



# Regional Newsletter

*Dedicated to enhancing the exchange of information within the region*

Published 05 Aug 09

## **HUMANA MILITARY HEALTHCARE SERVICES WOUNDED WARRIOR & BEHAVIORAL HEALTH PROGRAMS**

### **Warrior Navigation & Assistance Program (WNAP): 1-888-4GO-WNAP**

The Warrior Navigation & Assistance Program (WNAP), was designed to support active duty, Guard/Reserve warriors in transition, and their families. The WNAP provides information and assistance which will provide them with a seamless transition through the military health system. The new program offers these warriors and their families personalized guidance. They have access to a new advocacy unit, specially trained in the unique challenges that many warriors may face. They provide information on TRICARE, other military healthcare system services, Veterans Administration and/or programs and services within the civilian sector. The WNAP also offers a broad spectrum of clinical programs designed to meet the special needs of our wounded warriors and their families. Additionally, the WNAP also offers education and assistance to civilian providers caring for warriors and families.

### **TRICARE Behavioral Health (BH) Information: 1-800-700-8646**

Humana Military has partnered with ValueOptions to provide TRICARE behavioral health assistance and service to those eligible beneficiaries residing in the TRICARE South Region. The South Region includes Alabama, Arkansas, Florida, Georgia, Louisiana, Mississippi, Oklahoma, South Carolina, Tennessee (excluding the Ft Campbell area), and a major portion of Texas (excluding the El Paso area). Dedicated behavioral health agents are available Monday - Friday 8AM-7 PM EST, excluding federal holidays, to assist callers in accessing behavioral health services, by providing information regarding the TRICARE behavioral health benefit and responding to all other general behavioral health inquiries.

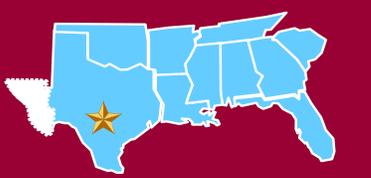
### **Behavioral Health Provider Locator & Appointment Assistance Line: 1-877-298-3514**

The Behavioral Health Provider Locator and Appointment Assistance Line provides services to TRICARE South Region active duty service members and their enrolled family members. They help with locating a behavioral health provider and scheduling urgent and routine outpatient behavioral health appointments with TRICARE providers in the community. Representatives are available Monday to Friday 8AM-7 PM EST, excluding federal holidays.

### **Behavioral Health Resources: [www.humana-military.com](http://www.humana-military.com)**

A special behavioral health portal for beneficiaries and providers is located on the Humana Military website. Users have access to a variety of behavioral health resources, tools, self-assessment quizzes and articles, to include the following: **Achieve Solutions** - An online resource, available in both English and Spanish filled with educational information and content regarding behavioral health, work/life issues. The site contains more than 6,000 articles covering 200 different topics, such as Anxiety, Health and Wellness, Relationships, Depression and more.

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### **THOUGHT FOR THE DAY**

*Your most unhappy customers are your greatest source of learning.*

*- Bill Gates*



## A Salute To: Maxwell AFB Network Hospital Partnership

A robust and cooperative network is absolutely essential to the effective provision of the TRICARE benefit. As an extension of care often originating within the MTF, our local hospitals deliver essential services to military members, their families, and retirees. In an effort to foster communication and enhance relationships, the 42d Medical

Group at Maxwell AFB, AL, started a bilateral partnership initiative with its four local network hospitals.

As an outpatient clinic with no emergency, surgical, or inpatient services, the 42d Medical Group, like many other MTFs, relies heavily on network hospitals to care for its enrolled population. During the summer of 2008, the clinic made initial contact with Jackson Hospital. They requested a visit of the facility, to include a tour and meeting between the two facilities' senior leadership teams. Following the success of this first meeting, the same overture was made with Maxwell's three other local hospital partners – Baptist South, Baptist East, and the Veterans Hospital. All three eagerly agreed, and each visit delivered tangible results such as enhanced communication, better understanding, and identification of new cooperation opportunities such as continuing medical education programs. The fourth and most recent visit was held in the spring of 09.

