



Provider self-service tutorial

East Region

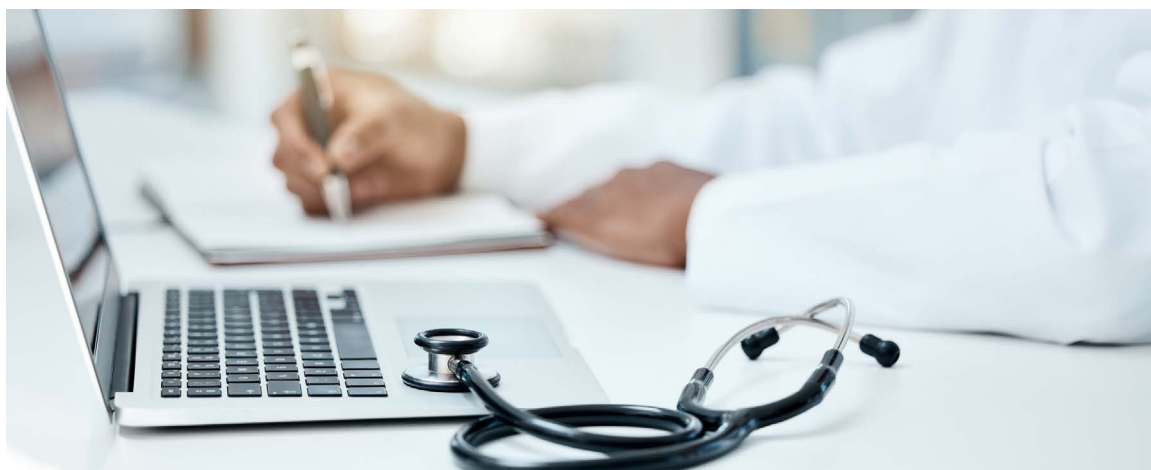
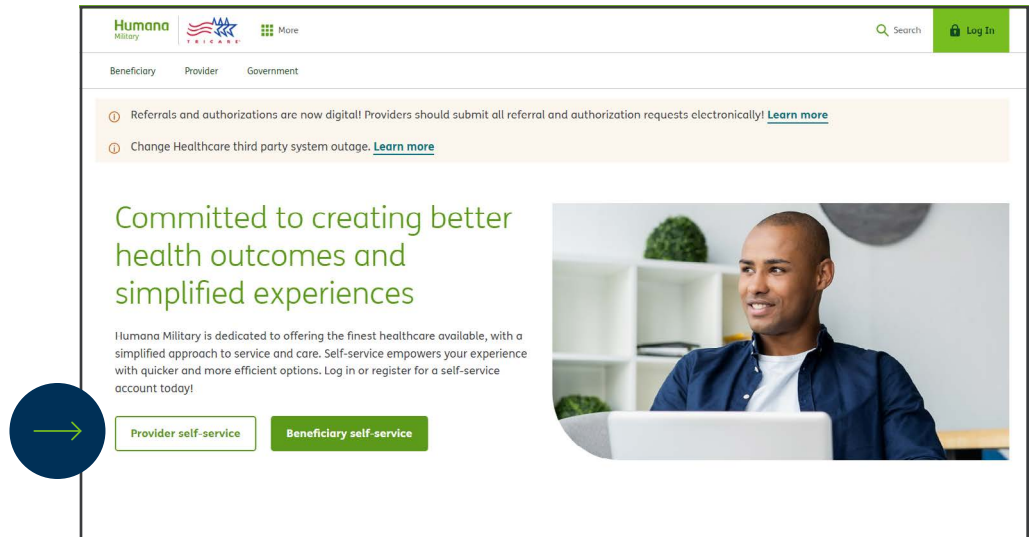


Table of contents

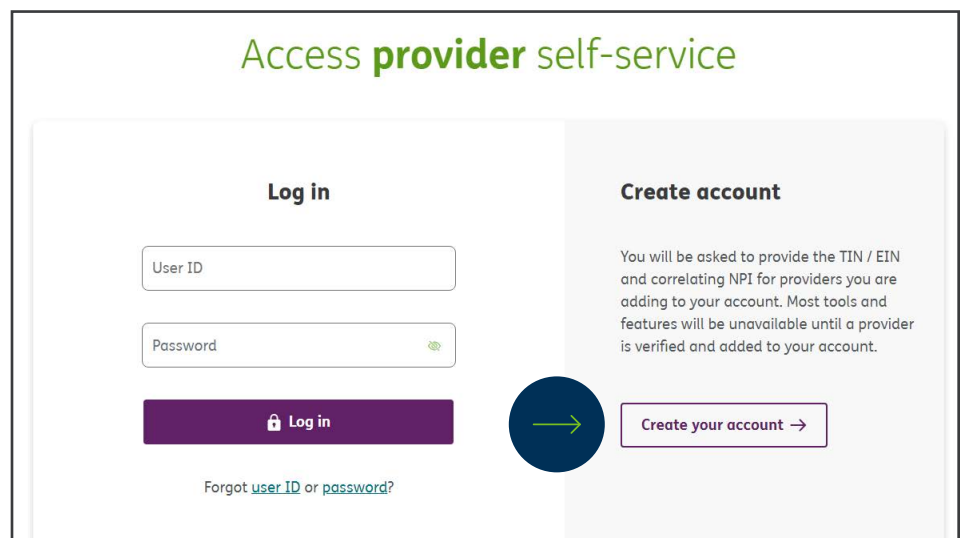
- 1. Create user ID and password 3
- 2. Add a Tax ID/Employer ID Number (TIN/EIN) 6
- 3. User ID and password reset.10
- 4. Ask a question.13
- 5. Referral and authorization center15
- 6. Patient profile17
- 7. Provider access claims center18
- 8. Care management dashboard21

Create user ID and password

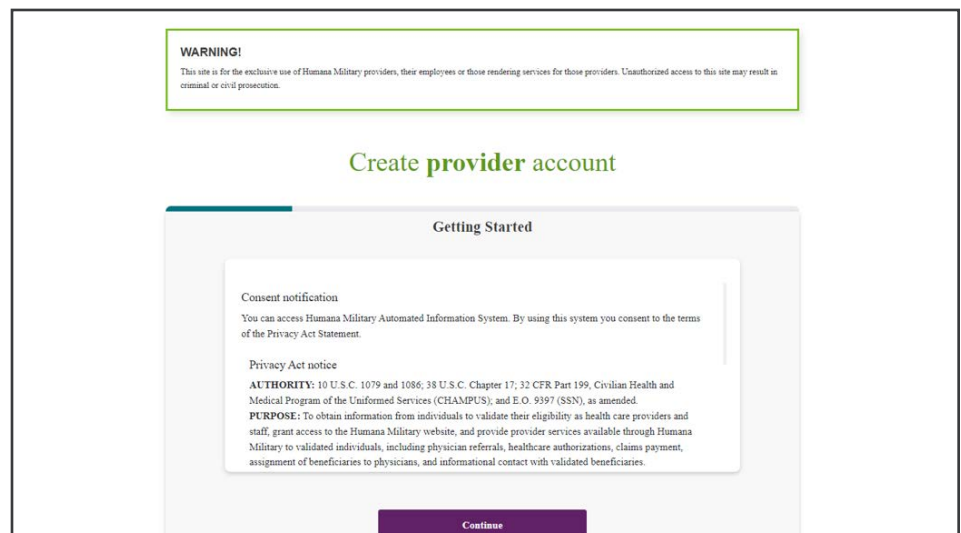
- From the homepage on HumanaMilitary.com, choose **Provider self-service**



- Choose **Create your account** to get started

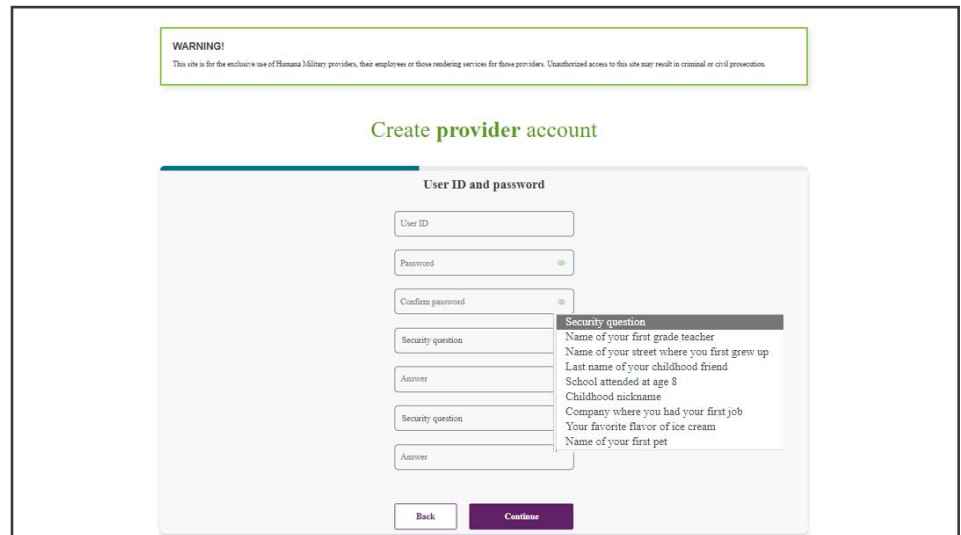


- Review the **Consent notification** and the **Privacy Act notice** and then choose **Continue**



Create user ID and password

- Create a unique **user ID** and **password**
- There are two password questions that must be chosen and answered
- This will allow for an easy password reset if the need arises



WARNING!
This site is for the exclusive use of Humana Military providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.

