



TRO-South Messenger
A Bi-Weekly Update for the Region
Issue 18
June 25, 2010

This publication can be viewed on the TRO-South website at www.tricare.mil/trosouth.
Previous editions can be found at www.tricare.mil/trosouth/newsletters.cfm.

DIRECTOR'S CORNER

Leaders.



THE 'BLUE BUTTON'; NEW FEATURE FOR TRICARE ONLINE (TOL): TOL continues to meet the expectations of our beneficiaries through allowing online prescription refills, making appointments, enrollment and claims assistance/information, and now, the ability to save and export personal health information (i.e., medication and allergy profiles, and their personal health summary). You may also see in the not too distant future, additional features, such as viewing laboratory results and secure messaging. TOL is an outstanding resource for our beneficiaries, so please help communicate the message! For additional information on this, and other TOL issues, please visit the TOL website: <https://www.tricareonline.com>

TRICARE AND NATIONAL HEALTH REFORM: As we continue on the path towards National Health Reform, TRICARE will not be immediately affected. TRICARE meets many of the National Health Reform goals already and continues to ensure quality health care delivery remains accessible and affordable to our beneficiaries. Coverage under TRICARE for young adults up to age 26 is currently pending legislative approval. As the reliance on our private sector providers increases, TRICARE is closely monitoring changes in the MEDICARE program (specifically rate changes) and remains dedicated to ensuring our healthcare delivery system remains fully capable in its mission - caring for the best in the world.

As always, I hope you find the following information useful. If there are any questions, please contact the POC listed for each article.

Best regards, Bill Thresher.

TRO-South POC: 210-292-3203

TOPICS OF INTEREST

MEDICAL TREATMENT FACILITY (MTF) PROFILES ARE AVAILABLE: MTF Profiles provide a 360-degree view of currently available information. Information is gathered from several data sources (i.e. MHS M2, MCSC Interactive Reporting System, Consumer Watch Report, and interaction with the MTF), many of which have different refresh dates. The MTF profile can be utilized for site visits, MTF Commander Orientations, decision support, and ad-hoc requests for information. TRO-South maintains 34 MTF profiles (10 Army, 4 Navy, 17 Air Force, and 3 Multi-Service Market Areas). MTF profiles are updated on a monthly basis, or per special request. We always welcome suggestions for improvement to better serve and meet your needs. The MTF profile presents a Parent-DMIS level MTF/Market view of the following:

Workload (RVU, RWP) - Workload completed in the MTF market based on the amount of workload completed in the MTF vs. the local network for those enrolled to the MTF. **TRO-South POC: 210-292-3258.**

Enrollment (BenCat) – Latest monthly enrollment numbers by beneficiary category for the MTF and the local network (within a 60-minute drive time). **TRO-South POC: 210-292-3239.**

Referral Analysis – Total number of referrals (for all beneficiary categories and Active Duty) from the MTF to the network, what percent were retro-referrals and what percent resulted in a claim. Average number of days that an MTF enrollee (for all beneficiary categories and Active Duty) waited from the time the Managed Care Support Contractor (MCSC) received the referral until the first date of service. **TRO-South POC: 210-292-3235.**

Right of First Refusal Statistics – ROFR acceptance rate and a top ten list by accepting service. **TRO-South POC: 210-292-3235.**

Network Cost Summary – Summary report showing network cost for Inpatient and Outpatient Care by Per Member Per Month (PMPM) values. **TRO-South POC: 210-292-3258**

HCSDB Satisfaction Survey Results – Annual results of the Healthcare Survey of DOD Beneficiaries comparing satisfaction on various beneficiary categories and enrollee type to a national benchmark from the Consumer Watch Report. **TRO-South POC: 210-292-3229.**

Network Adequacy Report - Monthly comparison of the number of providers targeted by the MCSC to the actual number contracted. **TRO-South POC: 210-292-3258**

MHSSIs, CSAs and ERSAs – Active Military Health System Support Initiatives (MHSSIs) reflecting number and specialty of contract, Clinical Support Agreements (CSAs) reflecting number of Full Time Equivalents (FTEs) by specialty, and External Resource Sharing Agreements (ERSAs) reflecting facility and specialty. **TRO-South POC: 210-292-3245**

Contingency Exercise(s) Update - Comparison of contractually required MCSC/MTF contingency exercises to the actual number completed to date. **TRO-South POC: 210-292-3277.**

MTFs can request a copy of their profile by calling 210-292-3258.

