

# Government Self-Service Frequently Asked Questions (FAQ)s

If your question is not answered here, please utilize the system operations tip sheet for at-a-glance feature of services available on the Government Self-Service dashboard and/or the System Operations Self-Service Tutorial for a more in-depth, self-paced training.

## What is Government Self-Service?

Also known as the government portal, eligible government partners are granted access to [Government Self-Service](#) through assigned individual(s) at each installation. **Humana Military does not grant access to users.** Services include physician referrals, health care authorizations, claims payments, assignment of beneficiaries to physicians and contact information with validated individuals.

## How do I know if I am eligible for a Government Self-Service account? What are the eligibility requirements?

You must work at a military hospital or clinic in an authorized Department of Defense position that requires access to patient information in the scope of your duties.

## What is the approval timeline after account sign-up/request is successfully submitted?

Approval timeline is contingent on the review of the installation or military hospital's designated approval authority.

## How do I reset my User ID and/or password?

Utilize the "Forgot user ID" or "Forgot password" link on the Government [Self-Service log in](#) page and enter the requested information.

## What steps do I take to access my account if I am locked out after multiple failed login attempts?

Call the Government Help Desk at (800) 334-4817 between 8 AM and 6 PM ET, Monday through Friday (excluding holidays) and tell them you are locked out of your account. Request to have your account reset.

## I do not have access to a service I need OR no longer need a service currently available. How do I request change to services?

[Log in](#) to your Government Self-Service account, click on **My Profile**, and then Request Changes to Services. Accept the Humana Security and Information Protection

Agreement, and a list of available applications will populate. Any box with a checkmark is an application you currently have access to; uncheck any box for applications you no longer need access to and check any box for applications you need access to and click on "Submit" for approval/denial by the installation or military hospital or clinic-designated approval authority.

## Can I submit referral requests via Government Self-Service?

Yes, but you must have Create/Update application access for online referrals and authorizations.

## Who reviews referrals and what is the typical timeline for approval/denial?

Referrals submitted via the portal are reviewed by Humana Military and typically processed within 24 hours, if not immediately approved upon submission.

## How can I attach clinical information to a referral?

Open the referral in question and select "Request Update," select a box for who is updating the referral, scroll to the "Additional Information" box at the bottom of the referral, type in the document type being attached and click "Submit." A box will open that allows you to "Attach Documentation" and browse to the file you need to attach and click "Attach." **Document types accepted include .bmp, .jpeg, .jpg, .jpe, .jfif, .png, .tiff, .tif, .pdf, .docx, .doc, .html, .htm, .rtf, .txt and must be 10 MB or less in size.**

## What is the 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.

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## **Can I access claim information in the portal?**

Yes, claim information can be found utilizing the Claim Lookup Tool. Claim information can also be found within the TIP360 Beneficiary Search application utilizing the Shared Clinical View function. Only the last two years of claims are visible.

## **How can I view pended claim information?**

Defense Health Agency-Great Lakes (DHA-GL) users can access information via the Pended Claims application. All other users can access information via the ZUCLM140A (ADSM Claims with No Auth; Non-Covered Denial) report in the TRICARE Report Gallery under Additional Reports/Claims.

## **What is the difference between the TRICARE Report Gallery and TRICARE DataMart?**

TRICARE Report Gallery reports are contract required reports that are already populated, and DataMart is a data repository with reports from which you can build your own ad-hoc data reports.