Create provider account

User ID and password

User ID

Password

Confirm password

Security question

Answer

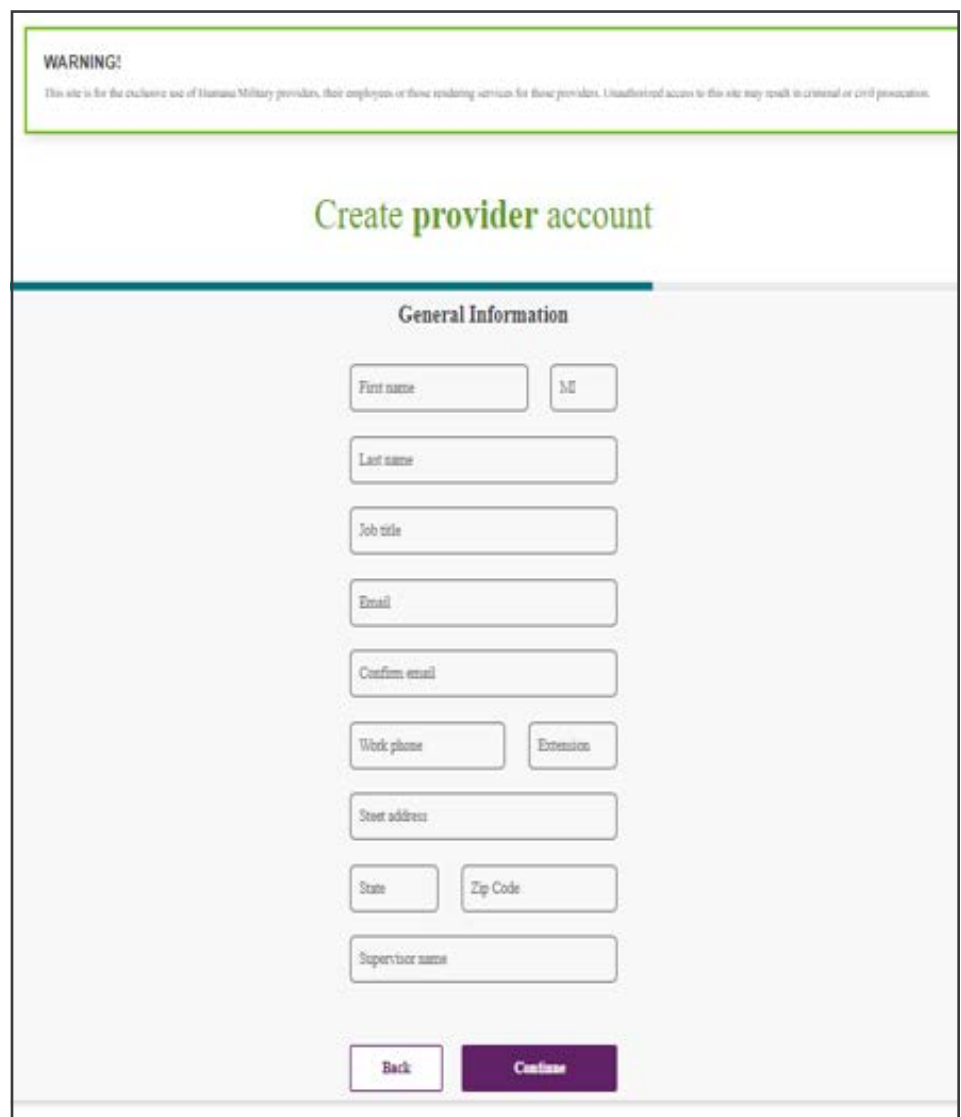
Security question

Answer

Security question

- Name of your first grade teacher
- Name of your street where you first grew up
- Last name of your childhood friend
- School attended at age 8
- Childhood nickname
- Company where you had your first job
- Your favorite flavor of ice cream
- Name of your first pet

- Each person should create their own account for security purposes



WARNING!
This site is for the exclusive use of Humana Military providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.

Create provider account

General Information

First name

Last name

Job title

Email

Confirm email

Work phone

Street address

State Zip Code

Supervisor name



Create user ID and password

- Review the **User agreement**, **accept** and **Submit**

WARNING!

This site is for the exclusive use of Humana Military providers, their employees or those rendering services for those providers. Unauthorized access to this site may result in criminal or civil prosecution.

Create **provider** account

User agreement

Humana Military Security and Information Protection Agreement

I hereby acknowledge that the information I will access through the MyHMHS for Providers Internet applications is confidential patient and physician data, the unauthorized disclosure of which is prohibited by state and federal law. I agree not to make any unauthorized disclosure and will treat as confidential all such information. I further agree that all passwords I select or that are assigned to me by Humana Military for access to this information shall be held by me in strict confidence and shall not be disclosed to any third parties. Do you accept this Humana Military Security and Information Protection Agreement?

☒ I accept this agreement

☐ I do not accept this agreement

BackSubmit

- After creating an account, you must **Add TIN** to utilize all the features in provider self-service
- To add TIN later, choose **Skip and log in** to go to your profile

Account created

Congratulations!

You have successfully completed the account creation process.

To access all provider self-service features, a TIN must be added. You can add a TIN later at any time.

Add TINSkip and log in



Add a Tax ID/Employer ID Number (TIN/EIN)

Add a TIN/EIN to the account

- If you chose to **Skip and log in**, you will be taken to this page
- This will allow you to add a TIN/EIN to your account
- Click the **Add a TIN/EIN to your account** link near the top of the page

Humana Military | TRICARE

[Self Service Tutorial](#)

Ask a question

You do not have access to any providers. You must add a provider TIN/EIN to your account to access all the features of self-service.

[Add a TIN/EIN to your account](#)

My User Profile

| | |
|------------------|--|
| Name | John Smith |
| Email | johnsmith@domain.com Update |
| Phone | (555) 555-5555 Update |
| Street Address | n 1234 Update |
| User ID | *****678 |
| Last Login | 4/10/2024 2:30:00 PM |
| Password Changed | 4/10/2024 2:30:00 PM Change Password |

- This page includes TIN/EIN information and how to gain access
- Once you are ready to proceed, click **Next** to continue

Add a provider

Add a provider to your account

This process will not affiliate a new practitioner to your practice. [Click here](#) to affiliate a practitioner to your practice. Following the steps below will allow you to add a provider to your self-service account.

A Provider ID is a nine digit number. (TIN) is a nine digit Tax Identification Number. (EIN) is an Employee Identification Number, which could be the nine digit TIN.

Step 2 of adding a provider will ask you to enter the Provider ID which you are requesting access.

When you are ready to proceed, click the Next button below.

Next

- Enter the nine-digit **Provider TIN or EIN** with no dashes and enter the **ZIP code** of the TIN/EIN primary location
- **Note:** The TIN/EIN must be TRICARE certified to be accepted

Add a provider

Add a provider to your account

You may add a provider to your account at any time, but we encourage adding at least one at time of registration

Provider TIN or EIN

Enter the 5 digit zip code of the TIN/EIN primary location.

Zip code

Next



Add a Tax ID/Employer ID Number (TIN/EIN)

- See the definitions of the two options by hovering over each
- **Choose the option that best defines your role** within this TIN/EIN

Add a provider

Add a provider to your account

We need to know if you work directly for this provider or if you are a third party vendor.

[Learn more](#)

Employee/Owner

Third party

Employee/Owner
You work directly for the employer/owner. It's typical to have an email associated with this organization

Third Party
You work for a third party organization. (Ex. Billing agencies)

[Back](#) [Next](#)

- If the **Third Party** option is chosen, we will require the approver's name and contact information
- This page will not appear for **Employee/Owner**

Add a provider

Add a provider to your account

Third party affiliates require approval from the provider.

Please enter contact information below for the person who can approve your request for access.

Approver's first name MI

Approver's last name

Approver's job title

Approver's email

Confirm email

Work phone Extension

[Back](#) [Continue](#)

- There are four approval options
- You must choose one
- We will look at each one on the following pages so you can choose the most appropriate option

Add a provider

Next Steps

You must choose how you would like to begin the approval process.

Activation code
[Learn more](#)

Fax key code
[Learn more](#)

On site
[Learn more](#)

Manual
[Learn more](#)

[Back](#) [Next](#)



Add a Tax ID/Employer ID Number (TIN/EIN)

- Immediate access for those on the phone with a Humana Military associate
- **Enter the activation code** on the next page
- Once this is completed, you will have full access

Add a provider

Next Steps

You must choose how you would like to begin the approval process.

Activation code
Learn more

Fax key code
Learn more

On site
Learn more

Manual
Learn more

Back **Next**

Immediate Access

- Enter the Activation code obtained from a Humana Military Representative
- Activation code is only valid for the Provider ID Authenticated during your call with Humana Military

- The **Fax key code** is located on an auto-fax referral or authorization received by Humana Military
- The **auth order number** at the top of the fax and the four-digit key code near the bottom are required
- This information should be entered on the next page
- **Note:** The TIN/EIN you are requesting access to must also be included on the referral or authorization

Add a provider

Next Steps

You must choose how you would like to begin the approval process.

