

# Provider Updates

## In Case You Missed It | March 2022

- 1. Use CareAffiliate® for referral and authorization requests.** As a TRICARE West Region provider, you are required to submit all authorizations and referrals online (except providers in Alaska). The preferred method for online submissions continues to be [CareAffiliate](#), which can be used for inpatient and outpatient requests, and allows for attachments. Need to register on our website to access secure tools? No problem; registering is quick and simple. Start by clicking “Register” at the top of the provider portal at [www.tricare-west.com](http://www.tricare-west.com).
- 2. Need help with online tools?** We offer a suite of printable guides to assist you in conducting your TRICARE business. Visit our [Quick Reference Guides](#) page to learn more about authorization and referral submissions, claims and billing, demographics updates, and more.
- 3. Oral anti-viral treatment options for treating COVID-19.** The U.S. Food and Drug Administration (FDA) issued an Emergency Use Authorization (EUA) for Paxlovid® and Molnupiravir® for the [treatment of mild-to-moderate COVID-19](#). Paxlovid and Molnupiravir oral anti-viral treatments may be prescribed to those who have tested positive. The FDA recommends Paxlovid as a first line treatment; Molnupiravir is used as a last resort due to its relatively lower efficacy and some exclusions for use in pregnancy. Beneficiaries can fill prescriptions for these treatments at network, non-network or military pharmacies, **subject to availability**.
- 4. Information for 1099 tax forms available.** 1099 tax forms were mailed out by Jan. 31, 2022. If you have not received your 1099 form, or if you need a replacement form, you may request additional copies by calling the 1099 Tax Line at 1-800-991-2701 and selecting option 1 when prompted. Please do not call our TRICARE customer service line to request a 1099, as they are unable to assist with tax-related requests or questions.
- 5. Recall of Bellavista 1000 and 1000e series ventilators.** Vyair Medical has recalled its Bellavista™ 1000 and 1000e series ventilators due to issues with software configurations. The use of affected ventilators may cause the ventilator to malfunction or stop. The U.S. Food and Drug Administration (FDA) has identified this as a Class 1 recall, as use of affected devices may cause serious injuries or death. Visit the [FDA’s medical device recall page](#) for details, contact information and additional resources.
- 6. Patient encounter reports for referred care from military clinics or hospitals.** Civilian TRICARE network providers are required to submit patient encounter reports (also known as clear and legible reports or CLRs) to any military hospital or clinic that refers a patient to their practice. Network urgent care centers are also required to submit CLRs to the referring (or assigned) military hospital or clinic. Providing these detailed reports helps expedite treatment and ensure continuity of care for your TRICARE patients. For information on required submittal time frames and a list of military facility fax numbers, visit our [Patient Encounter Reports](#) page.
- 7. Extended Care Health Option (ECHO) respite care update.** Beneficiaries eligible for ECHO benefits have access to a maximum of 16 hours per month of respite care, which provides time off for primary caregivers who care for eligible beneficiaries at home. [TRICARE has removed the prerequisite](#) for beneficiaries registered in ECHO to receive other authorized non-respite care during the same month. Previously, ECHO respite care was only allowed within the same month that another ECHO benefit was authorized and rendered.
- 8. Update to multiple prosthetics coverage.** Prosthetics, also known as [prosthesis and related supplies](#), are covered under TRICARE when medically necessary. Prior policy specified that only one prosthetic may be covered at a time unless the beneficiary required bilateral prosthetics. TRICARE recently clarified that while in most cases only one permanent prosthetic at a time is medically necessary, additional prosthetics may be covered if they serve a different purpose, or have essential functional differences, even if used for the same limb.
- 9. Colonoscopy screening guidelines from Choosing Wisely®.** The [American Gastroenterological Association](#) recommends providers not repeat colonoscopy for at least five years for patients who had one or two small (<1cm) adenomatous polyps, without high-grade dysplasia or villous histology, removed completely via a high-quality colonoscopy. Learn more about this and other related guidelines at [Choosing Wisely®](#).
- 10. March is National Nutrition Month.** Your patients can learn about good nutrition, cooking and eating healthy, meal planning, weight management skills and strategies, and more with our [Healthy Weighs for Life](#) online program. They’ll have access to videos and presentations, online resources, interactive forms, and activities to make learning fun. For a first attempt at weight loss, our [Basics for Reaching a Healthy Weight](#) program is a great place to start. Encourage the use of these resources to help your patients live healthier.

COVID-19 Updates: Go to [www.tricare-west.com/go/COVID19](http://www.tricare-west.com/go/COVID19).