Thank you for contacting UnitedHealthcare Military & Veterans. We have received an overwhelming number of calls from providers, just like you, who are excited about the TRICARE program and have questions about participation.

Below we have compiled a short list of commonly asked questions and answers to address your inquiry, along with guidance on how to proceed.

Again, thank you very much for your call, and we look forward to working with you.

**Contracting & Credentialing**

If you wish to become a network provider for TRICARE with UnitedHealthcare Military & Veterans, you must first complete the credentialing process.

**Q1. What credentialing activities are required for a provider to participate in TRICARE?**

A. Those interested in signing a contract and becoming a member of the TRICARE network must be credentialed by UnitedHealthcare, or an entity delegated by UnitedHealthcare to perform credentialing on their behalf. The credentialing process involves providing primary-source verification of the physician’s or health care professional’s education, board certification, license, professional background, malpractice history and other pertinent data.

The credentialing process must be successfully completed before receiving an offer to participate. UnitedHealthcare participating providers will be credentialed using the information we have on file. If we identify that credentialing information is not current, or that additional requirements are necessary to participate in the TRICARE program, you will be required to provide additional information.

For providers not already participating with UnitedHealthcare, but who are participating in the TRICARE network, you may please contact our National Credentialing Center via the UnitedHealthcare Voice Portal at 877-842-3210. To begin the credentialing process, enter your tax identification number, then select “Health Care Professional Services” > “Credentialing” > “Join the Network.”

**Q2. How do I know if I’m a network provider?**

A. Starting on Monday, April 1 you will be able to access our online directory at www.uhcmilitarywest.com. Please be advised that we are in the process of loading providers
into our systems. We will do everything we can to ensure you are included in our online directory as quickly as possible. If you do not see your practice or location listed in the online directory on Monday, please check again in a week.

Q3. Which TRICARE products will be available in each state/market?

A. TRICARE Management Activity (TMA) determines benefits and Prime Service Areas (PSAs) for TRICARE. Please refer to the TRICARE website for the details: [http://www.tricare.mil/Welcome/MediaCenter/CurrentTopics/ChangestoPSAs.aspx](http://www.tricare.mil/Welcome/MediaCenter/CurrentTopics/ChangestoPSAs.aspx)

Q4. Which TRICARE products is UnitedHealthcare Military & Veterans administering?

A. TRICARE Prime, Extra, and Standard  
   TRICARE Young Adult (TYA)  
   TRICARE Prime Remote (TPR)  
   TRICARE Prime Remote for family members (TPRADFM)  
   TRICARE Reserve Select (TRS)  
   TRICARE Retired Reserve (TRR)  
   TRICARE Extended Care Health Option (ECHO)  
   DoD Enhanced Access to Autism Services Demonstration  
   Supplemental Health Care Program (SHCP)  
   Transitional Assistance Management Program (TAMP)  
   Transitional Care for Service Related Conditions (TCSRC)

Q5. What other products are available to beneficiaries in the West Region, and who administers those programs?

A.  
   • Continued Health Care Benefit Program (CHCBP):  
      Humana Military Healthcare, [www.humana-military.com](http://www.humana-military.com)  
   • TRICARE for Life:  
      Wisconsin Physician Services (WPS)  
      [www.TRICARE4u.com](http://www.TRICARE4u.com)  
   • TRICARE Pharmacy Program - 877-363-1303  
      Or Express Scripts for mail orders:  
      www.express-scripts.com/tricare  
      P.O. Box 52150  
      Phoenix, AZ 85072

Q6. Will out-of-network benefits be available?

A. TRICARE-eligible beneficiaries can always access care through non-network certified providers; TRICARE certification is done by PBGA.  
   • TRICARE Extra: Deductible/cost shares apply, which are five percent more than using network contracted providers.
- TRICARE Prime: Point of Service (POS) costs of $300 individual deductible & 50 percent cost share if services are provided by a non-network provider without a referral/authorization.

**Enrollment & Eligibility**

Q7. Will beneficiaries be automatically enrolled in UnitedHealthcare, or will they need to go through an “open enrollment” process?

A. TRICARE Prime beneficiaries will be automatically enrolled but may need to select a PCM with UnitedHealthcare Military & Veterans. PCMs are listed in the TRICARE Network Provider Manager directory on www.uhcmilitarywest.com.

Q8. How will eligibility be handled? Is it administered by Defense Enrollment Eligibility Reporting System (DEERS)?

A. Yes it is handled via DEERS, which is accessible from www.uhcmilitarywest.com (secure website registration is required), or by calling 877-988-9378 (WEST).

**Claims**

Q9. If a health care professional is a current TRICARE provider, where should they send claims for dates of service prior to April 1, 2013?

A. UnitedHealthcare will begin processing claims for services provided on or after April 1, 2013. For services provided through March 31, 2013, claims must be submitted to the prior contractor, TriWest Health Alliance, per the submission process in place. They will process claims with dates of service prior to April 1, 2013 for up to 120 days.

Q10. Who are the authorized clearinghouses for PGBA?

A. The list of authorized clearinghouses is found on the PGBA website: www.mytricare.com, also available at:


Q11. What is the electronic ID for UnitedHealthcare and TRICARE?

A. It is 99726.

**Provider Resources**

Q12. What is the name of the provider portal for TRICARE?
A. United Healthcare Military & Veterans’ TRICARE website is www.uhcmilitarywest.com, and includes access to both public information and a secure area requiring registration. The secure provider portal will be fully operational starting April 1, 2013.

Provider website public information features include:

TRICARE Provider Handbook  
TRICARE Provider Directory  
Downloadable forms  
TRICARE program updates and UnitedHealthcare processes  
Provider electronic news enrollment  
Link to important reimbursement information  
Prior authorization list  
Provider education webinars  
Information about the secure website

UnitedHealthcare secure provider website features (registration required) include:

• Researching covered benefits  
• Verifying patient eligibility  
• Checking claim status  
• Viewing Referral/Authorization status  
• Viewing medical review requirements for specific codes

Most providers can register for the website and receive access instantly on www.uhcmilitarywest.com. Providers can also access information about their claims at PBGA’s portal www.myTRICARE.com

Q13. What will happen for issues that still need to be resolved with dates of service prior to April 1, 2013?

A. Our agreement with the Department of Defense and TRICARE is an Administrative Service agreement, with our responsibilities beginning April 1, 2013. We will not be handling the outstanding issues prior to April 1, 2013 for which the previous contractor, TriWest Health Alliance, is responsible. We will assist providers in escalating prior issues with the TRICARE West Regional Office, as appropriate.