



TRICARE provider news

ISSUE 2 | 2026

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

PREPAYMENT REVIEW AND DOCUMENTATION SUBMISSION

If your organization is subject to prepayment review by program integrity and supporting documentation has been requested, please submit documents to:

TRICARE East medical review

PO Box 202174

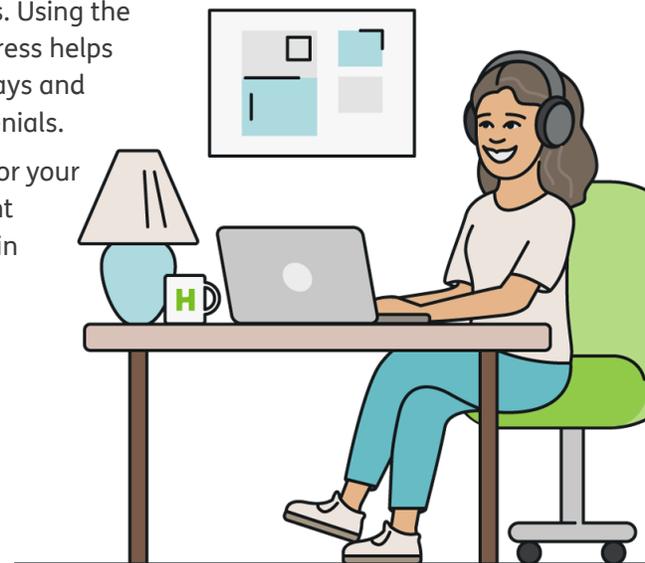
Florence, SC 29502-2174

Fax: (877) 489-8213

NOTE: This address and fax line are specifically for program integrity initiated prepay review documentation and differ from the general medical management unit. If your office is not under program integrity initiated

prepay review, use the correct address for document submissions. Using the correct address helps prevent delays and potential denials.

Thank you for your commitment to integrity in healthcare.



Humana
Military



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TRICARE HOME DELIVERY



Beneficiaries have several options for filling their prescription medications, including military pharmacies, retail pharmacies¹ and TRICARE Home Delivery. Each option offers flexibility and choice for beneficiaries. However, TRICARE Home Delivery is considered one of the most convenient methods for TRICARE patients to receive their routine medications, including TRICARE-defined² specialty drugs.

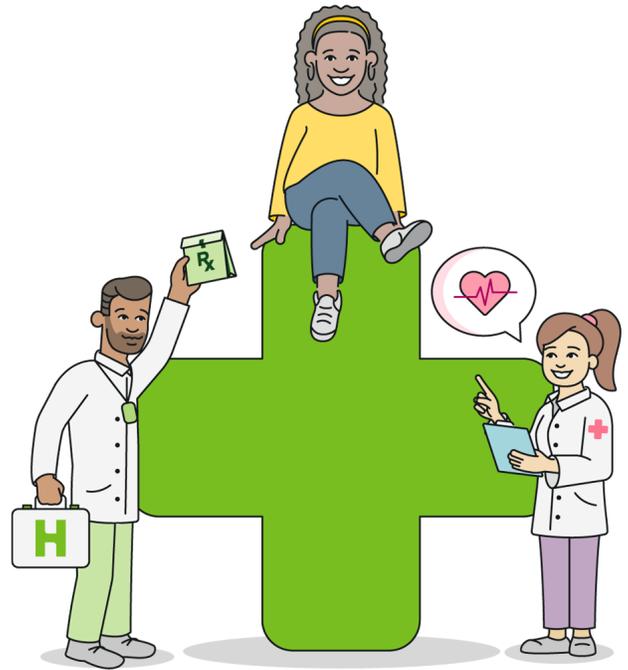
Beneficiaries may want to consider home delivery for:

Simple, secure and streamlined medication management

- For eligible medications, beneficiaries can get up to a 90-day supply delivered to their door. TRICARE Home Delivery will ship to any address in the US or US territories, including APO (Army Post Office) and FPO (Fleet Post Office) addresses. addresses³.
- Beneficiaries can easily manage or cancel automatic refills for eligible prescriptions and track expected delivery dates.
- They can also securely manage medications using the free [Express Scripts® Mobile App](#).
- Medications are delivered in plain, weather-resistant packaging.

Clinical support

- Medication history is reviewed for any potentially harmful interactions.
- Beneficiaries enjoy the privacy of online ordering and access to a pharmacist 24/7.



Providers can support beneficiaries transitioning to TRICARE Home Delivery in several ways:

- Inform beneficiaries that they can manage existing prescriptions through their secure online account, the free [Express Scripts® Mobile App](#) or by phone at (877) 363 1303.
- Send prescriptions electronically (ePrescribe).
 - In MHS GENESIS, send prescriptions to TRICARE Home Delivery, retail pharmacies¹ or military pharmacies.
 - To route prescriptions to TRICARE Home Delivery, select Express Scripts Home Delivery.
- Direct beneficiaries to submit a completed [home delivery order form](#) and return it via US mail.
- Once mailed, beneficiaries receive up to a 90 day supply delivered to the address listed on the form.

If you have additional questions about home delivery, see [Home Delivery](#).

¹Beneficiaries may choose to fill at in-network or non-network retail pharmacies. If using a non-network pharmacy, the beneficiary will have to pay full price for the drug up front. The beneficiary can then file a claim for reimbursement. Reimbursements are subject to applicable deductibles, cost-shares and copayments. ²TRICARE, through the Department of Defense Pharmacy & Therapeutics Committee process, defines what is considered a “specialty medication” and maintains the [specialty drug list](#). ³ Medications requiring refrigerated packaging and/or that have pressurized dispensing devices will not be shipped to APO/FPO/DPO addresses. TRICARE Home Delivery is not available in Germany, Saudi Arabia or Norway. [Learn more](#).

DON'T WAIT TO GET PAID: SIGN UP FOR ELECTRONIC CLAIMS PROCESSING!

How to enroll

1. Complete the [EFT/ERA enrollment application](#). The enrollment application also includes FAQs and more information.
2. Email your completed application with the required voided check or bank letter to HMT5EFT@PGBA.com. Failure to include a voided check or bank letter will require a follow up letter from our vendor requesting the information before the application can be processed.
3. Once the application is processed, PGBA will send a confirmation that enrollment is complete.

Important: Please submit your enrollment only once. Submitting multiple applications may delay the approval process.

If your organization uses a clearinghouse to submit claims, additional enrollment steps may be required. [Learn more.](#)

FRAUD, WASTE AND ABUSE: A SHARED RESPONSIBILITY

Fraud, waste and abuse increase healthcare costs and undermine the integrity of the healthcare system. While most beneficiaries and providers do not intentionally engage in fraudulent practices, these activities can occur and have been identified across the healthcare industry. Preventing and reporting suspected fraud, waste and abuse is a shared responsibility that helps protect the TRICARE program and the patients it serves.

Humana Military has several options for reporting suspected fraud, waste and abuse:

Phone:	Online:	Mail:
(800) 333-1620 (Program integrity's dedicated line)	Humana Military Program Integrity referral form	Humana Military Attn: Program Integrity PO Box 2907 Louisville, KY 40201



PROVIDER PLUG IN

The topic we receive the most provider inquiries about is around claims. We are committed to ensuring all our TRICARE providers understand our processes, including everything to do with claims! In provider self-service, you can submit claims, check information about statuses, research denials, sign up to receive alerts for claims notifications and more! See our resources below:

For more information, [Log in or register for self-service](#) today.



Check us out on Facebook!



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[Facebook.com/HumanaMilitary](https://www.facebook.com/HumanaMilitary)