Activation code
Learn more

Fax key code
Learn more

On site
Learn more

Manual
Learn more

Back **Next**

Immediate Access

- Enter the Key Code from a Humana Military TRICARE Referral Authorization fax
- Key Code is only valid for the Provider ID shown on the fax
- See an example fax

- The on-site option is used by a Humana Military associate who will be in the office with you when you are requesting access
- The associate will enter his/her own key codes to gain immediate access

Add a provider

Next Steps

You must choose how you would like to begin the approval process.

Activation code
Learn more

Fax key code
Learn more

On site
Learn more

Manual
Learn more

Back **Next**

Immediate Access

- Humana Military Provider Representative grants access by entering key information



Add a Tax ID/Employer ID Number (TIN/EIN)

- If you do not have an activation code, an auto-fax key code or a Humana Military associate on site, you must **choose the Manual option**
- Your request will be sent to your practice site administrator, if you have one, for approval
- If there is no site administrator, your request will be reviewed by a Humana Military associate for approval
- You will **receive an email when your access is approved**

Add a provider

Next Steps

You must choose how you would like to begin the approval process.

[Activation code](#)
[Learn more](#)

[Fax key code](#)
[Learn more](#)

[On site](#)
[Learn more](#)

[Manual](#)
[Learn more](#)

[Back](#)
[Next](#)

Access requests processed either by your local site administrator (if one exists) or by Humana Military security personnel.

- Requests routed to Humana Military are processed within three business days, often within one business day.
- Requests for which a local site administrator exists are routed to that site administrator. Humana Military has no control over the speed with which the site administrators process access requests.

- When your access request has been approved and you log in, you will have access to all features in provider self-service
- **Note:** You may add as many TIN/EINs as needed by repeating this process

[View All Practice Locations](#)

Begin typing in address box to find location

This is my most frequently used provider.
[Add a TIN/EIN to my self-service account](#)

Make this my most frequently used location
[Go to my most frequently used location](#)

Group Information [Hide](#)

Provider
 Network Status
 Address

[View / Update / EFT and ERA](#)

You are currently an in-network TRICARE Certified Provider. Some providers require re-certification. Find more information here.

Specialties
 TX - Multi-Specialty
 There are 7 professionals practicing at this location. [View](#)

Services by Specialty
 No Types of Service Available

[View provider ratings](#)

[View my Provider Representative contact information.](#)

Practitioner Search [Hide](#)

Determine if a practitioner is TRICARE authorized/certified, regardless of Tax Identification Number (TIN) affiliation.

NPI:

[→ Search](#)

Referrals and Authorizations [Hide](#)

Visit the [referral and authorization center](#) to submit, update or review your referrals, authorizations and related notifications. You can also sign up to receive email alerts when new notifications arrive.

Claims [Hide](#)

Visit the [Provider Access Claims Center](#) to see your claims and related notifications, submit small numbers of new claims, and to sign up to receive email alerts when new notifications arrive.

Prescription monitoring [Hide](#)

TRICARE ID Date of Birth

[→ View](#) [→ Clear](#)

Potential Quality Issue (PQI) [Hide](#)

A potential quality issue is defined as a clinical variance in the standard of care.

[Submit PQI Form](#)

My User Profile [Hide](#)

Name
 Email
 Phone
 Street Address
 User ID
 Last Login 9/30/2024 11:21:00 AM
 Password Changed 1/6/2023 2:41:00 PM [Change Password](#)

TRICARE Patient Profile [Hide](#)

Includes Eligibility, Referrals and Claims

TRICARE ID Date of Birth Auth/Order # [Clear](#)

OR [Clear](#)

[→ View](#) [→ Clear All](#) [Show Extra Profile Fields](#)

Code Lookup [Hide](#)

Code Type ☐ Procedure ☒ Diagnosis

Search Type ☒ Code ☐ Text

Search Input [→ Search](#)

Formulary Search [Hide](#)

TRICARE's prescriptions are managed through the pharmacy contractor, Express Scripts.

[Search the TRICARE Formulary](#)

Care Management dashboard [Hide](#)

The Care Management dashboard allows you to search for beneficiaries enrolled in the Autism Care Demonstration or other Care Management programs. The dashboard will share patient-specific program information and other resources related to the beneficiary's care.

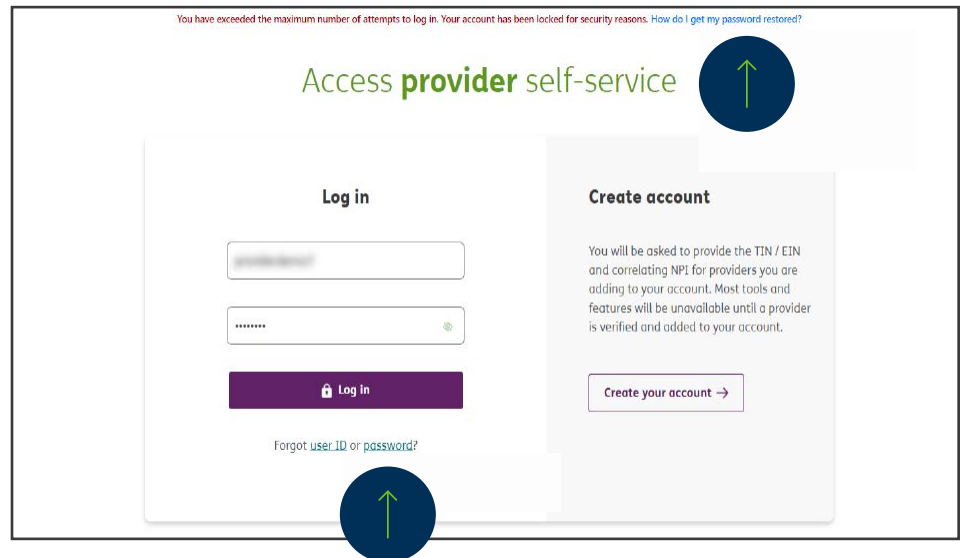
[→ View dashboard](#)

Refer a beneficiary to a care management program [→](#)

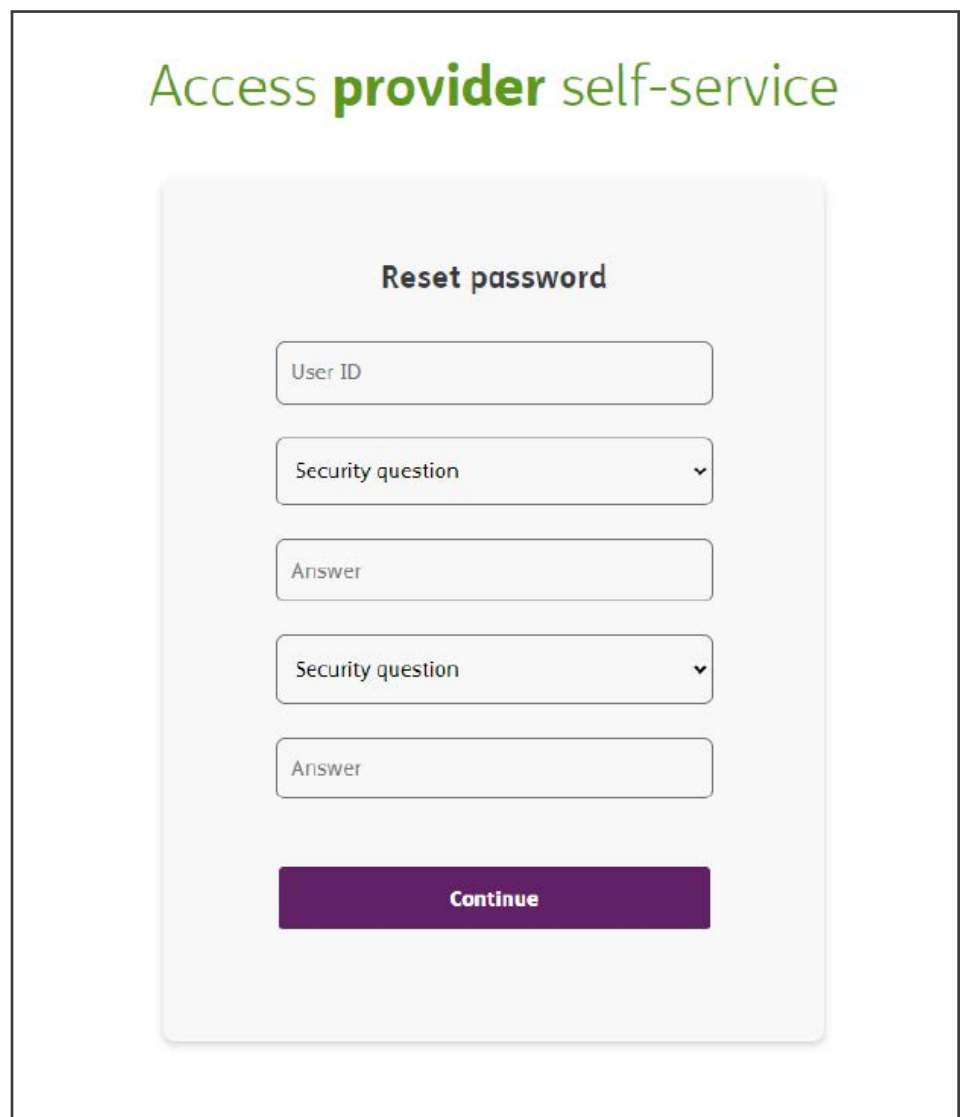
User ID and password reset

Reset password

- You can reset your password two ways:
 - Choose **Forgot user ID or password**, or
 - Enter your password incorrectly three times and you will see the error message at the top with the option: How do I get my password restored?



