

TRICARE West Region Contract Transition Frequently Asked Questions For Providers Effective Jan. 2018

Key Points

- On Jan. 1, 2018, the TRICARE West Region contract is transitioning to a new managed care contractor, Health Net Federal Service (HNFS).
- Starting Jan. 1, all questions about referrals and authorizations, regardless of when they were approved, will need to go to the new TRICARE West Region contractor, HNFS. You may visit www.tricare-west.com on or after Nov. 1, 2017.
- Through March 31, 2018, you can continue to contact UnitedHealthcare Military & Veterans with questions about claims with dates of service on or before Dec. 31, 2017.

Overview

Thank you for your service to military service members, retirees and their families. Serving these beneficiaries as a TRICARE network provider or a TRICARE-authorized provider, you've played a very important role in helping beneficiaries and their families manage their health care.

We want to help you prepare for the upcoming change in TRICARE regional contractors on Jan. 1, 2018. It's our goal to provide you with information to help make the TRICARE contract transition as seamless as possible for TRICARE beneficiaries.

These answers to frequently asked questions will give you more information about who to contact for claims, referrals, authorizations and other administrative tasks. These will be updated as needed to give you the most current information over the next few months.

For general information regarding the TRICARE contract transition, including contact information for the managed care support contractors, please visit tricare.mil/changes.

Important Date	Topic	Contact
Dec. 31, 2017	<ul style="list-style-type: none"> • Last day to submit a care request to UnitedHealthcare Military & Veterans. Referrals and authorizations for care requests received up until Dec 31, 2017 will be processed by UnitedHealthcare Military & Veterans. • Last day to access your UHCMilitaryWest.com account. 	UnitedHealthcare Military & Veterans
Jan. 1, 2018	<ul style="list-style-type: none"> • All referrals and prior authorizations • Claims with dates of service on or after Jan. 1, 2018 • All other topics 	Health Net Federal Services (HNFS) www.tricare-west.com
March 31, 2018	<ul style="list-style-type: none"> • Last day to call UnitedHealthcare Military & Veterans customer service with questions about claims with a date of service on or before Dec. 31, 2017. 	UnitedHealthcare Military & Veterans 877-988-9378
April 30, 2018	<ul style="list-style-type: none"> • Last day to submit claims with a date of service on or before Dec. 31, 2017 using myTRICARE.com. • Last day to submit appeals for claims with a date of service on or before Dec. 31, 2017. 	myTRICARE.com ; UnitedHealthcare Military & Veterans
May 1, 2018	All TRICARE topics, regardless of date of service	Health Net Federal Services (HNFS) www.tricare-west.com

TRICARE West Region Customer Service: 877-988-9378 (WEST) – UHCMilitaryWest.com “TRICARE” is a registered trademark of the Defense Health Agency. All rights reserved. Frequently Asked Questions are subject to change based on direction from the Defense Health Agency (DHA).

Referral Management and Patient Care and Satisfaction

Starting Jan. 1, 2018, all referral and authorization questions regardless of approval date will need to go to, HNFS, the new TRICARE West Region contractor. UnitedHealthcare Military & Veterans won't be able to answer questions regarding referral and authorizations after Dec. 31, 2017.

Q1. What will the prior authorization requirements be after Dec. 31, 2017?

A1. The incoming TRICARE West Region contractor, HNFS, will have all the information about TRICARE prior authorization requirements after Dec. 31, 2017.

Q2. Will referrals and authorizations approved before Jan. 1, 2018 be valid into 2018?

A2. Yes. HNFS will honor any approved referrals and authorizations with effective dates through 2017, unless it is modified or canceled by HNFS. Beginning Jan. 1, 2018, please contact HNFS for the most up to date information regarding the status of a referral or authorization.

Q3. Will HNFS honor referrals and authorizations from providers who will be out-of-network as of Jan. 1, 2018?

A3. Yes. HNFS will honor the referral however, you should refer to the new contractor for any questions you may have regarding a referral or authorization.

Q4. Who should I contact to fix an error on a referral requested before Jan. 1, 2018, for services on or after Jan. 1, 2018?

A4. After Dec. 31, 2017, contact HNFS for all referral questions regardless of when the referral was processed.

Q5. How do we help ensure beneficiaries with complex needs make a smooth transition to the new contractor?

A5. All complex cases are being coordinated directly with HNFS to ensure continuity of care. Coordination will begin up to 60 days before the transition.

Provider Contracting

Q6. If I'm no longer a TRICARE primary care manager (PCM) as of Jan. 1, 2018, will my TRICARE Prime beneficiaries be switched to other network providers?

A6. Yes, TRICARE Prime beneficiaries will automatically be reassigned to a network provider. For specific questions regarding the TRICARE network after Dec. 31, 2017, please contact HNFS. Visit www.tricare-west.com on or after Nov. 1, 2017.

Q7. My TRICARE credentialing is set to expire before Jan. 1, 2018. How do I get re-credentialed?

A7. There is nothing you need to do to continue providing services to TRICARE beneficiaries through Dec. 31, 2017.

However, if you plan to continue participating as a TRICARE network provider after Dec. 31, 2017, you should contact the new TRICARE West Region contractor for more information on initial credentialing and re-credentialing.

If you're contracted with UnitedHealthcare for other business, your TRICARE credentialing status won't affect your participation in other networks.