During these local hospital visits, the civilian facility team members became more interested in the 42d Medical Group, as well as the mission of Maxwell AFB. Many of these important community leaders had never visited the base and did not have a strong understanding of the installation's mission. In response, the 42d Medical Group held an open house for the local hospitals to visit the base, meet the installation commander, and tour the MTF. The results were absolutely remarkable. Each civilian healthcare leader was surprised with the diversity of the base's mission responsibilities and the medics' involvement in global contingencies, such as the wars in Iraq and Afghanistan and all the other humanitarian medical missions to Central and South America. In addition to reaffirming relationships built during earlier meetings, the visit to Maxwell cemented the civilian leadership teams' commitment to the military, the base, and their continued participation in the TRICARE program.

There is a quote that states "All healthcare is local." This adage certainly holds true for military clinics since cooperation with local network hospital partners is essential to meet the healthcare needs of the military enrolled population. The 42d Medical Group found a unique way to grow these local partnerships and will continue to foster these relationships in the future.

### HAVE A PERSON OR PROGRAM YOU WOULD LIKE TO RECOGNIZE?

The purpose of the "SALUTE TO..." section is to enhance awareness of special interest items, best business practices, exceptional staff members, and/or unique or successful programs within our region. There is always someone who has an interesting story or background to share; someone who has done something that is noteworthy, exceptionally important or has been awarded an honor of distinction. Special programs that have proven to be successful or recognized as a best business practice should also be considered for recognition and shared with others. You can also submit an article about your specific MTF (history, accomplishments, mission, etc.) Please include a picture (jpeg format) to go along with any article that is submitted.

We hope this addition to our TRO-S newsletter will enlighten our MHS staff within the region with stories that are motivational and interesting. If you have any questions, please feel free to call DSN: 554-3278 or commercial (210) 292-3278. Submissions can be sent directly to [janet.hudson@tros.tma.osd.mil](mailto:janet.hudson@tros.tma.osd.mil).

## **TRAINING, MEETINGS & CONFERENCES**

### **2009 C&CS CONFERENCE**

11-13 Aug 09—Boston, MA

For more information, go to <http://www.tricare.mil/conferences/ccs2009/index.cfm>

### **TIP AD HOC AND TIP ONLINE TRAINING**

The 2009 training schedule is listed below. Please make sure that all attendees scheduled for training sessions meet the criteria (outlined in the contract) to attend and have requested TIP access in advance of their training date.

TIP Ad Hoc attendees are limited to two per MTF/MMSO and are those staff identified in the MTF's MOU. TIP Online attendees are those personnel that serve in a BCAC or HBA capacity. You may have more than two per facility for the Online course but they must function as a BCAC or HBA. If you have any questions, please email [janet.hudson@tros.tma.osd.mil](mailto:janet.hudson@tros.tma.osd.mil) or call (210) 292-3278/DSN: 554-3278.

#### **TIP Ad Hoc for 2009 8:30 - 4:30 (one-day class)**

14 Oct 09—San Antonio, TX

#### **TIP Online for 2009 8:30 - 11:30 (half-day class)**

15 Oct 09—San Antonio, TX

### **2009 TRICARE SOUTH FUNDAMENTALS COURSE DATES**

20-23 Oct 09—San Antonio, TX

For more information and registration, please visit our webpage at <http://www.tricare.mil/trosouth/Training.cfm>.

### **ONGOING TRAINING AND COURSES**

TRICARE Data Quality Training Courses: For more information, go to:

<http://www.tricare.mil/ocfo/mcfs/dqmcp/training.cfm>

TRICARE Financial Management Education Program (TFMEP) Courses: For more information, go to:

<http://www.tricare.mil/ocfo/privatesector/tfmeep/index.cfm>

TRICARE University, TMA Reporting Tools, and TRICARE Briefing Materials: For more information, go to:

<http://www.tricare.mil/training/index.cfm>

Working Information Systems to Determine Optimal Management (WISDOM) Training Courses: For more information, go to: <http://www.tricare.mil/ocfo/bea/wisdom.cfm>

## **NEW BEHAVIORAL HEALTH INITIATIVES**

The DoD Appropriations Act FY 2009 directed the establishment and use of a web-based Clinical Mental Health Services Program as a way to deliver mental health services to service members and their families in rural areas. The TRICARE Management Activity (TMA) established the following behavioral health initiatives to meet the intent of the Act:

### **TRICARE Assistance Program (TRIAP) Demonstration:**

TRIAP, as developed by, and accessed through the Managed Care Support Contractors (MCSCs), will provide short term problem solving and confidential **non-medical** counseling (similar to Military OneSource) in a virtual face-to-face environment using video cameras and software such as Skype or iChat. Beneficiaries may access TRIAP from any computers at any location 24/7, as long as they have the necessary hardware and software. The effective date of implementation and providing TRIAP non-medical counseling is August 1, 2009.