- Correctly **answer the questions** you entered when you created the account



User ID and password reset

- You may **reset your password**
- You must also **reset your two security questions**

Access **provider** self-service

Reset password

New Password

Confirm Password

Security question

Answer

Security question

Answer

It is recommended that you use all lower case and avoid special characters in your response because during a password reset, you must match your answer exactly.

Reset Password

- The password has been reset
- You may **return to the sign in page and log in**

Access **provider** self-service

Reset password

You may now log in using your new password.

Return to sign in

Retrieve user ID

- If you have forgotten your user ID, you can retrieve it by choosing **Forgot user ID**

Access **provider** self-service

Log in

User ID

Password

Log in

Forgot user ID or password?

Create account

You will be asked to provide the TIN / EIN and correlating NPI for providers you are adding to your account. Most tools and features will be unavailable until a provider is verified and added to your account.

Create your account →

User ID and password reset

- Enter your **email and first and last name**
- Select the security questions you set
- **Answer the security questions** correctly

Access **provider** self-service

Retrieve user ID

Email

First Name

Last Name

Security question

Answer

Security question

Answer

Retrieve user ID

- You user ID will appear
- You may **return to the sign in page and log in**

Access **provider** self-service

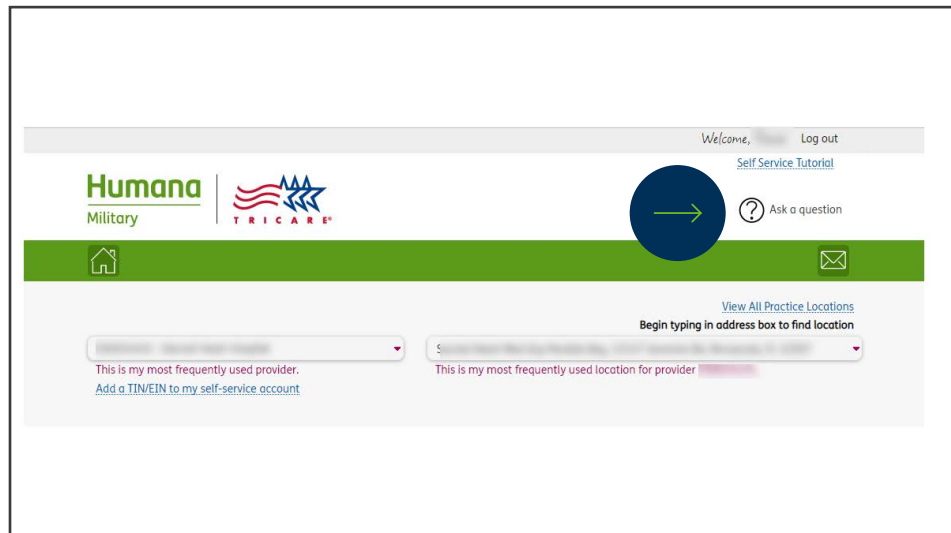
Retrieve user ID

Your user ID is:

Return to sign in

Ask a question













- You have access to chat and secure messaging by choosing **Ask a question**
- Note:** Chat and secure message is only available in provider self-service



- Chat is available during business hours only
- Chat Now** means you may use this feature now
- Not Available** means you should check back later
- Secure message is available anytime
- To use secure message, choose the envelope of the appropriate category

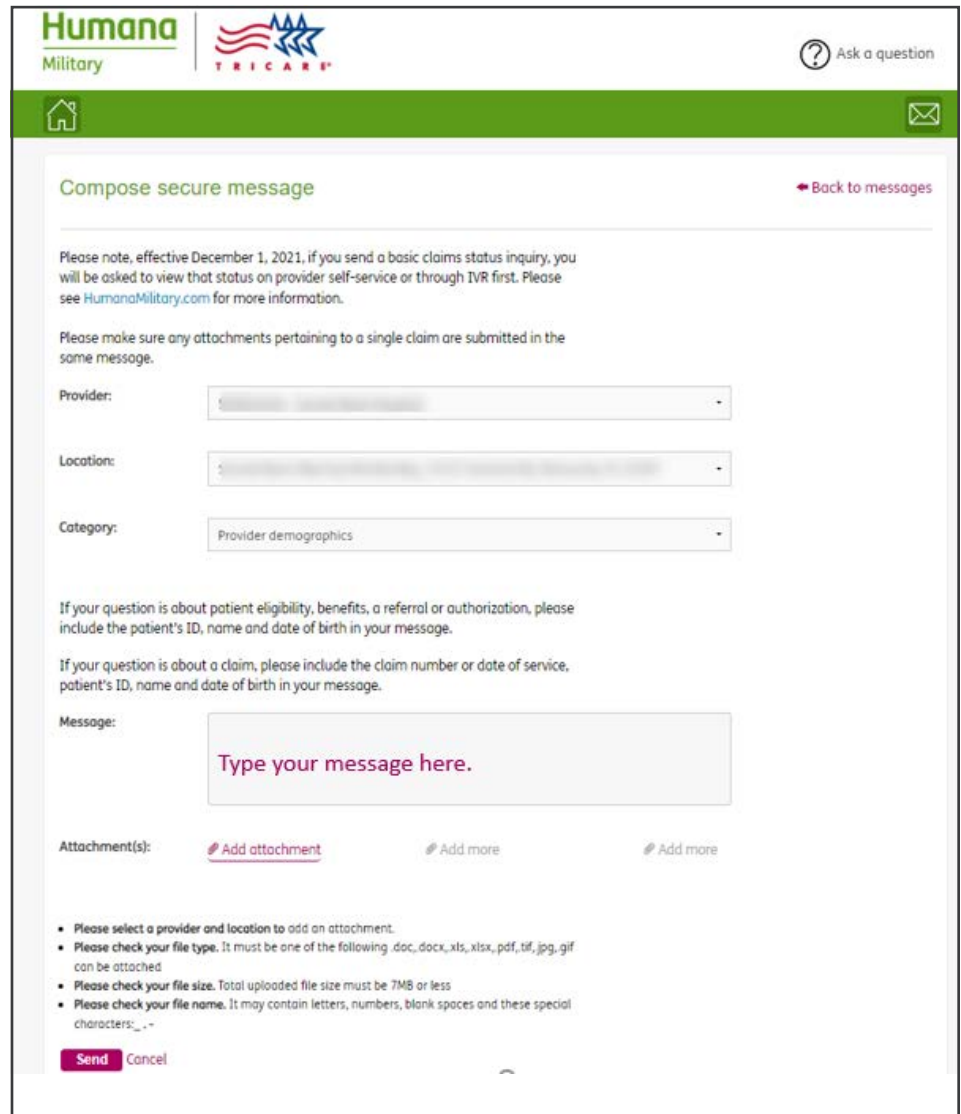
Ask a question

Please select either live chat or secure message to ask your question.

| Category | Secure Message | Chat |
|-------------------------------|---|---------------|
| General benefit information |  | Chat Now |
| Other |  | Chat Now |
| Provider demographics |  | Chat Now |
| Certification |  | Chat Now |
| Patient eligibility |  | Chat Now |
| Referral/Authorizations |  | Chat Now |
| ABA provider questions |  | Chat Now |
| Self-service website access |  | Chat Now |
| Contracting and Credentialing |  | Chat Now |
| OHI |  | Chat Now |
| Claims |  | Chat Now |
| Autism Care Demonstration |  | Not Available |
| Inquiry | | |

Ask a question

- Once you have chosen the category, you may **add your text** in the message field
- You may also **add an attachment**
- Once you **send the message**, you will be able to view it in your sent box



Humana Military | **TRICARE**

[? Ask a question](#)

[Home](#) [Envelope icon](#)

Compose secure message

[Back to messages](#)

Please note, effective December 1, 2021, if you send a basic claims status inquiry, you will be asked to view that status on provider self-service or through IVR first. Please see [HumanaMilitary.com](#) for more information.

Please make sure any attachments pertaining to a single claim are submitted in the same message.

Provider:

Location:

Category:

If your question is about patient eligibility, benefits, a referral or authorization, please include the patient's ID, name and date of birth in your message.

If your question is about a claim, please include the claim number or date of service, patient's ID, name and date of birth in your message.

