

# Government self-service system operations tip sheet

## Homescreen dashboard applications at-a-glance:

Here you will find quick definitions/features of each [government self-service](#) application\*

\*Available applications may vary by user. If you require access to an application listed here that is not available on your personal dashboard, please utilize the Request Changes to Services form available under the My Profile section at the top right of the home screen.

## Services for all government users

**Check patient eligibility:** Enter patient information (TRICARE ID and patient Date Of Birth (DOB), or authorizations number) for up to five (5) beneficiaries at a time to determine TRICARE coverage.

**Code lookup:** Enter a procedure or diagnosis by code or text to determine if a referral is required and/or if service is covered.

**Civilian provider selection tool and name search (Submit Change Requests):** Search the online provider directory for providers by location or by name, and submit change requests if information is invalid.

**Provider search:** Search network providers by Tax ID, National Provider Identifier (NPI), ZIP Code, and/or Provider name (free text).

**Provider directory reports:** Search by state and Prime Service Area (PSA)/installation for interactive reporting information.

**Address distance validation:** Enter origin address and destination address to calculate drive time and distance for access standard verification.

**Care management referral:** Enter a case management referral request for a beneficiary.

**PQI form:** Online form intended for submission of Potential Quality Issues (PQI). A PQI is defined as a clinical variance in the standard of care.

## Online referrals and authorizations

**Check an existing referral/authorization:** Search existing referral/authorization by TRICARE ID and patient DOB, or Auth Number.

### Inpatient admissions - Active Duty or Non-Active Duty:

Search Admission authorization cases/counts by DMIS, Beneficiary Type, Provider/Setting, Status, Type of Service, and Service Date. *Option to narrow results to include patients who have a Primary Care Manager (PCM) at a specific military hospital or clinic, who have that specific facility as their ordering provider, or who are TPR or non-enrolled active duty.*

**Referral reconciliation:** Options to access the Monthly Summary by DMIS, or to search case list by DMIS with start/end date or to search specific case by TRICARE ID. *Can also view auth details with a specific auth/order number.*

**Services by provider:** Search specialist referral cases/count by DMIS, Beneficiary Type, Provider/Setting, Status, Type of Service, and Service Date. *Option to narrow results to include patients who have a PCM at a specific military hospital or clinic, who have that specific facility as their ordering provider, or who are TPR or non-enrolled active duty.*

**View approved authorizations for your military hospital:** Approved authorization data search by start/end date and military base (*information loaded once a day*).

**Submit a new referral/authorization request:** Create a new military hospital or clinic referral/auth request via DMIS, auth order number (MHS Genesis number or CHCS number), referring military facility doctor's name and NPI. Option to request priority handling for STAT, 24-hour and 72-hour referral status.

### MTF Optimization dashboard (Former ROFR dashboard):

View referral requests which have been sent to the Military Treatment Facility (MTF) for optimization of services available in the Direct Care system. Viewable by DMIS, priority, first/last name, status, decision and/or auth number.

**Pended claims review:** Search pended claims by claim number, sponsor ID, begin/end service date, age of claim and/or DMIS. Results indicate number of days in review and claim type. (*Only available to DHA-GL users*)

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## TRICARE Information Portal (TIP)

This portal is utilized to access information about beneficiaries and providers from different sources via a single web-based system.

**TIP Beneficiary 360:** Includes Shared Clinical View: Search by sponsor ID, DoD ID number, or beneficiary for information such as:

- Beneficiary, DOB, Relation, Eligibility Status, Other Health Insurance (OHI), Other Government Programs (OGP), HIPAA restrictions and Grandfathered Status Prime (GFP).
- Beneficiaries drop down list includes sponsor/summary with hover over capability to select/view HIPAA, Enrollment Notes, TIP History, and Contacts. The sponsor and dependents should be included in drop-down list with hover-over capability to select/view Coverage History, Ref/auth, PCM history, Claims, OGP/OHI, Care Management Cases, Communications and Recent Activity.
- Click the small green arrow tab on the left side of the screen to expand Actions and Resources Menu to include helpful applications and educational links.

**TIP Beneficiary 360 virtual training:** Access to a self-directed, self-paced training program that covers the following application features:

- Links and Applications
- Beneficiary Detail Screen
- Coverage History
- Referral/Auth History
- PCM History
- Enrollment Notes
- CMS Beneficiary Contacts
- CMS Provider Contacts
- CMS Government Contacts
- TSC Contacts
- Claim History
- INFOrm Contacts
- OGP/OHI
- TIP History
- Chat History

## Claims Lookup

Enter Claim Number to get detailed claim information including type, status, payment and diagnosis information. You can also access documents associated with the claim. Deleted claim information can be found by selecting “deleted” box when entering the claim number

## Humana Enrollment Assignment Rules Database (HEARD)

This TRICARE enrollment template service allows the military hospital or clinic to perform specific functions for their facilities and clinics by DMIS ID. (Actions can only be taken on authorized TRICARE enrollment facilities.)

Menu includes options to **Set UIC/Unit Rules for Active Duty Service Members (ADSM)**. Set UIC/Unit assignment rules by Place of Care and/or PCM by Name (PCMBN) for ADSMs or **Set DMIS/POC Rules for ADSM, Active Duty Family Members (ADFM), and Non Active Duty (NAD)/NADD** – Set DMIS and Place of Care assignment rules for ADSM and their families (ADSM/ADFM) and NAD/NADD and their families. *For help getting started, a TRICARE enrollment template service document is also available/accessible.*

## Reporting

**TRICARE report gallery:** Access to all TRICARE East DoD Required Reports and Additional Reports. Required Reports are those driven by the Contract Deliverable Requirements List (CDRL) and Additional Reports provides data beyond the contract’s requirements.

## Provider search by distance from military hospital or clinic

**TRO - Provider search by distance from military facility:** Search by branch of service, state (optional), distance from that facility, and provider type (network/non-network). This feature is only available to those government portal users at the Defense Health Agency (DHA) level who have access to all installations and military hospitals and clinics.