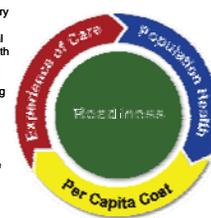
TRO-South POC: 210-292-3286

TRICARE REGIONAL OFFICE – SOUTH FY 2011 – 2013 REGIONAL PERFORMANCE

PLAN: The Military Health System (MHS) Strategic Plan was published in 2008, and since then, MHS leadership has used the plan to monitor and improve performance. In the fall of 2009, MHS leaders recognized that this plan is consistent with the concept of the Triple Aim proposed by the Institute for Healthcare Improvement (IHI). The Triple Aim's three integral factors (population health, positive patient experience and per capita cost) were intended to describe the overall quality of health care when all three elements

Readiness
Ensuring that the total military force is medically ready to deploy and that the medical force is ready to deliver health care anytime, anywhere in support of the full range of military operations, including humanitarian missions

Experience of Care
Providing a care experience that is patient and family centered, compassionate, convenient, equitable, safe and always of the highest quality.



Population Health
Reducing the generators of ill health by encouraging health behaviors and decreasing the likelihood of illness through focused prevention and the development of increased resilience.

Per Capita Cost
Creating value by focusing on quality, eliminating waste, and reducing unwarranted variation; considering the total cost of care over time, not just the cost of an individual health care activity.

worked together to serve the needs of a population. Since readiness reflects the MHS' core mission, and reason for being, it was added as another integral factor, thus the Quadruple Aim construct.

TRO-South, in collaboration with TRO-North, TRO-West, the Services' medical departments, and Humana Military, seeks to achieve the Quadruple Aim through the pursuit of four strategic initiatives and four plans of action. To view the initiatives and plans of actions, as well as the rest of the article, please click on the attachment below.



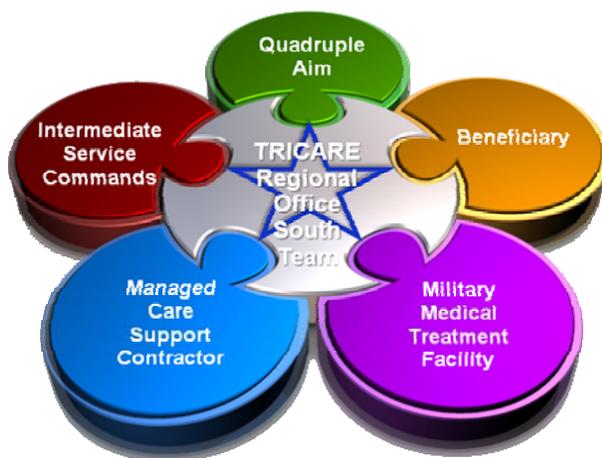
TRICARE Regional
Office-South FY 2011

TRO-South POC: 210-292-3293

TRO-SOUTH CONDUCTS EMERGENCY ROOM UTILIZATION PILOT PROJECT: TRO-South has been working with six MTFs in the South Region over the past year on a Pilot Study that was designed to look at ways to reduce network Emergency Room (ER) utilization among MTF-enrolled beneficiaries. A variety of alternatives have been explored, ranging from increasing access at the MTF, patient education targeting frequent emergency room users, and easing barriers to urgent care facilities. The results look promising, and it is clear that the MTFs with active arrangements with urgent care centers have the most success in deferring ER utilization. TRO-South plans to share these results with the rest of the MTFs in the South region in FY-11. If your MTF does not have a "pop off clinic" or an after-hours urgent care arrangement, and would like to explore the possibilities, then TRO-South would be happy to assist.