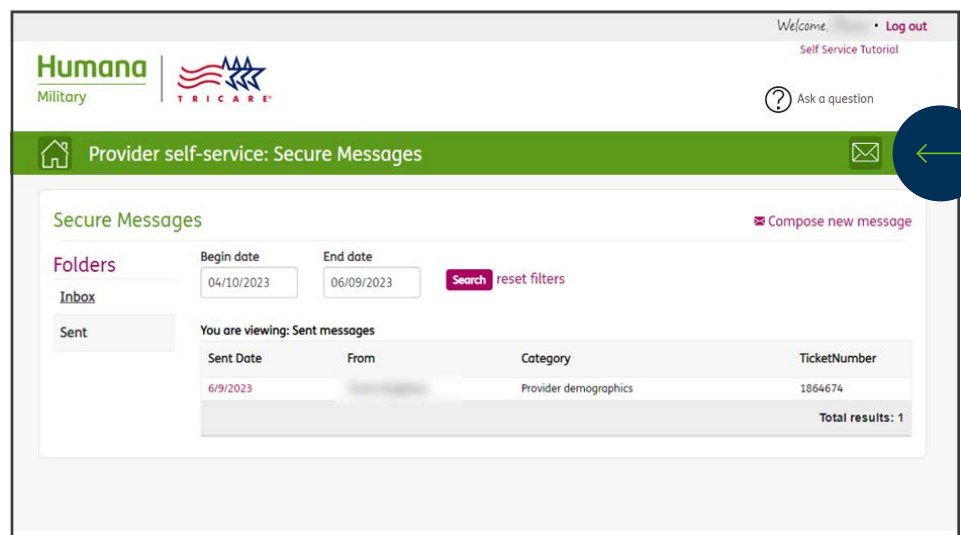
Message:

Attachment(s): [Add attachment](#) [Add more](#) [Add more](#)

- Please select a provider and location to add an attachment.
- Please check your file type. It must be one of the following .doc, .docx, .xls, .xlsx, .pdf, .tif, .jpg, .gif can be attached
- Please check your file size. Total uploaded file size must be 7MB or less
- Please check your file name. It may contain letters, numbers, blank spaces and these special characters: _ -

[Send](#) [Cancel](#)

- Choose the envelope on the homepage to **retrieve your messages**
- Both sent and inbox messages are located here



Humana Military | **TRICARE**

Welcome, [Log out](#)

[Self Service Tutorial](#)

[? Ask a question](#)

[Home](#) [Envelope icon](#)

Provider self-service: Secure Messages

[Compose new message](#)

Secure Messages

Folders

[Inbox](#)

[Sent](#)

Begin date: End date: [Search](#) [reset filters](#)

You are viewing: Sent messages

| Sent Date | From | Category | TicketNumber |
|-----------|-----------------------|-----------------------|--------------|
| 6/9/2023 | Provider demographics | Provider demographics | 1864674 |

Total results: 1



Referral and authorization center

- Use the referral and authorization center to:
 - Enter a **new request for referral or authorization**
 - Check or update an **existing referral**
 - Check or **update** by provider
 - Search by **auth/order number**
 - Sign up for **email notifications** to receive alerts when a change has been made to a referral (i.e., approved, return needing additional information)

Practitioner Search (Hide)

Determine if a practitioner is TRICARE authorized/certified, regardless of Tax Identification Number (TIN) affiliation.

NPI

→ Search

Code Lookup (Hide)

Code Type ☐ Procedure ☒ Diagnosis

Search Type ☒ Code ☐ Text

Search Input

→ Search

Referrals and Authorizations (Hide)

Click here to go to the referral and authorization center to submit, update or review referrals, authorizations and related notifications. You can also sign up to receive email alerts when new notifications arrive.

Claims (Hide)

Formulary Search (Hide)

TRICARE's prescriptions are managed through the pharmacy contractor, Express Scripts.

[Search the TRICARE Formulary](#)

- **Filter your search by:**
 - Filter by date
 - Status
 - Place of treatment

Referrals and authorizations center

Need to submit a request?
Submit a new request

Setup email alerts
Opt in for notifications

Provider Location

Auth / Order # TRICARE ID Date of birth

Filter by date Begin date End date Status Place of treatment Pending notification

Make a selection

- Entry date
- Service date
- Discharge date

Make a selection

- Other - Not Classified
- Inpatient Hospital
- Outpatient Hospital
- Doctor's Office
- Patient's Home
- Domiciliary (Nursing Facility)/ICF
- Skilled Nursing Facility/SNF
- Ambulance
- Independent Lab/XRay
- Residential Treatment Facility
- Comprehensive Outpatient Rehabilitation
- Independent Kidney Disease Treatment Center
- Pharmacy
- Emergency Room
- Ambulatory Surgery Center

Make a selection

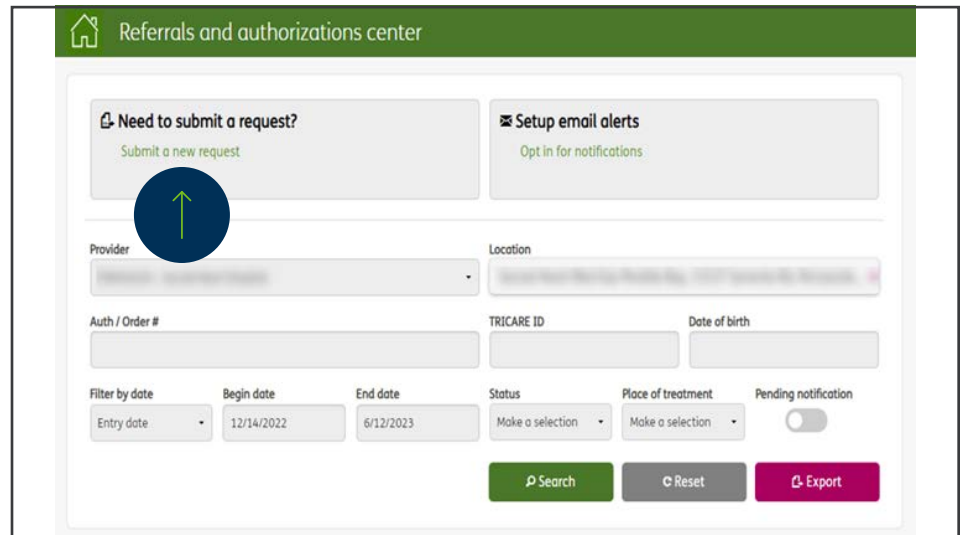
- Approved
- Cancelled
- Fully or Partially Denied
- Duplicate Request
- Returned - Need Additional Information
- Service Does Not Require Referral/Auth
- Service Covered by Other Health Ins
- In Process

- By turning on the **Pending notification**, you will see only the referrals and authorizations that require your attention
- The **green icon** indicates we would like acknowledgement of a change
- The **plum icon** indicates we need information from the provider

| Patient name | Date of birth | Service date | Status | Place of treatment | Entry date | Discharge date |
|--------------|---------------|--------------|-------------------|--------------------|------------|----------------|
| | 04/09/2020 | 04/11/2023 | Approved | Patient's home | 04/11/2023 | |
| | 02/28/2016 | 05/04/2023 | Approved | Patient's home | 05/02/2023 | |
| | 02/28/2016 | 05/09/2023 | Duplicate request | Patient's home | 05/10/2023 | |
| | 12/30/2017 | 04/26/2023 | Approved | Patient's home | 04/18/2023 | |
| | 12/30/2017 | 05/09/2023 | Duplicate request | Patient's home | 05/10/2023 | |
| | 10/14/2014 | 06/06/2023 | Approved | Patient's home | 05/23/2023 | |
| | 08/24/2004 | 02/06/2023 | Approved | Patient's home | 01/31/2023 | |
| | 12/30/2012 | 06/01/2023 | Approved | Patient's home | 05/22/2023 | |

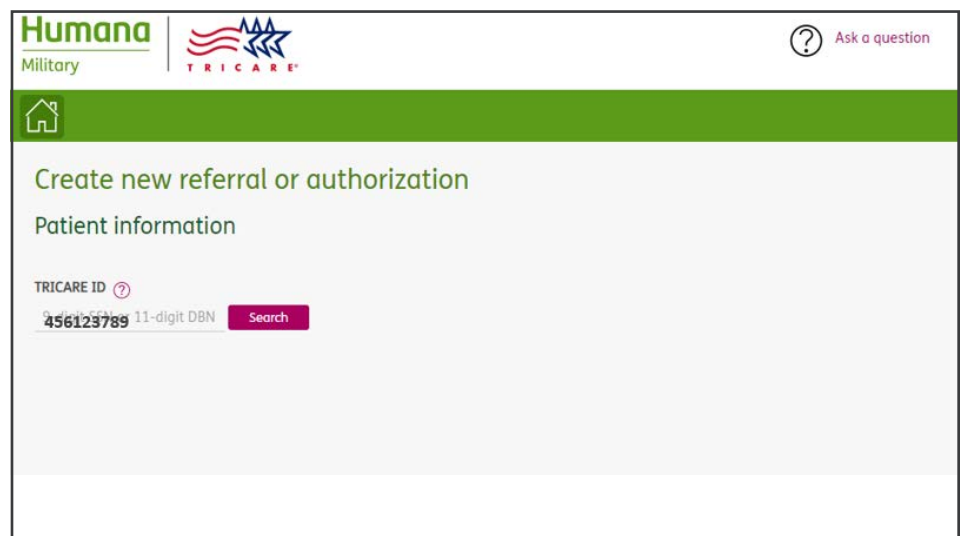
Referral and authorization center

- To submit a new request for a referral or authorization, choose **Submit a new request**



The screenshot shows the 'Referrals and authorizations center' dashboard. At the top, there's a green header with a home icon and the title. Below the header, there are two main sections: 'Need to submit a request?' with a 'Submit a new request' link, and 'Setup email alerts' with an 'Opt in for notifications' link. A blue circle with a green arrow points to the 'Submit a new request' link. Below these sections, there are input fields for 'Provider', 'Location', 'Auth / Order #', 'TRICARE ID', and 'Date of birth'. At the bottom, there are filters for 'Filter by date' (Entry date), 'Begin date' (12/14/2022), 'End date' (6/12/2023), 'Status' (Make a selection), 'Place of treatment' (Make a selection), and a 'Pending notification' toggle switch. There are also 'Search', 'Reset', and 'Export' buttons.