Q8. Who should I contact if I want to participate as an in-network TRICARE provider after Dec. 31, 2017?

A8. You should contact HNFS to participate in the TRICARE network.

TRICARE West Region Customer Service: 877-988-9378 (WEST) – UHCMilitaryWest.com "TRICARE" is a registered trademark of the Defense Health Agency. All rights reserved. Frequently Asked Questions are subject to change based on direction from the Defense Health Agency (DHA).

Q9. Will UnitedHealthcare Military & Veterans send me a notice when my TRICARE agreement ends?

A9. No, we do not intend to send out contract termination notices to current TRICARE network providers. You can read more about the transition timeline at tricare.mil/About/Changes.

Submitting Claims: Date of Service is Key

When submitting your TRICARE West Region claims, keep in mind the date of service will generally show you whether HNFS or UnitedHealthcare should receive the claim.

- All claims for dates of service prior to Jan. 1, 2018, should be submitted to UnitedHealthcare Military & Veterans as long as your office submits the claim prior to April 30, 2018.
- All claims for dates of service on or after Jan. 1, 2018 should be submitted to Health Net Federal Services, LLC (HNFS).
- HNFS will begin processing all West Region claims, regardless of date of service, on May 1, 2018.

As a reminder, network providers must submit TRICARE claims via electronic data interchange.

Tip: With the exception of home health care claims, outpatient claims that span calendar years must be split so only 2017 or 2018 dates of service are on a claim.

Type of Service	Date of Service	Submit Claim To ... (if filed by April 30, 2018)	Submit Claim To ... (if filed on or after May 1, 2018)
Outpatient <i>(except home health)</i>	Prior to Jan. 1, 2018	UnitedHealthcare Military & Veterans	HNFS
Outpatient	On or after Jan. 1, 2018	HNFS	HNFS
Home health	60-day episode of care started prior to Jan. 1, 2018	UnitedHealthcare Military & Veterans	HNFS
Home health	60-day episode of care started on or after Jan. 1, 2018	HNFS	HNFS
Inpatient	Admit date is prior to Jan. 1, 2018 and discharge date is prior to Feb. 1, 2018.	UnitedHealthcare Military & Veterans	HNFS
Inpatient	Admit date is prior to Jan. 1, 2018 and discharge date is on or after Feb. 1, 2018.	HNFS	HNFS
Inpatient	Admit date on or after Jan. 1, 2018	HNFS	HNFS

TRICARE West Region Customer Service: 877-988-9378 (WEST) – UHCMilitaryWest.com “TRICARE” is a registered trademark of the Defense Health Agency. All rights reserved. Frequently Asked Questions are subject to change based on direction from the Defense Health Agency (DHA).

Q10. Starting Jan. 1, 2018, where do I submit my claim for services rendered in 2017?

A10. Claims for services rendered on or before Dec. 31, 2017 can be filed through April 30, 2018 to:

Online: myTRICARE.com
Mail: TRICARE West Region Claims Department
P.O. Box 7064
Camden, SC 29021
Fax: 855-831-7048.

After April 30, 2018, all claims for dates of service in 2017 will need to be filed with the HNFS. Find complete claims submission instructions at www.tricare-west.com > I'm a Provider > Claims.

Q11. How do I submit an appeal or grievance for a claim with a date of service on or before Dec.31, 2017?

A11. Appeals for claims with dates of service before Jan. 1, 2018 can be mailed or faxed to UnitedHealthcare Military & Veterans until April 30, 2018.

Mail: TRICARE West Region Claims Department
P.O. Box 105493
Atlanta, GA 30348
Fax: 877-584-6628

Q12. Who can I contact if I have a question regarding a claim with a date of service on or before Dec. 31, 2017?

A12. You can contact UnitedHealthcare Military & Veterans at **877-988-9378** through March 31, 2018 for any questions regarding claims with a date of service before Jan. 1, 2018.

After April 30, you'll need to contact HNFS.

Q13. I received a notice from UnitedHealthcare Military & Veterans regarding an overpayment on claims paid on or before Dec. 31, 2017. If it's after Jan. 1, 2018, where do I send the recoupment?

A13. Recoupments for claims processed on or before Dec.31, 2017 can be sent to UnitedHealthcare Military & Veterans before June 30, 2018.

Mail: TRICARE West Region Refunds
P.O. Box 100268
Columbia, SC 29202

Customer Service and Self-Service Tools

Q14. When is the last day I will be able to log in and access my UHCMilitaryWest.com account?

A14. You'll be able to access your UHCMilitaryWest.com accounts and information through Dec. 31, 2017. After Dec.31, 2017, you may access information regarding claims, referral and authorizations submitted in 2017 at myTRICARE.com until May 1, 2018

Q15. How long will the UnitedHealthcare Military & Veterans customer service be available to answer TRICARE questions after Jan. 1, 2018?

A15. Our customer service at **877-988-9378** will be available between Jan. 1 and March 31, 2018 only for questions about claims with dates of service on or before Dec. 31, 2017.

After Dec. 31, 2017 all other questions will need to be directed to HNFS.

TRICARE West Region Customer Service: 877-988-9378 (WEST) – UHCMilitaryWest.com “TRICARE” is a registered trademark of the Defense Health Agency. All rights reserved. Frequently Asked Questions are subject to change based on direction from the Defense Health Agency (DHA).