Humana Military issues a referral when a TRICARE Prime beneficiary needs specialized medical services from a civilian professional or ancillary provider only if the requested services are not available at the Military Treatment Facility (MTF) or at the Primary Care Manager’s (PCM’s) office.

A prior authorization is issued for requested services, procedures or admissions that require medical necessity review prior to services being rendered.

### REFERRAL AND AUTHORIZATION SUBMISSION OPTIONS

<table>
<thead>
<tr>
<th>Option</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit online for quickest response</td>
<td>Via the Self-Service for Providers portal at <a href="http://Humana-Military.com">Humana-Military.com</a></td>
</tr>
<tr>
<td>Fax Patient Referral Authorization Form</td>
<td>1-877-548-1547</td>
</tr>
<tr>
<td>Submit by phone</td>
<td>1-800-444-5445</td>
</tr>
<tr>
<td>Behavioral health care referrals and authorizations</td>
<td>Via the Self-Service for Providers portal at <a href="http://Humana-Military.com">Humana-Military.com</a></td>
</tr>
<tr>
<td></td>
<td>Fax Outpatient Treatment Report (OTR): 1-866-811-4422</td>
</tr>
<tr>
<td></td>
<td>For questions: 1-800-700-8646</td>
</tr>
</tbody>
</table>

### TIPS FOR MAKING REFERRALS AND AUTHORIZATIONS

Submitting a request online at [Humana-Military.com](http://Humana-Military.com) is the quickest and most convenient way to obtain a referral or authorization.

- All network PCM and specialist-to-specialist referral requests will be directed to system-selected providers or to providers the beneficiary has seen in the preceding six months.
- The choice of up to five providers will reflect the optimal options in terms of quality of care, accessibility (e.g., appointment availability), affordability and drive time from the beneficiary’s address.
- If the beneficiary resides within an MTF catchment area, the services requested may be subject to redirection to the MTF — known as the MTF Right Of First Refusal (ROFR).
- When completing the referral, always include the sponsor’s TRICARE ID, diagnosis and clinical data explaining the reason for the referral.
- If the patient needs services beyond the referral’s scope, the PCM must approve additional services.
- Check the status of the referral or authorization at Humana-Military.com or by phone at 1-800-444-5445.
- Humana Military will notify the beneficiary and providers of an approved referral or authorization.
- For urgent referrals and authorizations, call 1-800-444-5445, press 2 to access the Provider Main Menu and press 3

### TIPS FOR HOSPITAL ADMISSION NOTIFICATIONS

Submitting the notification online at [Humana-Military.com](http://Humana-Military.com) is the quickest and most convenient way to notify Humana Military of a hospital admission. In many cases, the admission is immediately approved.

Entering a new hospital admission notification is easy. Sign in to Self-Service for Providers, select **New request for referral or authorization, including hospital admission** and follow the simple steps to complete the request.

Submit continued stay reviews and notify Humana Military of a patient’s discharge online. It is important to notify Humana Military when a patient is discharged. This allows the authorization to be completed and the claim to be properly processed.

For behavioral health care admissions, submit notification online at [Humana-Military.com](http://Humana-Military.com). This is the quickest and most convenient way to notify ValueOptions of a hospital admission. Facilities unable to access the Web can fax the TRICARE Higher Level of Care Treatment Report form, available at [Humana-Military.com](http://Humana-Military.com), to ValueOptions at 1-866-811-4422.

The information contained in these charts is not all-inclusive.
Specialist-to-Specialist Referrals for the Same Episode of Care

Some referrals may be authorized from one specialty care provider to another, bypassing the need to get another PCM referral. Specialist-to-specialist referrals:

- Apply only when a valid Evaluate and Treat referral from the PCM was previously authorized for the same episode of care.
- Do not apply to Active Duty Service Members (ADSMs).
- Are subject to the MTF ROFR policy.

If you are a specialist referring your patient to another specialist, please keep in mind:

- You, the receiving specialist and the PCM will be notified of all such referrals by automatic fax, keeping the entire care team aware of these clinical contacts.
- Not all specialist-to-specialist referrals will be authorized.
- If a pediatric patient age 5 or younger or a patient with a developmental, mental or physical disability requires dental procedures under general anesthesia, the request for prior authorization may be submitted by the dentist.

SERVICES REQUIRING PRIOR AUTHORIZATION IN THE SOUTH REGION

### PROCEDURES AND SERVICES

<table>
<thead>
<tr>
<th>Services</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adjunctive dental care</td>
<td>Extended Care Health Option (ECHO) services</td>
</tr>
<tr>
<td>Advanced life support air ambulance in conjunction with stem cell transplantation</td>
<td>Home health services, including home infusion</td>
</tr>
<tr>
<td>Applied Behavior Analysis (ABA) services</td>
<td>Hospice</td>
</tr>
<tr>
<td>Bariatric surgery</td>
<td>Lab Developed Tests (LDTs)</td>
</tr>
<tr>
<td>Educational interventions under the Enhanced Access to Autism Services Demonstration</td>
<td>Transplants (solid organ and stem cell, not corneal transplant)</td>
</tr>
</tbody>
</table>

### INPATIENT HOSPITAL STAYS

- Acute care admissions (Notification of acute care admission is required by the next working day.)
- Admissions or transfers to Skilled Nursing Facilities (SNFs), rehabilitation and Long-Term Acute Care (LTAC)
- Discharge notifications

### BEHAVIORAL HEALTH

- Nonemergency admissions to inpatient hospitals for psychiatric and substance use disorders
- Partial Hospitalization Programs (PHPs) for psychiatric and substance use disorders
- Residential Treatment Centers (RTCs)
- Outpatient behavioral health care visits exceeding the initial eight visits each Fiscal Year (October 1 to September 30)
- Psychoanalysis

The list of services requiring prior authorization changes periodically. For the most current list, go to Humana-Military.com. The information contained in these charts is not all-inclusive.