- The beneficiary's TRICARE ID is required to begin
- The diagnosis is required to complete the request

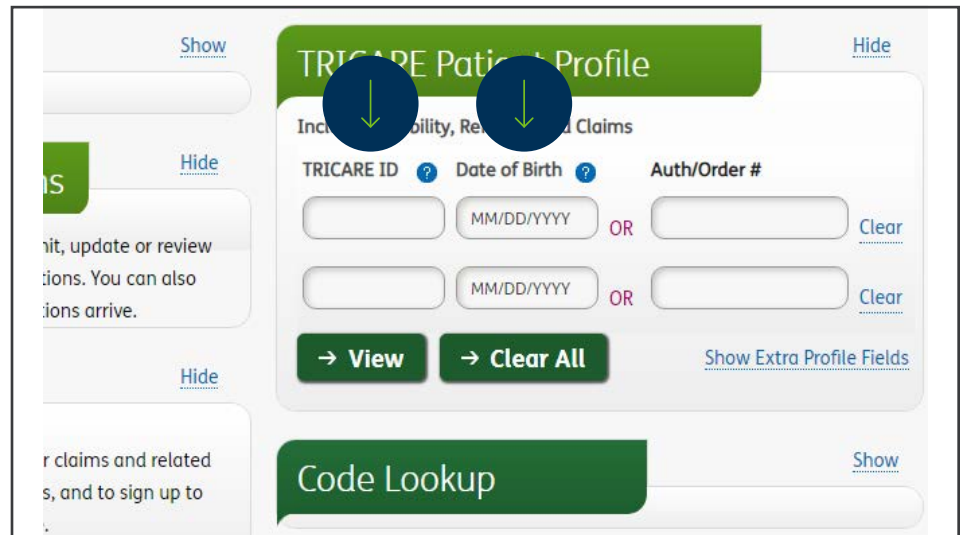


The screenshot shows the 'Create new referral or authorization' form. At the top, there's a header with the 'Humana Military' logo, the 'TRICARE' logo, and a 'Ask a question' link. Below the header, there's a green bar with a home icon. The main section is titled 'Create new referral or authorization' and 'Patient information'. It includes a 'TRICARE ID' field with a question mark icon, a text input field containing '456123789', and a 'Search' button. The text '11-digit DBN' is visible next to the input field.

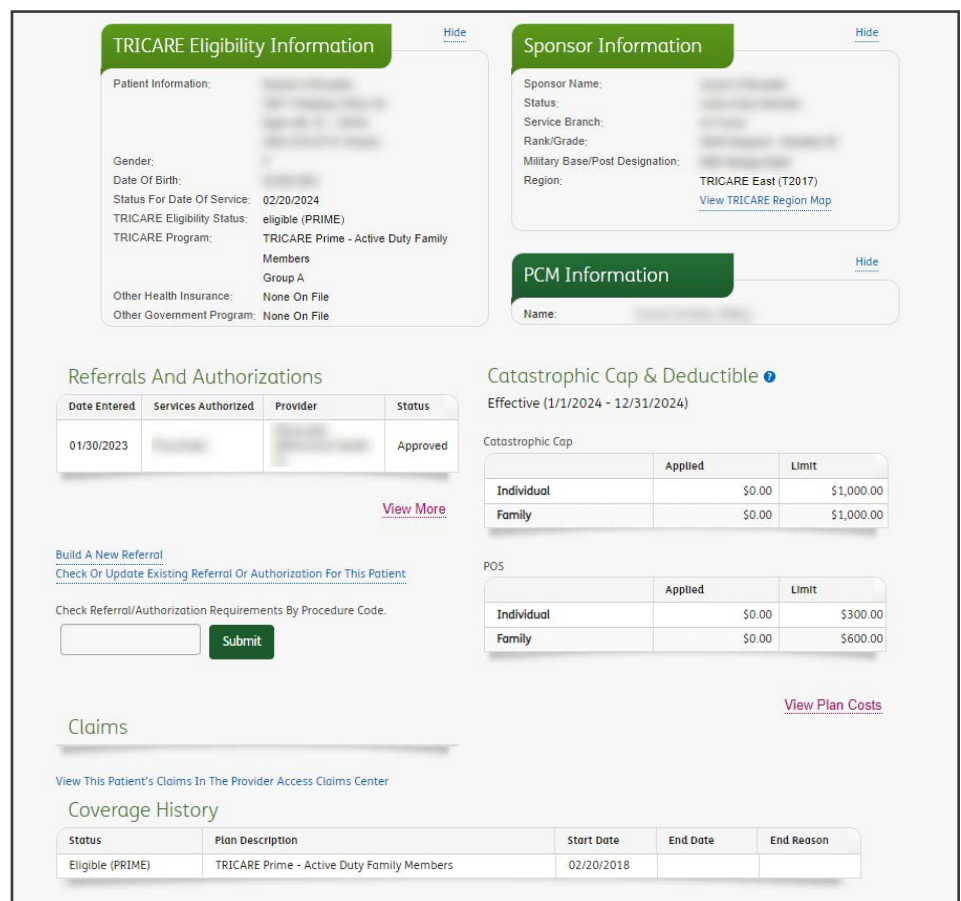
- To view an on-demand referral-authorization demonstration, click on this link: [Referral and Authorization Demonstration | Provider On Demand Webinar](#)
- To view an on-demand referral-authorization change request tutorial, click on this link: [Submit a referral and authorization change request + adding documentation](#)

Patient profile

- To check eligibility, the TRICARE ID and Date of Birth is required
- Enter that information from the home page and choose **View**
- Note:** You may check up to five beneficiaries at one time by choosing Show Extra Profile Fields



- The eligibility page will display:
 - Name
 - Address
 - Up to two phone numbers
 - TRICARE program
 - Other Health Information (OHI)
 - Sponsor information
 - PCM, if applicable
 - Referrals/authorizations
 - Catastrophic cap and deductible
 - Claims
 - A link to **View Plan Costs**
 - Coverage history



| Date Entered | Services Authorized | Provider | Status |
|--------------|---------------------|----------|----------|
| 01/30/2023 | | | Approved |

| | Applied | Limit |
|------------|---------|------------|
| Individual | \$0.00 | \$1,000.00 |
| Family | \$0.00 | \$1,000.00 |

| | Applied | Limit |
|------------|---------|----------|
| Individual | \$0.00 | \$300.00 |
| Family | \$0.00 | \$600.00 |


| Status | Plan Description | Start Date | End Date | End Reason |
|------------------|--|------------|----------|------------|
| Eligible (PRIME) | TRICARE Prime - Active Duty Family Members | 02/20/2018 | | |

- Visit: [Patient eligibility and out of pocket costs | Provider On Demand Webinar](#) for more information

Provider access claims center

- From the homepage, click on the link **Provider Access Claims Center**


your referrals, authorizations and related notifications. You can also sign up to receive email alerts when new notifications arrive.

Claims  [Hide](#)



Visit the [Provider Access Claims Center](#) to see your claims and related notifications, submit small numbers of new claims, and to sign up to receive email alerts when new notifications arrive.


Prescription monitoring [Show](#)

- There are many options on the claims home page
- From the **Claims Summary** tab, you may search by:
 - Date of service
 - TRICARE ID Beneficiary's 11-digit Defense Benefits Number (DBN))
 - Payment date
 - Check Number


Humana Military |  [Self service tutorial](#)

[? Ask a question](#)

 **Provider self-service: Provider Access Claims Center** 


 **Need to submit a claim?**

[Send Documents](#)
[Submit an XPC XpressClaim](#)
[EFT](#)
[ERA](#)

 **Educational Tools**

[Click here to learn more about adding providers or detailed tutorials on how to submit a claim.](#)

Provider: Location: (Begin typing in address box to find location)