- TRIAP will provide help to beneficiaries dealing with personal problems that might adversely impact their work performance, health, and well-being. It includes assessment, short-term counseling and referrals to more comprehensive levels of care, if needed.
- Those eligible are active duty service members, their spouses, and other family members 18 years of age or older who reside in CONUS. Enrollees in TRICARE Reserve Select and the Transitional Assistance Management Program are also eligible.
- There will be no cost to beneficiaries for using TRIAP services.
- There is a clinical aspect to the counseling, but there is no diagnosis made. There are no limits to usage, and no notification to a beneficiary's primary care manager or anyone else regarding those seeking non-medical counseling, unless required by the counselor's licensure (spouse abuse, etc.).
- If urgent care or routine clinical needs are identified, referrals will be made, as appropriate, to Military Treatment Centers, clinicians, crisis intervention, etc.
- Services will be provided using demonstration project authority.

### **Telemental Health (TMH) Network Development**

Currently, Telemedicine, including Telemental Health, is a TRICARE-authorized benefit. The initiative asks the MCSCs to develop and expand TMH networks including originating site and distant sites. Target date for network development and implementation of TMH is August 1, 2009.

- All current requirements for referrals, authorizations, and the unmanaged eight visits will still apply, as with any behavioral health visit.
- The establishment of TMH will facilitate improved access for behavioral health.
- Originating sites are TRICARE-authorized facilities where beneficiaries go to receive care.
- Distant providers are TRICARE-authorized providers who treat the beneficiary from their office.
- Current requirements include the establishment of one originating site within a 40-mile radius of each MTF, and one originating site in the region outside the 40-mile radius of an MTF with high concentrations of TRICARE PRIME Remote and reserve active duty service members and their eligible family members (although the benefit is available for all TRICARE-eligible beneficiaries).
- Originating sites and distant providers will file claims to receive reimbursement.
- Beneficiary population density, provider availability, and TMH usage data will be used to guide direction and extent of TMH network development, since TMH is currently not available in all locations.
- National standards and guidelines are used in TMH to ensure quality expectations of the beneficiary population.

For more information on TRICARE's telemental health options, please view the press release at <http://www.tricare.mil/pressroom/news.aspx?fid=546>.

## **CHANGE OF PLANS? CAN'T GET THERE IN TIME?**

Written by Lackland Tailspinner

There are many reasons why you or your family members may be unable to keep a medical appointment. Unfortunately, we all have those days when things simply do not go as planned. However, your local military treatment facility (MTF) needs your assistance to make sure your scheduled appointment gets cancelled when you cannot use it.

To cancel, call the appointment desk and simply let tell the clerk know or leave a message with your last name, clinic where the appointment was scheduled, and day of the appointment. When you take a couple of minutes to do this you are freeing up an appointment for someone else in need, as well as saving the MTF dollars that could be spent elsewhere. Appointments cancelled even just one hour prior to the appointment time are likely to be used by another patient. If however you opt to “no-show” then that time is lost. Also, a primary care appointment costs approximately \$150. In some of our higher volume clinics, like the 37 MDG at Lackland AFB, the number of dollars wasted due to no-shows can quickly add-up. In March of this year, the 505 no-shows at the 37th amounted to exactly the same amount of money that it would have cost to pay a healthcare provider for a full year!

As we strive to get people seen in our clinics and hospitals within access to care standards, everyone's contributions make a difference! Your help is greatly appreciated.

## **ENHANCED ABILITY TO PERFORM ELIGIBILITY CHECKS NOW ON MYHMHS**

The Check Patient Eligibility application on MyHMHS for the Government has been enhanced to provide additional features and information.

Highlights include the ability to perform up to five eligibility checks at one time. Basic information will be returned for each beneficiary. Also included is a detailed, drill-down link that includes all of the information available in the current eligibility check application, plus the following:

- Cost-share/co-pay/deductible/catastrophic cap
- Code look-up feature-to determine if a referral is required
- Beneficiary eligibility history
- Current other health insurance (OHI) Information
- Current referrals/authorizations information for the beneficiary
- Program benefits
- Rank and grade of the sponsor
- Name of the base/post (as opposed to the DMIS ID Number)
- Map of the Regions (for those beneficiaries close to Region boundaries)

If you have any questions, please call (800) 334-4817.

