

TRICARE REFERRALS AND PRIOR AUTHORIZATIONS

Referral and authorization submission options

Submit online for quickest response:

[HumanaMilitary.com/login](https://www.humanamilitary.com/login)

Fax patient referral authorization form:

(877) 548-1547

Submit by phone:

(800) 444-5445

Behavioral healthcare referrals and authorizations:

[HumanaMilitary.com/login](https://www.humanamilitary.com/login)

Fax Outpatient Treatment Report (OTR): (877) 378-2316

Phone: (800) 444-5445

Tips for making referrals and authorizations



Submitting a request online at [HumanaMilitary.com](https://www.humanamilitary.com) is the quickest and most convenient way to obtain a referral or authorization.

- Facilities unable to access the internet can fax the TRICARE Higher Level of Care Treatment Report to (877) 378-2316.
- All network Primary Care Manager (PCM) and specialist-to-specialist referral requests will be directed to system-selected providers or to providers the beneficiary has seen in the preceding six months
- The choice of up to five providers will reflect the optimal options in terms of quality of care, accessibility (e.g., appointment availability), affordability and drive time from the beneficiary's address
- When completing the referral, always include the sponsor's TRICARE ID, diagnosis and clinical data explaining the reason for the referral
- If the beneficiary resides within a military hospital or clinic's catchment area, the services requested may be subject to redirection to the military hospital or clinic – known as the Right Of First Refusal (ROFR)
- If the patient needs services beyond the referral's scope, the PCM must approve additional services
- Check the status of the referral or authorization at [HumanaMilitary.com](https://www.humanamilitary.com) or by phone at (800) 444-5445
- Humana Military will notify the beneficiary and providers of an approved referral or authorization

Tips for hospital admission notifications



Submitting the notification online at [HumanaMilitary.com](https://www.humanamilitary.com) is the quickest and most convenient way to notify Humana Military of a hospital admission. In many cases, the admission is immediately approved.

Entering a new hospital admission notification is easy. Sign in to **provider self-service**, select “new request for referral or authorization,” including hospital admission, and follow the simple steps to complete the request.

Submit continued stay reviews and notify Humana Military of a patient's discharge online. It is important to notify Humana Military when a patient is discharged. This allows the authorization to be completed and the claim to be properly processed.

For behavioral healthcare admissions, submit notification online at [HumanaMilitary.com](https://www.humanamilitary.com). This is the quickest and most convenient way to notify Humana Military of a hospital admission.

Specialist-to-specialist referrals for the same episode of care

Some referrals may be authorized from one specialty care provider to another, bypassing the need to get another PCM referral. Specialist-to-specialist referrals:

- Apply only when a valid evaluate and treat referral from the PCM was previously authorized for the same episode of care
- Do not apply to Active Duty Service Members (ADSM)
- Are subject to the military hospital or clinic ROFR policy

If you are a specialist referring your patient to another specialist, please keep in mind:

- You, the receiving specialist and the PCM will be notified of all such referrals by automatic fax, keeping the entire care team aware of these clinical contacts
- Not all specialist-to-specialist referrals will be authorized
- If a pediatric patient age five or younger or a patient with a developmental, behavioral or physical disability requires dental procedures under general anesthesia, the request for prior authorization may be submitted by the dentist

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

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Procedures and services



- Adjunctive dental care
- Advanced life support air ambulance in conjunction with stem cell transplantation
- Bariatric surgery
- Extended Care Health Option (ECHO) services
- Home health services, including home infusion
- Hospice
- Lab Developed Tests (LDT)
- Low protein modified foods
- Open, arthroscopic and combined hip; surgery for the treatment of Femoroacetabular Impingement (FAI)
- Spinal fusions and related procedures
- Transplants (solid organ and stem cell, not corneal transplant)

Inpatient hospital stays



- Acute care admissions (notification of acute care admission is required by the next working day.)
- Admissions or transfers to Skilled Nursing Facilities (SNF), rehabilitation and Long-Term Acute Care (LTAC)
- Continued stay review
- Discharge notification

Behavioral health



- Autism Care Demonstration (ACD) services, including Applied Behavior Analysis (ABA)
- Electroconvulsive Therapy (ECT)
- Extended Care Health Option (ECHO) services
- Nonemergency acute inpatient admissions for psychiatric and Substance Use Disorder (SUD) care
- Psychoanalysis
- Residential Treatment Centers (RTC)
- Transcranial Magnetic Stimulation (TMS)

Behavioral health concurrent review (should occur within 24 to 72 hours)



- Applied Behavior Analysis (ABA)
- Discharge Notification (including information about follow-up appointment post-discharge)
- Emergency admissions
- Intensive Outpatient Program (IOP)
- Opioid Treatment Programs (OTP)
- Partial Hospital Program (PHP)

* The list of services requiring prior authorization changes periodically. For the most current list, go to [HumanaMilitary.com](https://www.humanamilitary.com)

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