

# Tricare provider resources

## Humana Military resources

[HumanaMilitary.com/Login](https://www.humana.com/military)

### Secure services



- 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
- Submit claims
- View remittances

### Non-secure services



- Learn about TRICARE programs and coverage
- Access forms and tutorials
- Learn about provider education opportunities
- Get billing guidelines
- Locate TRICARE providers using the provider directory
- Access the TRICARE provider handbook and editions of *TRICARE provider news*

Humana Military Interactive Voice Response (IVR) line (800) 444-5445



- Look up procedure codes
- Check the status of claims
- Determine eligibility and covered benefits
- Check the status of referrals, authorizations and behavioral health referrals

Fraud and abuse hotline



(800) 333-1620  
[HumanaMilitary.com/ReportFraud](https://www.humana.com/military/ReportFraud)

## Claims resources

### Claims submission:

TRICARE East Claims  
PO Box 7981  
Madison, WI 53707-7981  
(800) 444-5445  
[HumanaMilitary.com](https://www.humana.com/military)

### Electronic Data Interchange (EDI) help desk

- Get assistance with issues related to TRICARE Electronic Media Claims (EMC) submissions
- Identify yourself as a TRICARE provider

(800) 782-2680

Menu option 1

[HumanaMilitary.com](https://www.humana.com/military)

### Provider data management updates

East Region Data Management  
WPS Health Insurance  
PO Box 8923  
Madison, WI 53707

## Behavioral health resource

### Behavioral healthcare

(800) 444-5445

[HumanaMilitary.com/BH](https://www.humana.com/military/BH)

## National resources

### TRICARE website

[TRICARE.mil](https://www.tricare.mil)

### TRICARE manuals online

[manuals.health.mil](https://www.manuals.health.mil)

### Defense Health Agency – Great Lakes

Defense Health Agency – Great Lakes  
2834 Green Bay Road, Suite 304  
North Chicago, IL 60064-3091  
(888) MHS-MMSO ((888) 647-6676)

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

# TRICARE PROVIDER RESOURCES

## TRICARE pharmacy resources

### TRICARE Pharmacy Program: Express Scripts, Inc.

Express Scripts, Inc.  
PO Box 52150  
Phoenix, AZ 85072  
Phone: (877) 363-1303  
Fax: (877) 895-1900  
[express-scripts.com/TRICARE](http://express-scripts.com/TRICARE)

### TRICARE formulary search tool

[express-scripts.com/static/formularySearch/2.0/#/formularySearch/drugSearch](http://express-scripts.com/static/formularySearch/2.0/#/formularySearch/drugSearch)

### Pharmacy prior authorization information and forms

[TRICARE.mil/pharmacy](http://TRICARE.mil/pharmacy)  
Prior Authorization Provider Line: (866) 684-4488

### Medical necessity forms and criteria for non-formulary medications

[express-scripts.com/static/formularySearch/2.0/#/formularySearch/drugSearch](http://express-scripts.com/static/formularySearch/2.0/#/formularySearch/drugSearch)

## Online reimbursement rate calculators (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.

### TRICARE.mil/Providers/WhatTRICAREPays

- Ambulatory surgery grouper rates
- Anesthesia procedure pricing
- TRICARE allowable charges
- Diagnosis-related group rates
- TRICARE Outpatient Prospective Payment System (OPPS)

### health.mil/Military-Health-Topics/Business-Support/Rates-and-Reimbursement/CMAC-Rates

- TRICARE-allowable charges

## Other program resources

### Civilian Health and Medical Program of the department of Veterans Affairs (CHAMPVA)

[va.gov/communitycare/providers/info\\_champva.asp](http://va.gov/communitycare/providers/info_champva.asp)  
VA Health Administration Center CHAMPVA  
PO Box 469063  
Denver, CO 80246-9063  
(800) 733-8387

### TRICARE For Life (TFL) & Wisconsin Physicians Service/ TRICARE Dual-Eligible Fiscal Intermediary Contract (WPS/TDEFIC)

[TRICARE4U.com](http://TRICARE4U.com)  
(866) 773-0404  
(866) 773-0405 (TDD)

Social Security Administration (SSA)  
(800) 772-1213

### Warrior Navigation and Assistance Program (WNAP)

[HumanaMilitary.com/WNAP](http://HumanaMilitary.com/WNAP)  
(888) 4GO-WNAP (1-888-446-9627)

### Provider data management updates

East Region Data Management  
WPS Health Insurance  
PO Box 8923  
Madison, WI 53707

### US Public Health Service (USPHS)

(800) 279-1605

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