## PLASTIC SURGERY NOT JUST PERFORMED FOR COSMETIC REASONS

Submitted by 59th Medical Wing Public Affairs

“A nip here, a tuck there, a Botox injection, or enhancements to make me more attractive,” is the answer you get from most people if asked “What does a plastic surgeon do?”

Although a plastic surgeon is required to do a certain number of cosmetic procedures to keep up a skill set in their specialty; that, alone, does not tell the whole story of the surgeons assigned to the 59th Surgical Specialties Squadron’s Plastic Surgery Flight.

On the surface, it appears that many of the surgeries performed are for aesthetic reasons, but each one of the techniques used is similar to a reconstructive one that the doctors will perform to treat a trauma victim or a wounded warfighter.

“Performing cosmetic procedures reinforces the surgeon’s knowledge of anatomy. It is difficult to restore an injured warfighter or trauma victim to their normal appearance if you do not routinely see normal,” said Lt. Col. (Dr.) Earl Ferguson, consultant to the Air Force Surgeon General for plastic surgery.

Performing a facelift prepares a surgeon to do local flap coverage of soft tissue defects or damage; a nose job, or rhinoplasty, involves nasal reconstruction; a tummy tuck, or abdominoplasty, entails abdominal reconstruction; breast surgery provides training on the restoration of native anatomy following cancer or trauma; and Botox restores facial symmetry following nerve damage.

“Our surgeons take what they learn from these procedures to the war zones and on humanitarian missions to such places as Ecuador, Guatemala, Nicaragua and Columbia where they will treat between 35 to 40 patients in a two-week deployment,” said Dr. Ferguson.

Many of the cases seen during humanitarian missions are cleft lips and palates. The doctors will perform 60 to 80 of these surgeries each year, between the humanitarian missions and at their home station. The management of this congenital deformity is one of the unique skill sets of the plastic surgeon. Although the plastic surgeons deploy for general surgery, they are often called upon to use their expertise to perform soft tissue repair to wounds.



“They are surgeons first, so their broad background enables employment in multiple capacities during mass casualty situations, dealing with everything from abdominal surgery to hand surgery,” said Dr. Ferguson. “Their wound expertise and experience with catastrophic injuries make them some of the most consulted surgeons at Wilford Hall Medical Center.”

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## ACCESS TO CARE DRIVE TIMES

The access to care (ATC) drive-time standard for enrollment to a Primary Care Manager (PCM) is a 30-minute drive time from the enrollees residence to the PCM's office address. Humana Military has sent letters to all non-active duty MTF enrollees who reside greater than a 30-minute drive time to the MTF to which they are enrolled.

Beneficiaries who are enrolled to an MTF that are residing greater than 30 minutes, but less than 100 miles from the facility, will be allowed to stay enrolled to their MTF if they waive the ATC drive-time standards by signing sections V and VI of the enrollment application. The application must be on file with Humana Military by 30 Sep 09. Beneficiaries not waiving their ATC standards will be transferred to a civilian PCM effective 01 Oct 09.

Some MTF-enrolled beneficiaries who reside more than 100 miles from the facility may continue their MTF enrollment based upon MTF availability. Most beneficiaries, however, will not be allowed to stay enrolled to the MTF. They will have the option of choosing a civilian network PCM by 30 Sep 09 or they will automatically be transferred to a civilian network PCM effective 01 Oct 09. Humana Military will identify those who can stay enrolled and those who cannot and will send specific letters notifying them of what action they need to take at this time.

Letters also went out to those beneficiaries who are enrolled in a MTF or civilian network PCM whose residence is located outside the South Region. These beneficiaries will not be allowed to continue their enrollment in the South Region after 30 Sep 09. These beneficiaries need to transfer their enrollment to the region in which they reside. HMHS will work with the South Region MTFs to ensure all MTF enrollees who can stay enrolled to their MTFs are contacted to obtain their signature waiving their ATC drive time standards. For more information, please call 800-444-5445 or 210-292-3229.



