



P.O. Box 30449
Salt Lake City, UT 84130-0449

5/20/2013

Re: Temporary Referral and Authorization Waiver Extended for TRICARE Prime beneficiaries

We want to inform you that the TRICARE Management Activity (TMA) has extended the temporary referral and authorization waiver for Prime beneficiaries in the TRICARE West Region. The waiver will be in place for referrals received through June 18, 2013 for care with a date of service April 1, 2013 through September 15, 2013.

Primary Care Managers should continue to make referrals for covered services to network providers, when possible, without submitting a request for referral or prior authorization to UnitedHealthcare. Authorizations for referrals provided to Prime beneficiaries do not require an authorization for most specialty care services through June 18, 2013.

Services that are currently pending a referral or authorization should be scheduled and delivered. No authorizations for referrals issued through June 18, 2013 are necessary. Please do NOT submit a referral or prior authorization request to UnitedHealthcare during this period, as no authorization is required for beneficiaries enrolled in a TRICARE Prime program. As a reminder, the waiver does not apply to beneficiaries using TRICARE Standard. Under TRICARE Standard, patients do not need referrals for covered specialty care.

You are not required to wait for an authorization to provide needed services. Any claims received with a date of service performed April 1, 2013 through September 15, 2013 will have the referral waiver applied without an authorization.

Enclosed, please find a frequently asked questions document as well as a formal letter that should be provided to the patient at the time the referral is made. The patient should give the letter to the specialty physician so they know the referral is authorized.

For additional information, please call TRICARE West Region customer service. For referrals made through June 18, 2013 with an expected date of service after September 15, 2013, please call us at 877-988-9378 (WEST) so we can assure that the claims associated with that service will process correctly. Thank you.

Sincerely,

A handwritten signature in cursive script that reads 'Lori McDougal'.

Lori McDougal
Chief Executive Officer
Enclosures

Frequently Asked Questions

Referral and Authorization Waiver for Services Delivered to TRICARE Prime Beneficiaries

Q1. Does this automatic waiver apply to both referrals and required authorizations?

- A. A referral for TRICARE Prime beneficiaries is still required, however, it does not need to be submitted to UnitedHealthcare. This waiver will cover authorizations for any TRICARE covered benefit for any referrals made through June 18.

Q2. Do I need to submit a request to UnitedHealthcare for any referral and/or authorization I may need between now and June 18?

- A. No. You will not be required to seek or wait for an approval notification from UnitedHealthcare. You may receive an authorization letter as referral requests are processed, but you are NOT required to wait for an authorization to provide needed services.

Q3. Does this waiver cover all of my previously submitted requests for a referral or an authorization, even if I have not received a confirmation as of yet?

- A. Yes, this waiver will also cover all previously submitted requests since April 1. Please proceed with scheduling all related services for any previously submitted request.

Q4. What if I have already received a denial from a previously submitted request for a referral or an authorization?

- A. The previous denial would remain in effect.

Q5. Since there is no requirement to wait for the UnitedHealthcare notification approval, what documentation will I provide to the patient to confirm the referral or authorization is actually approved?

- A. UnitedHealthcare has posted a waiver letter on uhcmilitarywest.com. Please access the portal to download the letter and provide it to your patient along with the referral. This will provide the approval documentation needed by the patient and specialty physician.

Q6. Since there will be no referral or authorization tracking numbers, what assurances are there that the claims will be paid?

- A. These claims will be paid. UnitedHealthcare and PGBA have modified our claims adjudication process to process all claims for payment that normally require a referral or an authorization for any covered benefit. This applies to all services for which a referral was issued through June 18. We have made arrangements to pay claims for dates of service through September 15 for all services which would have been issued a referral or authorization through June 18.

Q7. How long a time period will these automatic approvals of referrals and authorizations cover? And do they cover time periods for services scheduled only through midnight, June 18?

- A. This waiver will cover all services provided pursuant to a referral issued through June 18. *However, for any referrals issued through June 18 with dates of service after September 15, please submit a notification to us by calling the Call Center at 877-988-9378. It is important that we receive notice so that the waiver will be applied correctly in these situations.*

Q8. What happens after June 18?

- A. After June 18, you should again submit referral and authorization requests as described in the Provider Administrative Manual. The normal referral and authorization approval and payment rules will apply to all referrals issued after June 18.

Q9. Does this affect any of the existing referrals or authorizations that came from TriWest?

- A. No, this does not affect any of the previously issued referrals and authorizations from TriWest. These referrals and authorizations are still in effect until May 30. If TriWest has previously approved your referral or authorization to provide services to a TRICARE beneficiary, your TriWest approval number has been provided to UnitedHealthcare. Please know that while the referral or authorization will not show on uhcmilitarywest.com, **UnitedHealthcare will honor all TriWest-approved services through May 30, 2013.**

Previously approved TriWest obstetric/maternity authorizations will continue for the entire 312-day episode of care, even if that continues past May 30, 2013. There is no need to re-submit requests to UnitedHealthcare for services already approved by TriWest.

Q10. Does this waiver apply to TRICARE Standard?

- A. No, this waiver only applies to services provided to TRICARE Prime beneficiaries.

Q11. Q. Are there any service exceptions to the referral and authorization waiver?

- A. No, there are no exceptions for standard TRICARE approved procedures.

However, the following are a list of services that are only TRICARE approved in rare circumstances, please contact customer service at 877-988-9378(WEST) to avoid having care performed that will not be reimbursed.

- OB/ Maternity Authorizations
- Autism Demonstration services
- ECHO program services
- Residential Treatment Centers (RTC) services
- Gastric Bypass

For these services follow the standard process for requesting approval during the waiver period. Please see the referral/authorization form on our website, and view our list of services requiring prior-authorization at: uhcmilitarywest.com/providers > Referrals and Prior Authorizations > [Prior Authorization List](#)

Q12. How do I register for access on the provider portal?

- A. Please use the link provided and follow the steps below to register for the provider portal:
1. From the Providers Overview page, click “Register Now.”
[<https://prod.uhcmilitarywest.com/uhcmw/portal/provider/overview/>]
 2. Select Provider.
 3. Read the terms and conditions. Click “I Agree” at the bottom of the page.
 4. Enter your first name, last name and zip code. Enter your tax ID, zip code, first name and last name. Enter a NPI, license number, or Medicare ID. Note that this information must match your UnitedHealth Group TRICARE contract information.

5. Create a username and password. Enter your email address.
6. Select a personal image and personal image phrase.
7. Select three challenge questions and provide answers.
8. Review your information and then activate your account.

Please contact customer service if you need assistance at 877-988-9378 (WEST). For detailed instructions on how to register for the UnitedHealthcare Military & Veterans website, please go to www.uhcmilitarywest.com > “Providers” > “Quick Reference Guide



May 17, 2013

Dear Health Care Provider and TRICARE Beneficiary:

This letter is to confirm that effective immediately, no authorization will be required for TRICARE covered benefits that would otherwise require a referral or authorization for those beneficiaries enrolled in a TRICARE Prime program in the West Region. **This waiver applies ONLY to services provided as a result of a referral issued from April 1 through June 18, 2013.** This TRICARE Prime authorization waiver does not apply to TRICARE Standard programs.

This letter will serve as UnitedHealthcare's notification of approval for your TRICARE patients to seek specialty care for all referrals issued for covered services through June 18, 2013. No referral authorization will be required for these covered TRICARE services.

If you have any questions regarding this waiver, please call Provider Services at 877-988-9378. Thank you.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Lori C. McDougal'.

Lori C. McDougal
Chief Executive Officer
UnitedHealthcare Military & Veterans