

TRICARE East Region: Provider FAQs

General information (will be updated frequently):

Who is the Managed Care Support Contractor (MCSC) for the new East Region?

- Humana Military, currently the South Region MCSC, was awarded the new East Region contract set to start January 1, 2018. Wisconsin Physicians Service (WPS) will be the TRICARE claims processor for the new East Region and Humana Behavioral Health will be the new behavioral health subcontractor.

Which states are included in the East Region?

- The new TRICARE East Region includes: The District of Columbia, and the states of Alabama, Arkansas, Connecticut, Delaware, Florida, Georgia, Illinois, Indiana, Iowa (Rock Island Arsenal area only), Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Mississippi, Missouri (St. Louis area only); New Hampshire, New Jersey, New York, North Carolina, Ohio, Oklahoma, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas (excluding areas of Western Texas), Vermont, Virginia, West Virginia, and Wisconsin.

What changes are coming for TRICARE in my area?

- If you are currently in the South Region and a network medical provider, your network contract will transition to the new East Region. If you are currently a North Region network medical provider, we anticipate your network contract will transition as well.
- If you are a behavioral health provider in either the current North or South Region, you should be receiving communications from Humana Behavioral Health regarding their new East Region network.
 - For behavioral health providers, please view the [Humana Behavioral Health FAQs](#) for inquiring about the behavioral health network.

Do I need to execute a new network agreement?

- Please review the following instructions as your existing contract may not provide continued coverage after **December 31, 2017**.
- If your current contract is with Humana Military, you do **not** need to execute a new provider agreement.
- If your current contract is with Health Net Federal Service in the current North Region, we are happy to announce Humana Military and Health Net Federal Services have entered into an agreement to transition the provider contracts currently aligned with HNFS in the North Region to Humana Military, effective on **January 1, 2018**, the start of healthcare delivery.
- Through this agreement, your current TRICARE provider status remains **as-is** when Humana Military becomes the MCSC for the TRICARE East Region. Please be assured every step is being taken to complete this transition smoothly so that there will be no impact to you or your relationship with your TRICARE patients. **No action** on your part is required at this time.
- If you are currently a TRICARE provider with **Instil** or **ValueOptions/Beacon** and you want to remain a TRICARE provider, you must submit an inquiry to join request participation in the TRICARE network for the East Region.
- If you are a current Humana Behavioral Health commercial provider and are interested in becoming a TRICARE provider, please submit an inquiry.
- If you do not have a current contract and are interested in participating in our new TRICARE East Region network, please submit an inquiry.
- For behavioral health provider inquiries, please view the [Humana Behavioral Health FAQs](#).

Are beneficiaries affected by this change?

- The goal of the Defense Health Agency (DHA) and Humana Military is to **ensure minimal disruption of services**. Prime beneficiaries may be asked to pick a new Primary Care Manager (PCM) by the start of the contract, if their current PCM does not elect to continue as a network provider in the new region.

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Self-service:

Where can I learn more about Humana Military?

- Our website, [HumanaMilitary.com](https://www.humanamilitary.com), has a comprehensive provider portal that includes provider services, tools and resources, and other current information about TRICARE.

What is included in our secured provider services at HumanaMilitary.com?

- Provider self-service offers unlimited transaction services for busy provider offices, including:
 - Creating new referrals
 - Looking up codes
 - Updating/checking the status of referrals
 - Viewing pharmacy data by patient
 - Checking eligibility
 - Much more

Please refer to the provider FAQs for **behavioral health** and **referrals and claims** for more information on the new East Region and transition for providers.