



TRICARE provider news

Up-to-the-minute information for
TRICARE® providers in the East Region

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Submit start and stop times for electronic claims



Applied Behavior Analysis (ABA) providers should include the ABA start and stop session times in military format on each service line.

For Electronic Claims (EMC), the military time must be submitted in the NTE02 2400 segment. For XPress Claims (XPC), the military time must be added to individual lines in the supplemental information notes area. Both EMC and XPC claims require the correct formatting of the session times. Example: 1100-1200 or 11:00-12:00. Spaces in the times, or using verbiage such as 'to,' is not acceptable.

Using the correct claim forms

To speed up claims processing, providers should submit **red and white CMS-1500 or UB-04 forms** instead of black and white copies to PGBA. This allows our software to more efficiently scan and process submitted paper claims.



Commit to Quit, tobacco and vaping cessation program



Humana Military now offers a new, free program, [Commit to Quit](#), to help beneficiaries end their nicotine use.

The program provides:

- Strategies to stay motivated, manage cravings and avoid relapses
- An assigned nicotine cessation specialist to help set a quit date and get started
- Resources to continue nicotine cessation

Please encourage TRICARE beneficiaries to find out about this program on the [Commit to Quit page](#), or call a nicotine cessation specialist at (877) 414-9949. You can also send us a care management referral form, which you can find in [provider self-service](#).



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A tool to enhance accuracy in TRICARE East directories



BetterDoctor® is a tool from Quest Analytics® that helps providers keep their directory information accurate with less effort. By checking your data, you make sure TRICARE East beneficiaries get timely and accurate information. This saves you time so you can focus more on caring for your patients.

In the coming weeks, Humana Military network providers will receive a request via email, fax, direct mail and/or phone to verify their information every 90 days. Email requests will come from validation@betterdoctor.com.

After verifying the first time, your information will automatically save, making ongoing verification a seamless process.

Groups of 20+ providers, or five or more facility locations, will have the option to attest by roster instead of updating providers individually in the BetterDoctor® portal, saving time and improving accuracy. More information regarding the roster option will be coming soon.

Help beneficiaries understand their pharmacy Explanation of Benefits (EOB)



Empower beneficiaries by encouraging them to review their pharmacy EOBs to learn more about their TRICARE pharmacy benefits coverage, verify claims and understand medication costs. It is important to remind beneficiaries that an EOB is not a bill, but rather a summary of prescription claims and costs filled at retail network pharmacies or through TRICARE Home Delivery.

EOB statements are available through the beneficiary's [Express Scripts](#) online account to view, print and download. They can choose how they receive their EOB statements, including email, text or mail.

Beneficiaries can [learn more here](#), or by contacting Express Scripts at (877) 363-1303.



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Enhanced security for your self-service account



Humana Military's [provider self-service](#) is moving to a more secure login. Users will soon notice an extra step to verify your identity, in addition to your password. This enhanced security feature adds another layer of protection.

It will require each self-service user to have a unique email address with every user ID. Users who need to take action will receive an email with directions on what to do. If you receive this email, please follow the instructions to update your email address. Learn more in a [provider news and updates article](#).

Update on applying for EFT payments

Here are some tips to ensure providers [applications for EFT](#) are processed as quickly as possible:

- Only submit an application once. Submitting multiple applications for the same provider will slow down the approval process.
- Include the required bank letter OR a voided check with the application. If this is not submitted, the application will be returned requesting the information. Your application will not be processed until this item is submitted.

After a provider completes a submission, they will receive a response saying the request was received (if you submit online or by email). Once the application is processed, PGBA will send you a confirmation letter that enrollment is complete. EFT enrollments submitted by fax or mail will receive a submission confirmation in the method the application was made.



Submit provider data change requests in provider self-service!

Provider data accuracy depends on you! Maintaining accurate information ensures not only more timely communications, but also that TRICARE beneficiaries are able to find you in our provider locator tool.

View [Provider data change request](#) for a demonstration of all the updates that can be made through self-service.