### Presentations Using the Internet

**TRICARE Direct2U** uses the Internet at your location to conduct TRICARE briefings by technical/subject matter experts in an interactive, "live" forum. Each one-hour presentation allows plenty of time to answer questions. All that is needed for you or your organization to participate is a computer with a broadband Internet connection and a speakerphone. Each linked email address can have an unlimited number of participants viewing the presentation in their audience. Currently, TRO-S offers the following briefings:

1. **Health Care Benefits Before & During Activation**—Targets RC/Guard members and their families.
2. **After Deactivation**—Targets RC/Guard members and their families.

To sign up for a briefing, please go to [www.tricare.mil/trosouth/direct2u-info.cfm](http://www.tricare.mil/trosouth/direct2u-info.cfm).

**Other briefings available upon request are :**

**TRICARE Prime Remote**— Targets South region beneficiaries eligible for TPR. Available upon request.

**TRICARE Reserve Select**— Targets RC/NG, South region beneficiaries eligible for TRS. Available upon request.

For more information on the Direct2U program or to schedule a briefing that is available upon request or for a special event, please email [TROS\\_Marketing@tros.tma.osd.mil](mailto:TROS_Marketing@tros.tma.osd.mil).

## **PRE-ACTIVATION TRICARE COVERAGE FOR CERTAIN RESERVE COMPONENT (RC) PERSONNEL**

Certain Reserve and National Guard personnel, receiving delayed effective date deployment orders, could be eligible for medical and dental coverage up to 90 days prior to mobilization. The orders must be for more than 30 days in support of a contingency operation.

This early eligibility program is totally dependent upon the service members' Reserve Components and personnel units updating the Defense Enrollment Eligibility Reporting System (DEERS) with delayed effective date order information. Early TRICARE coverage would begin on which ever came later: the date of the orders being issued or 90 days prior to reporting for active duty. Members can check to see if they qualify for early eligibility by asking their unit personnel office or accessing the Guard/Reserve Portal <https://www.dmdc.osd.mil/appj/trs/service.jsp>.

Family members of RC members who qualify for early eligibility healthcare coverage, may also qualify for this program if they are eligible in DEERS. Family members have the option to enroll in TRICARE Prime during this period. The actual RC service member will not enroll in TRICARE until they reach their final deployment location. In this early eligibility period, the RC member's medical care will be provided by a military treatment facility (MTF) if the member resides within 50 miles of a military installation. If the member resides more than one hour from an MTF, routine medical care will be provided by TRICARE network primary care providers. To find a list of network providers in a specific location in the TRICARE South region, contact Humana Military at 1-888-446-9627.

Service members who are eligible for the early benefit are not eligible for the Reserve Dental Program, managed by United Concordia. In the early eligibility period, RC members' dental care is managed by their unit, their service component, and the Military Medical Support Office, since they are identified as active duty in DEERS. If they reside within one hour from a military dental treatment facility, all dental care must be obtained from this facility. If they reside more than one hour from a military dental treatment facility, their dental care is coordinated by their unit and the Military Medical Support Office.

For questions concerning this benefit, contact the TRICARE Regional Office-South Guard/Reserve Program POCs at 228-377-9642, DSN 597-9642 or 210-292-3216, DSN 554-3216.

## **HUMANA MILITARY HEALTHCARE SERVICES WOUNDED WARRIOR & BEHAVIORAL HEALTH (BH) PROGRAMS**

**Continued from page one**

**Suicide Awareness** – This section contains articles, tip sheets and web resources focused on Suicide Awareness and Prevention to include all military service branch programs, the National Guard Virtual Armory program, and other national programs. In addition, two videos were developed to help bring awareness to members and their loved ones.

**Life Manager** - A “one stop-shop” instrument that brings together various resources and services to help military members and their families meet their unique needs. Life Manager can help individuals assess mood, focus on concerns, and identify solutions to life's challenges, both large and small.

**Teen Corner** - A resource designed specifically to help teens and their parents tackle life issues that are often hard to cope with. Being a teenager, or the parent of a teenager, is hard work. Teens are faced with challenges and decisions their parents never had to face such as the stress of a parent being deployed, injured, or even deceased. These situations can cause emotional challenges that can often become overwhelming.

For additional assistance or to learn more about WNAP, please contact any of the phone numbers or websites mentioned on page one or call 800-444-5445.