Claims Summary  **Disbursement** **Correspondence** **Recoupment Summary**

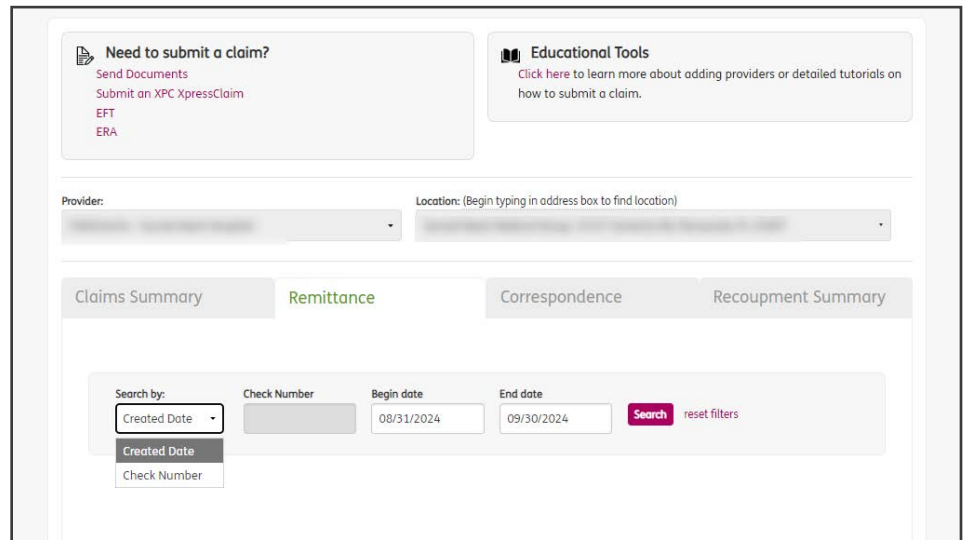
*sort the list by clicking the column headers

| Search by: | Check Number | Claim Number | Begin date | End date |
|---|---|--|---|---|
| <div><div>TRICARE ID</div><div>TRICARE ID</div><div>Date of service</div><div>Payment date</div><div>Check Number</div></div> | <input type="text" value="enter alphanumeric"/> | <input type="text" value="enter 14 digits"/> | <input type="text" value="MM/DD/YYYY"/> | <input type="text" value="MM/DD/YYYY"/> |

[Search](#) [Reset](#)

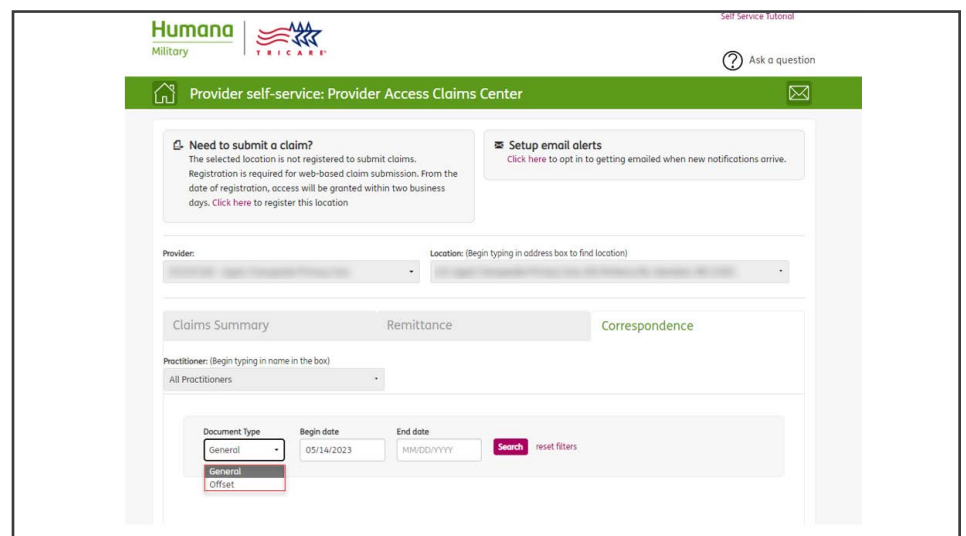
Provider access claims center

- From the **Remittance** tab, you may search by:
 - Created Date
 - Check Number
- Adjust dates as needed



The screenshot shows the 'Remittance' tab selected. At the top, there are two boxes: 'Need to submit a claim?' with links for 'Send Documents', 'Submit an XPC XpressClaim', 'EFT', and 'ERA'; and 'Educational Tools' with a link to learn more. Below these are dropdowns for 'Provider' and 'Location'. A tab bar shows 'Claims Summary', 'Remittance' (active), 'Correspondence', and 'Recoupment Summary'. A search section includes a 'Search by:' dropdown (set to 'Created Date'), a 'Check Number' field, 'Begin date' (08/31/2024), 'End date' (09/30/2024), a 'Search' button, and a 'reset filters' link. A dropdown menu for 'Search by:' is open, showing 'Created Date' and 'Check Number'.

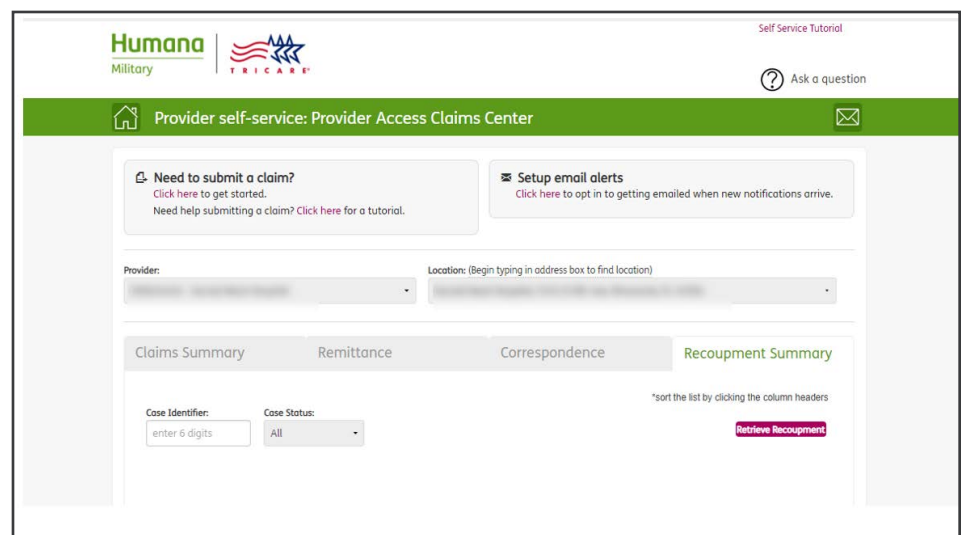
- From the **Correspondence** tab, you may search by:
 - General
 - Offset
- Adjust dates as needed



The screenshot shows the 'Correspondence' tab selected. At the top, there are two boxes: 'Need to submit a claim?' with a message about registration and a link to register; and 'Setup email alerts' with a link to opt in. Below these are dropdowns for 'Provider' and 'Location'. A tab bar shows 'Claims Summary', 'Remittance', 'Correspondence' (active), and 'Recoupment Summary'. A search section includes a 'Document Type' dropdown (set to 'General'), 'Begin date' (05/14/2023), 'End date' (MM/DD/YYYY), a 'Search' button, and a 'reset filters' link. A dropdown menu for 'Document Type' is open, showing 'General' and 'Offset'.

If there is a recoupment case for the provider and location, a fourth **Recoupment Summary** tab will be visible.

- From the **Recoupment Summary** tab, you can search for a case by:
 - Entering the six-digit case number
 - Case status
- The recoupment results will show:
 - Reason for recoupment
 - Claims affected
 - Offset information
 - And more



The screenshot shows the 'Recoupment Summary' tab selected. At the top, there are two boxes: 'Need to submit a claim?' with a link to get started and a link for help; and 'Setup email alerts' with a link to opt in. Below these are dropdowns for 'Provider' and 'Location'. A tab bar shows 'Claims Summary', 'Remittance', 'Correspondence', and 'Recoupment Summary' (active). A search section includes a 'Case Identifier' field (placeholder: 'enter 6 digits'), a 'Case Status' dropdown (set to 'All'), a 'Retrieve Recoupment' button, and a note: '*sort the list by clicking the column headers'.



Provider access claims center

Web Claim Submissions

To setup the tax ID for web claim submissions, choose Submit an XPC from the claims homepage

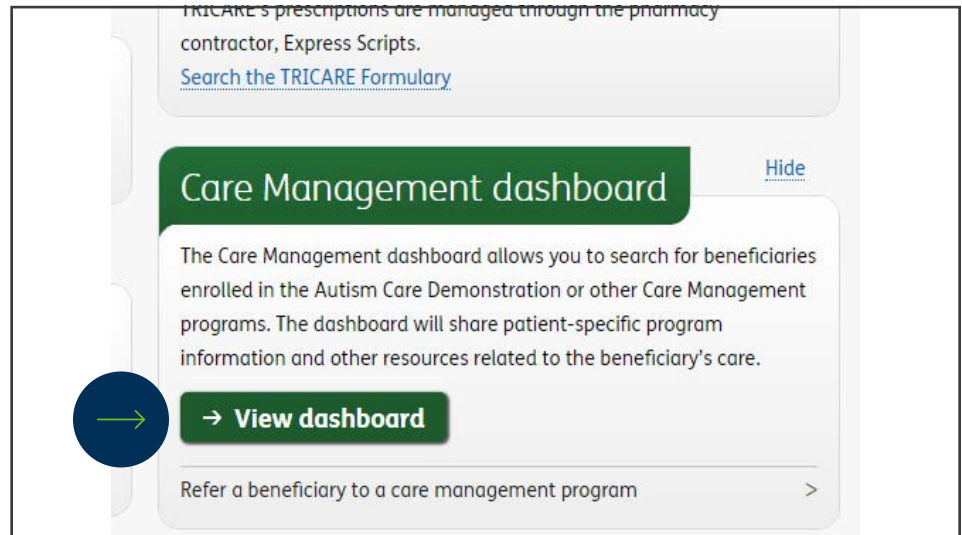
- This will take you to the registration
- Once registered, this link will take you directly XPC
- You can submit professional and institutional claims
- You can submit secondary claims
- You can submit corrected claims

The screenshot shows the 'Provider self-service: Provider Access Claims Center' interface. At the top, there are logos for Humana Military and TRICARE, along with a 'Self Service Tutorial' link and an 'Ask a question' button. A green banner at the top of the main content area reads 'Provider self-service: Provider Access Claims Center'. Below this, a yellow box contains a note about Clear and Legible Reports (CLR) from urgent care centers. The main content area is divided into two columns. The left column, titled 'Need to submit a claim?', includes links for 'Send Documents', 'Submit an XPC XpressClaim', 'EFT', and 'ERA'. The right column, titled 'Educational Tools', includes a link to 'Click here to learn more about adding providers or detailed tutorials on how to submit a claim.' Below these columns, there are input fields for 'Provider:' and 'Location: (Begin typing in address box to find location)'. A navigation bar with four tabs is present: 'Claims Summary', 'Remittance', 'Correspondence' (which is highlighted in green), and 'Recoupment Summary'. Below the navigation bar, there is a search filter section with a 'Document Type' dropdown menu (showing 'General' and 'Offset' options), 'Begin date' (08/31/2024), 'End date' (09/30/2024), and a 'Claim Number' input field. A 'Search' button and a 'reset filters' link are also visible.

