

TRICARE provider resources

Humana Military resources

HumanaMilitary.com/Login

Secure services



- Verify patient eligibility
- Create referrals and authorizations
- Review referrals and authorizations
- Check claim status
- Manage your profile
- Access pharmacy data by patient
- Look up codes
- Submit claims
- View remittances

Non-secure services



- Learn about TRICARE programs and coverage
- Access forms and tutorials
- Learn about provider education opportunities
- Get billing guidelines
- Locate TRICARE providers using the provider directory
- Access the TRICARE provider handbook and editions of *TRICARE provider news*

Humana Military Interactive Voice Response (IVR) line (800) 444-5445



- Look up procedure codes
- Check the status of claims
- Determine eligibility and covered benefits
- Check the status of referrals, authorizations and behavioral health referrals

Fraud and abuse hotline



(800) 333-1620
HumanaMilitary.com/ReportFraud

Claims resources

Claims submission:

Humana Military Claims
Attn: New Claims
PO Box 202146
Florence, SC 29502-2146
(800) 444-5445
HumanaMilitary.com

Electronic Data Interchange (EDI) help desk

- Get assistance with EDI set up and issues related to Electronic Media Claims (EMC) submissions
- Identify yourself as a TRICARE provider

(800) 259-0264, option 2 or
email EDI.TRICARE@PGBA.com

Provider data management updates

Update your information at [provider self-service](https://provider.self-service.tricare.mil/eastselfservice).
[provider.self-service](https://provider.self-service.tricare.mil/eastselfservice)

Learn more at [Provider data change request](https://brainshark.com/1/player/hgb?pi=zGVz18r803zRw6Vz0).
brainshark.com/1/player/hgb?pi=zGVz18r803zRw6Vz0

Behavioral health resource

Behavioral healthcare

(800) 444-5445
HumanaMilitary.com/BH

National resources

TRICARE website

TRICARE.mil

TRICARE manuals online

manuals.health.mil

Defense Health Agency – Great Lakes

Defense Health Agency – Great Lakes
2834 Green Bay Road, Suite 304
North Chicago, IL 60064-3091
(888) MHS-MMSO or (888) 647-6676

*The information contained in these charts is not all-inclusive.

Tricare provider resources

TRICARE pharmacy resources

TRICARE Pharmacy Program: Express Scripts, Inc.

Express Scripts, Inc.
PO Box 52150
Phoenix, AZ 85072
Phone: (877) 363-1303
Fax: (877) 895-1900
express-scripts.com/TRICARE

TRICARE formulary search tool

express-scripts.com/frontend/open-enrollment/tricare/fst/#/

Pharmacy prior authorization information and forms

Prior Authorization Provider Line: (866) 684-4488
TRICARE.mil/pharmacy

Medical necessity forms and criteria for non-formulary medications

express-scripts.com/frontend/open-enrollment/tricare/fst/#/

Online reimbursement rate calculators (TRICARE.mil)



Access these online tools via the website listed below. The web posting date indicates when the information was last updated. Rates are updated at least annually or at other intervals at the discretion of TRICARE.

- Ambulatory surgery grouper rates
- Anesthesia procedure pricing
- TRICARE allowable charges
- Diagnosis-related group rates
- TRICARE Outpatient Prospective Payment System (OPPS)
- TRICARE-allowable charges

health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/TRICARE-Health-Plan/Rates-and-Reimbursement/TRICARE-Allowable-Charges

Other program resources

Civilian Health and Medical Program of the department of Veterans Affairs (CHAMPVA)

VA Health Administration Center CHAMPVA
PO Box 469063
Denver, CO 80246-9063
(800) 733-8387
va.gov/communitycare/providers/info_champva.asp

TRICARE For Life (TFL) & Wisconsin Physicians Service/ TRICARE Dual-Eligible Fiscal Intermediary Contract (WPS/TDEFIC)

(866) 773-0404
(866) 773-0405 (TDD)
TRICARE4U.com

Social Security Administration (SSA)
(800) 772-1213

Warrior Navigation and Assistance Program (WNAP)(888)

4GO-WNAP or (888)-446-9627
tricare.mil/eastwnap

US Public Health Service (USPHS)

(800) 279-1605

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