

TRICARE referrals and prior authorizations

Referral and authorization submission options

Submit online for quickest response:

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

This is the preferred method to submit urgent/emergent or routine medical/surgical and or behavioral health services

Humana Military encourages you to utilize provider self-service to submit all referrals and authorizations.

Options for facilities without internet access

Urgent and emergent requests, submit by phone:
(800) 444-5445

Non-urgent and non-emergent requests, fax to:

Medical or surgical request: (877) 548-1547
Behavioral health request: (877) 378-2316

Tips for making referrals and authorizations

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

- 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). When using provider self-service and the request is flagged for ROFR, please provide clinical information to support the request to avoid delays. The military hospital or clinic will review this and then accept or decline the request.

- 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.humana.com/military) 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.humana.com/military) is the quickest and most convenient way to notify Humana Military of a hospital admission. In many cases, the admission is immediately approved, including ones for behavioral health.

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.

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

Procedures and services

- Adjunctive dental care
- Advanced life support air ambulance in conjunction with stem cell transplantation
- Bariatric surgery
- Dental anesthesia and institutional benefits
- 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)
- Spravato™ (esketamine) nasal spray
- 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 within 7 days of discharge date)
- 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.humana.com/military)

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