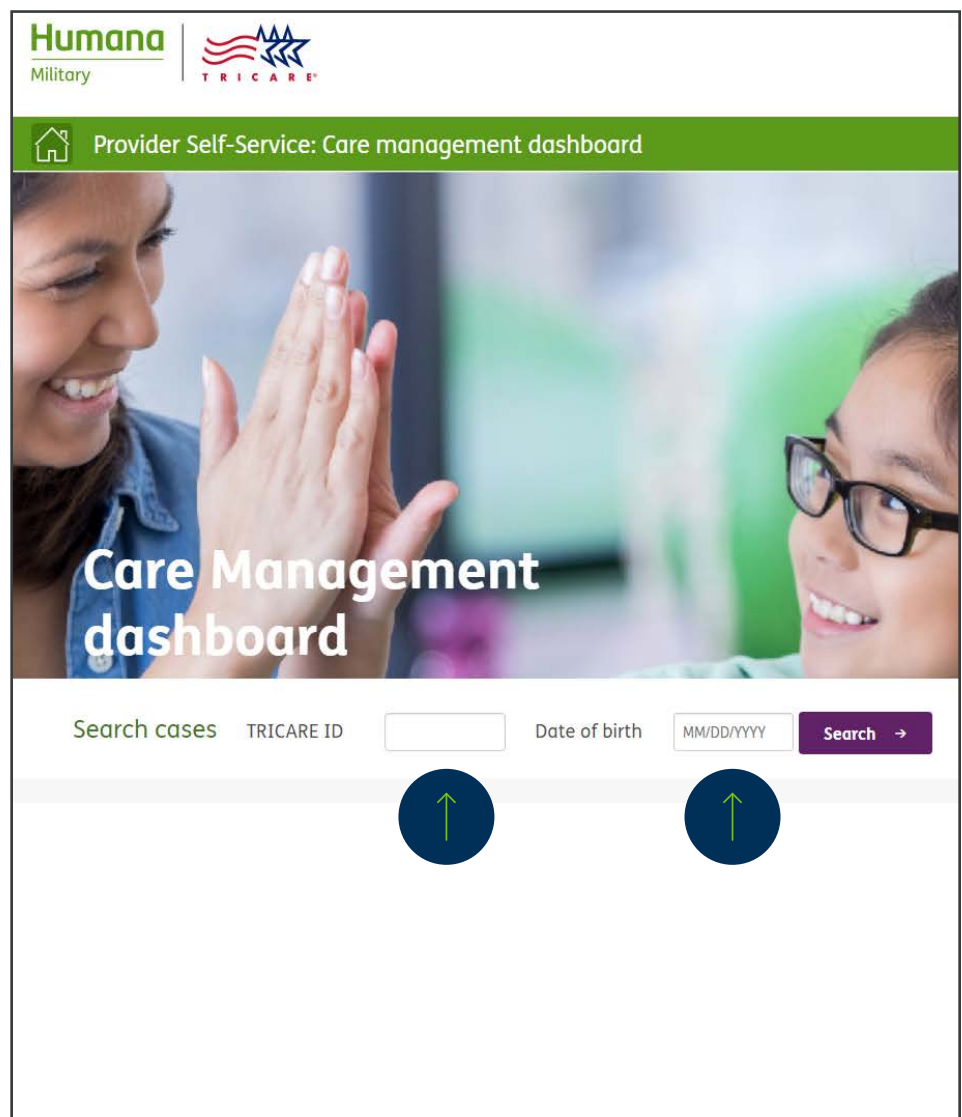
- To view an on-demand claims center demonstration click on this link: [Claims Center Demonstration | Provider On-Demand Webinar](#)
- To view an on-demand recoupment summary search demonstration click on this link: [Recoupment Summary Search | Provider On-Demand Webinar](#)

Care management dashboard

- From the home page, click to **View dashboard**



- The beneficiary's TRICARE ID and date of birth is required
- Enter in the fields and **Search**



Care management dashboard

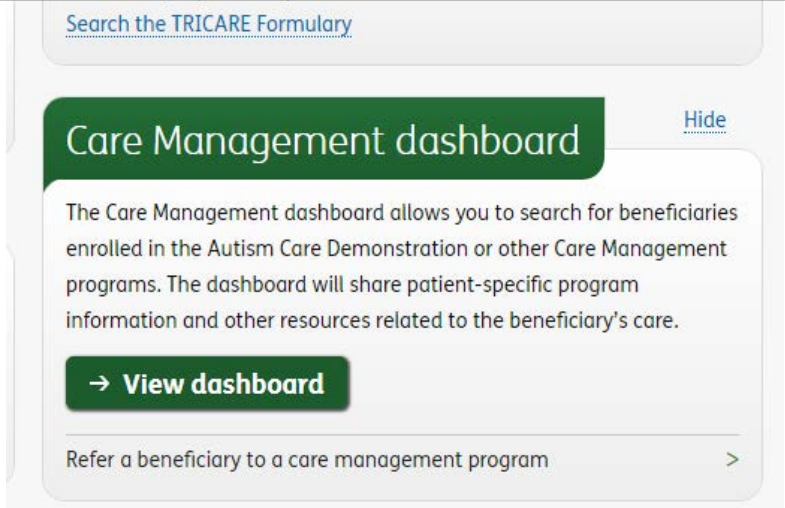
- The dashboard will display all programs for the beneficiary
- For beneficiaries enrolled in the Autism Care Demonstration (ACD), you will have access to:
 - The Comprehensive Care Plan (CCP)
 - Medical Team Conference notes
 - A link to send a secure message to the Autism Services Navigator (ASN)
- For beneficiaries enrolled in case management, you will have access to:
 - Program name
 - The case manager's name and phone number



The screenshot displays the Care Management dashboard with three main sections, each highlighted with a colored border:

- Autism Care Demonstration (ACD)** (purple border):
 - Table with columns: Program, ASN, ASN phone, Begin/end date.
 - Row: Autism Services Navigator, [redacted], [redacted], 8/4/2021, [Open](#).
 - Buttons: View Comprehensive Care Plan →, Medical Team Conference notes →, Send ASN a secure message →, ACD Information →, Provider webinars →, Resource directory →.
- Behavioral health cases** (teal border):
 - Table with columns: Program, Case owner name, Case owner phone, Begin/end date.
 - Row: ECHO, [redacted], [redacted], 8/4/2021, [Open](#).
- Medical cases** (orange border):
 - Table with columns: Program, Case owner name, Case owner phone, Begin/end date.
 - Row: Asthma, [redacted], [redacted], 8/4/2021, [Open](#).

- To refer a beneficiary to a care management program, choose the link under the dashboard
- Fill out the electronic form and submit



The screenshot shows the top of the Care Management dashboard:

- [Search the TRICARE Formulary](#)
- Care Management dashboard** (green header) with a [Hide](#) link.
- Description: The Care Management dashboard allows you to search for beneficiaries enrolled in the Autism Care Demonstration or other Care Management programs. The dashboard will share patient-specific program information and other resources related to the beneficiary's care.
- [→ View dashboard](#) button.
- Refer a beneficiary to a care management program [>](#)



You can report a Potential Quality Issue (PQI) from provider self-service

- Choose **Submit PQI Form** from the homepage

Potential Quality Issue (PQI) [Hide](#)

A potential quality issue is defined as a clinical variance in the standard of care.

[Submit PQI Form](#)

- The fillable form will appear
- Fill out the form and **Submit**

Potential Quality Issue Reporting

Report a Potential Quality Issue

This form is intended to submit potential clinical quality issues. A potential quality issue is defined as a clinical variance in the standard of care. [X](#)

Our team will review these requests, however please note that the outcome is confidential and we are unable to disclose the findings.

Beneficiary Search

TRICARE ID *

Enter TRICARE ID

No Specific Beneficiary ☐

Provider Search

Provider name * Provider NPI Provider city * Provider state *

Enter text like provider last name Enter Provider NPI Enter provider city -- Select --

Issue Details

Begin date of service * End date of service

mm/dd/yyyy mm/dd/yyyy

Description of concern

Submit a concise description of the potential quality issue. Identify the level of care (outpatient or inpatient) and involved provider location.

Provider self-service tutorial



TRICARE is administered in the East region by Humana Military.
TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

XPBB0225-A