

TRICARE BENEFICIARY BULLETIN – SEPTEMBER 7, 2012 – 599 WORDS

LEAD MUSIC (:03)

THIS IS THE TRICARE BENEFICIARY BULLETIN, AN UPDATE ON THE LATEST NEWS TO HELP YOU MAKE THE BEST USE OF YOUR TRICARE BENEFIT. I'M LORRAINE CWIEKA. (:10)

FIRST UP: ANNEMARIE FELICIO REPORTS ON PROOF OF PAYMENT FOR ALL OVERSEAS CLAIMS.

TRICARE BENEFICIARIES MUST NOW SEND PROOF OF PAYMENT WITH ALL OVERSEAS MEDICAL CLAIMS, INCLUDING CLAIMS FOR CARE RECEIVED WHEN TRAVELING OVERSEAS. OVERSEAS ACTIVE DUTY DENTAL PROGRAM CLAIMS ALSO REQUIRE PROOF OF PAYMENT IF THE SERVICE MEMBER PAYS A PROVIDER DIRECTLY.

WHEN THE CLAIM AMOUNT IS LESS THAN \$1,000, BENEFICIARIES CAN SUBMIT A COPY OF THE PROVIDER OR A PHARMACY INVOICE OR BILL, IF IT CLEARLY IDENTIFIES THE AMOUNT PAID. IF NOT, A COPY OF THE CANCELLED CHECK, CREDIT CARD RECEIPT OR ELECTRONIC FUNDS TRANSFER MUST BE SUBMITTED AS PROOF. MEDICAL OR PHARMACY BILLS FOR MORE THAN \$1,000 ALWAYS REQUIRE A COPY OF THE CANCELLED CHECK, CREDIT CARD RECEIPT OR

ELECTRONIC FUNDS TRANSFER AS PROOF OF PAYMENT IN ADDITION TO THE PROVIDER INVOICE OR BILL.

IF THE PROVIDER WAS PAID WITH CASH, BENEFICIARIES MAY BE REQUIRED TO SHOW PROOF OF THE CASH WITHDRAWAL FROM A FINANCIAL INSTITUTION. IN SOME CASES, THE TRICARE OVERSEAS PROGRAM CLAIMS PROCESSOR MAY REQUIRE ADDITIONAL SUPPORTING DOCUMENTATION TO PROCESS THE CLAIM.

WHEN TRICARE IS THE SECOND-PAYER ON A CLAIM, IT SHOULD INCLUDE THE DIAGNOSIS DESCRIBING WHY THE MEDICAL CARE WAS NEEDED AND AN EXPLANATION OF BENEFITS FROM THE OTHER HEALTH INSURANCE PROVIDER.

BENEFICIARIES BUNDLING MORE THAN ONE CLAIM ON A SINGLE FORM MUST SUBMIT A PROOF OF PAYMENT FOR EACH SERVICE. EVERY CLAIM ON THE FORM WILL BE REVIEWED AS IF IT WAS SUBMITTED SEPARATELY AND ANY ITEMS THAT DO NOT HAVE PROOF OF PAYMENT WILL BE RETURNED FOR ADDITIONAL DOCUMENTATION.

FOR MORE INFORMATION ABOUT PROOF-OF-PAYMENT REQUIREMENTS, VISIT TRICARE.MIL/PROOFFOPAYMENT.

FOR TRICARE MANAGEMENT ACTIVITY, I'M ANNEMARIE FELICIO.

AS TROPICAL STORMS AND HURRICANES CONTINUE TO DEVELOP THIS SEASON, TRICARE URGES ALL BENEFICIARIES TO STAY PREPARED.

ANY BENEFICIARIES LIVING IN THE PATH OF A TROPICAL STORM OR HURRICANE SHOULD ALWAYS PREPARE FOR RAIN, AND POSSIBLE FLOODING AND EVACUATIONS. IN THE CASE OF EVACUATIONS, THE TRICARE PHARMACY PROGRAM MAY AUTHORIZE EARLY REFILLS FOR PRESCRIPTIONS – ENSURING BENEFICIARIES DON'T RUN OUT OF NEEDED MEDICATIONS DURING A CRISIS.

THE TRICARE DISASTER INFORMATION PAGE, TRICARE.MIL/DISASTERINFO, IS UPDATED WITH TRICARE ANNOUNCEMENTS RELATED TO HURRICANES, STORMS AND OTHER NATURAL DISASTERS. HANDY LISTS OF WHAT MILITARY FAMILIES MAY NEED TO ACCESS HEALTH CARE, SUCH AS UNIFORMED SERVICES ID CARDS, RECORDS, AND PRESCRIPTION BOTTLES ARE ALSO LOCATED ON THE PAGE. CONTACT NUMBERS FOR HEALTH CARE SUPPORT CAN BE FOUND AT TRICARE.MIL/CONTACTS.

BENEFICIARIES SHOULD FOLLOW ANY MANDATORY OR VOLUNTARY STATE EVACUATION ORDERS. INFORMATION AND TIPS ON DISASTER PREPAREDNESS CAN BE FOUND AT THE DEPARTMENT OF HOMELAND SECURITY WEB PAGE AT READY.GOV.

FINALLY: ANNEMARIE FELICIO REPORTS ON SAVING TIME AND MONEY BY SEEING A TRICARE NETWORK PROVIDER.

IF YOU ARE A TRICARE STANDARD BENEFICIARY, YOU CAN KEEP YOUR HEALTH CARE COSTS DOWN BY SEEING NETWORK PROVIDERS. NETWORK PROVIDERS HAVE NEGOTIATED WITH TRICARE REGIONAL CONTRACTORS TO PROVIDE CARE TO YOU AT AN AGREED-UPON RATE AND WILL ALSO FILE CLAIMS FOR YOU. GOING OUTSIDE THE NETWORK CAN CAUSE YOU TO HAVE HIGHER COSTS AND MORE PAPERWORK.

WHEN YOU USE A NETWORK PROVIDER, YOU TAKE ADVANTAGE OF TRICARE EXTRA, WHICH IS AVAILABLE TO ALL TRICARE STANDARD BENEFICIARIES. UNDER TRICARE EXTRA, YOU WILL SAVE 5 PERCENT ON THE COST-SHARES YOU PAY FOR HEALTH CARE SERVICES. VISITING A TRICARE NETWORK PROVIDER IS YOUR MOST AFFORDABLE OPTION IF MILITARY TREATMENT FACILITY CARE OR TRICARE PRIME IS NOT AVAILABLE TO YOU. TRICARE EXTRA IS NOT AVAILABLE OVERSEAS.

IF YOU LIVE NEAR AN MTF, YOUR MOST AFFORDABLE OPTION FOR SPECIALTY CARE IS RIGHT THERE. MOST MTFs GENERALLY DO NOT HAVE PRIMARY CARE

CAPACITY FOR TRICARE STANDARD BENEFICIARIES, BUT MANY OF THE LARGER FACILITIES MAY OFFER SPECIALTY SERVICES. IF YOU THINK YOU NEED TO VISIT WITH A SPECIALIST, OR NEED HOSPITALIZATION OR SURGERY, CONTACT YOUR CLOSEST MTF'S REFERRAL MANAGEMENT CENTER.

FOR MORE INFORMATION ON THE TYPES OF TRICARE PROVIDERS, VISIT TRICARE.MIL/COMPAREPLANS.

FOR TRICARE MANAGEMENT ACTIVITY, I'M ANNEMARIE FELICIO.

AND THAT'S TODAY'S TRICARE BENEFICIARY BULLETIN. WE'LL HAVE MORE NEWS YOU CAN USE NEXT WEEK. (:03)

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