



TRICARE® Provider Resources

April 2014

HUMANA MILITARY RESOURCES

RESOURCE/CONTACT INFORMATION	SERVICES PROVIDED	
Humana-Military.com (Access secure features via the Self-Services for Providers portal.)	Secure Services	Non-Secure Services
	<ul style="list-style-type: none"> Verify patient eligibility. Create referrals and authorizations. Review referrals and authorizations. Check claim status. Manage your profile. Access pharmacy data by patient. Look up codes. 	<ul style="list-style-type: none"> Learn about TRICARE programs and coverage. Access forms and tutorials. Learn about provider education opportunities. Get billing guidelines. Locate TRICARE providers using the Find a Provider tool. Access the TRICARE Provider Handbook and editions of TRICARE Provider News.
Humana Military Interactive Voice Response (IVR) Line 1-800-444-5445	<ul style="list-style-type: none"> Look up procedure codes. Check the status of claims. Determine eligibility and covered benefits. Check the status of referrals, authorizations and behavioral health referrals. 	
PGBA Electronic Data Interchange (EDI) Help Desk 1-800-325-5920 www.myTRICARE.com	<ul style="list-style-type: none"> Get assistance with issues related to TRICARE Electronic Media Claims (EMC) submissions. Identify yourself as a TRICARE provider. 	

ADDITIONAL SOUTH REGION RESOURCES

RESOURCE	CONTACT INFORMATION
Behavioral Health Care Partner: ValueOptions, Inc.	ValueOptions P.O. Box 551188 Jacksonville, FL 32255-1188 1-800-700-8646 Humana-Military.com
PGBA Provider Data Management Updates	TRICARE South Region Data Management Dept. P.O. Box 7032 Camden, Sc 29021-7032 Fax: 1-803-462-3993
Fraud and Abuse Hotline	1-800-333-1620 Humana-Military.com
Claims: PGBA, LLC	www.myTRICARE.com 1-800-403-3950

NATIONAL RESOURCES

RESOURCE	CONTACT INFORMATION
TRICARE Website	www.TRICARE.mil
TRICARE Manuals Online	http://manuals.tricare.osd.mil
Military Medical Support Office (MMSO)	Military Medical Support Office P.O. Box 886999 Great Lakes, IL 60088-6999 1-888-MHS-MMSO (1-888-647-6676) www.TRICARE.mil/MMSO



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TRICARE PHARMACY RESOURCES

RESOURCE	CONTACT INFORMATION
TRICARE Pharmacy Program: Express Scripts, Inc.	Express Scripts, Inc. P.O. Box 52150 Phoenix, AZ 85072 1-877-363-1303 www.express-scripts.com/TRICARE
TRICARE Formulary Search Tool	www.pec.ha.osd.mil/formulary_search.php
Pharmacy Prior Authorization Information and Forms	www.TRICARE.mil/pharmacy Prior Authorization Provider Line: 1-866-684-4488
Medical Necessity Forms and Criteria for Non-Formulary Medications	www.pec.ha.osd.mil/forms_criteria.php

ONLINE REIMBURSEMENT RATE CALCULATORS (www.TRICARE.mil)

Access these online tools via the websites listed below. The Web Posting Date indicates when the information was last updated. Rates are updated at least annually or at other intervals at the discretion of TRICARE Management Activity.

CALCULATOR RESOURCE	ONLINE ACCESS
Ambulatory Surgery Grouper Rates	www.TRICARE.mil/ambulatory
Anesthesia Procedure Pricing	www.TRICARE.mil/anesthesia
TRICARE Allowable Charges	www.TRICARE.mil/CMAC
Diagnosis-Related Group Rates	www.TRICARE.mil/DRGrates
TRICARE Outpatient Prospective Payment System	www.TRICARE.mil/OPPS

OTHER PROGRAM RESOURCES

RESOURCE	CONTACT INFORMATION
Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA)	www.va.gov/hac/forproviders VA Health Administration Center CHAMPVA P.O. Box 469064 Denver, CO 80246-9064 1-800-733-8387
TRICARE For Life (TFL) Wisconsin Physicians Service/TRICARE Dual Eligible Fiscal Intermediary Contract (WPS/TDEFIC)	www.TRICARE4U.com WPS/TDEFIC P.O. Box 7889 Madison, WI 53707-7889 (General correspondence only, no claims) 1-866-773-0404 1-866-773-0405 (TDD)
Warrior Navigation and Assistance Program (WNAP)	Humana-Military.com/WNAP 1-888-4GO-WNAP (1-888-446-9627)
US Public Health Service (USPHS)	1-800-368-2777, option 2

The information contained in these charts is not all-inclusive.