



2013 Quick Reference Guide – TRICARE Provider Resources and Contact Information



Interactive Voice Response Line (IVR): 877-988-9378 (WEST)

- The UnitedHealthcare Military & Veterans IVR provides information about:
 - Beneficiary eligibility
 - Referral status
 - Authorization status
 - Care coordination notification
 - Claims status
 - Prior authorization
 - Updating facility/practice data
 - Appeal submission
- The IVR is a simple and easy way for physicians and health care professionals to access information.
- Throughout the IVR, you will be prompted to make selections by voice or keypad.
- The IVR will ask you to enter your patient's member identification (ID) number, their date of birth and possibly a date of service and/or group ID number. The member and group ID numbers can be found on the member's ID card.



UnitedHealthcare Military & Veterans Website: www.uhcmilitarywest.com

The UnitedHealthcare Military & Veterans website includes access to both public information and a secure area requiring registration. It will be fully operational as of April 1, 2013. Most providers can register for the website and receive access instantly.

Provider Website Features:

- TRICARE Provider Handbook
- TRICARE Provider Directory
- Downloadable forms
- TRICARE program updates
- UnitedHealthcare processes information
- UHC Military West Provider *ENews* enrollment
- Reimbursement information
- Prior authorization list
- Provider education webinars
- General information about the secure website (registration is required)

Secure Provider Website Features:

(Please note that registration is required.)

- Provider education webinars
- Patient eligibility
- Covered benefits
- Claim status
- Referral/Authorization status
- Medical review requirements for specific codes

UnitedHealthcare Military & Veterans Prior Authorizations and Referrals

Referral or authorization requests for all services (medical, surgical, behavioral) should be faxed to UnitedHealthcare:

Routine referrals and authorizations

877-890-9309

Urgent referrals and authorizations

877-890-8203

Both forms are available at www.uhcmilitarywest.com on the "Find a Form" page, under Medical/Surgical Referral/Authorization.

TRICARE National Resources

TRICARE Military website: www.tricare.mil

TRICARE manuals: <http://manuals.tricare.osd.mil>

TRICARE program regulations and requirements are contained in the TRICARE Operations Manual, TRICARE Policy Manual, and TRICARE Reimbursement Manual.

Online Reimbursement Rate Calculators can be accessed at www.tricare.mil. Rates are updated annually or at other intervals, at the discretion of TRICARE Management Activity. These manuals may be viewed in their entirety at <http://manuals.tricare.osd.mil> and are subject to change.

TRICARE West Region Claims Resources

TRICARE Claims: PGBA, LLC is the UnitedHealthcare Military & Veterans claims processor for the TRICARE West Region.

For claims submission information contact:

By mail:

TRICARE West Region Claims Department
P.O. BOX 7064
Camden, SC 29020-7064

By phone:

877-988-WEST (877-988-9378)

Online:

www.uhcmilitarywest.com (secure provider site) or
www.mytricare.com

PGBA Electronic Data Interchange Contact Information

For information about filing claims electronically, you may contact PGBA at 800-325-5920, Option 2; edi.tricare@pgba.com or online at www.mytricare.com

Network providers are contractually required to submit claims electronically, and non-network providers are encouraged to file claims electronically. Paper claims and supporting documents can be mailed to the previously listed address.

TRICARE for Life Claims

WPS TRICARE for Life (TFL)

P.O. Box 7890

Madison, WI 53707-7890

866-773-0404, 866-773-0405 (TDD) or

www.TRICARE4U.com

TRICARE Pharmacy Program

Express Scripts, Inc. (Express Scripts) at (877) 363-1303

www.tricare.mil/pharmacy

www.express-scripts.com/TRICARE