients who may benefit from speech therapy, learn more about TRICARE’s [speech therapy](#) benefit. Beneficiaries will need a referral or prescription before obtaining services. In the TRICARE West Region, HNFS’ provider network includes virtual speech therapy options. Visit our [Telehealth Options](#) page to learn more.
- 8. Please separate submissions of corrected claims.** When [submitting a corrected claim](#), it’s important to complete all required fields with the correct, required information. If you have more than one claim to correct, please submit each corrected claim on a separate claim form. Do not put additional claim numbers in the notes section to combine corrections for multiple claims as they will be returned. HNFS can accept corrected claims electronically, even if the original claim was submitted on paper.
- 9. Mental health resources for your patients.** In support of National Suicide Prevention Month, HNFS offers recorded classes on anxiety, depression and stress management. Let your patients know about these helpful tools they can find in our [Learning Center](#). Find printable handouts and web resources in the [Provider Toolkit](#).
- 10. September is National Cholesterol Education Month.** It’s the perfect time for doctors, nurses and other health care professionals to encourage patients to know their cholesterol levels as well as take steps to prevent or reduce high cholesterol. Spend time this month explaining to your patients how food, family history, and medicine can affect their total cholesterol. For tools and handouts to use in your office, visit the [Million Hearts](#) website and our [Provider Toolkit](#).