TRO-South POC: 210-292-3214

TOGETHER, IMPROVING OUR HEALTHCARE SYSTEM: TRO-South proudly continues serving the Military Health System as an action agent, pursuing value, while ensuring the efficient and quality delivery of healthcare. We are working to build the best healthcare delivery system available for you and your beneficiaries. TRO-South continues to grow and build patient-centered community relationships through participation in health fairs, town hall meetings, information briefings and Area Coordination Meetings (ACMs).



Together we can ensure *communication* remains a fundamental aspect throughout the delivery of quality healthcare. Communication is a critical key to unlocking the challenge of improving satisfaction, compliance and outcomes. Everyone is critical in identifying areas of potential improvement and in the solution process;

please continue to encourage feedback from our beneficiaries, communities and staff(s). Learning and communicating the various challenges, cultures, resources and workforces amongst each community within the South Region allows us to better align and prepare our healthcare delivery system; much of our strength resides in our diversity.

We continue encouraging and engaging our beneficiaries, staff, and community resources to identify needs, resources, and to educate/increase awareness when an opportunity presents itself. *Everyone at every level has a voice.* We must also, at every level, identify and address issues as rapidly as possible. Effective communication will facilitate the continuous improvement and delivery of our healthcare benefit with the South Region. Success relies on the entire team. TRO-South is here to assist and serve you. Please continue sharing with us your upcoming events, especially if you would like our support; we want to share the news (from lessons learned to best practices) across the region. If you would like to receive an informational brief, presentation, or require assistance with a specific challenge or business practice, please contact the number below for more information.

TRO-South POC: 210-292-3278

TRANSFER PRESCRIPTION REFILLS TO THE HOME DELIVERY SYSTEM WITH NEW CHCS FEATURE: A new Composite Health Care System (CHCS) capability will be available to MTFs to use beginning sometime this summer. The change provides an opportunity for an increase in the use of DOD's "Home Delivery" (also called the TRICARE Mail Order Program) for prescription refills. At the same time, it will help reduce the potential for new demand with the more expensive Retail Pharmacy option.

Express Scripts (ESI), the TRICARE Pharmacy Program Manager for the DOD, in conjunction with TMA, will introduce the change to CHCS to facilitate the transfer of prescription refills to TRICARE's Home Delivery option. MTFs who implement this capability will give all TRICARE beneficiaries, with the exception of those with other health insurance, the ability to seamlessly register in TRICARE's home delivery program and receive their maintenance medication refills delivered directly to their home by mail. For legal and safety reasons, controlled drugs cannot be dispensed through this program. The MTF pharmacy staff, at the beneficiaries' request, can perform this transfer electronically from CHCS to ESI's computer system in moments. The rollout of this capability will be on a controlled schedule to MTFs wishing to implement the new feature.

A side benefit to this process is that beneficiaries, who transfer MTF prescriptions to Home Delivery, will also be more likely to transfer their retail prescriptions to Home Delivery. This will help reduce costs to beneficiaries who are paying higher co-pays in retail pharmacies. It also helps DOD save pharmacy costs, assisting TMA in reducing escalating costs, and helping to sustain the TRICARE benefit.

TRO-South POC: 210-292-3286/3245

NEW MTF COMMANDER ORIENTATION BRIEFINGS: We are in the process of scheduling new MTF Commanders for their South Region Orientation briefing provided by TRO-South. The briefing is geared toward the MTF Commander and any key staff he or she would like to attend. Representatives from TRO-South and Humana Military will come to your location and provide a presentation that is approximately 60 minutes long. There will also be a team of SMEs at TRO-South participating in the briefing via telcon. The presentation covers numerous topics to include the role of the regional office, the support services provided to each MTF from Humana Military and TRO-South, information on referrals and authorizations, network development, customer service, contingency planning, and more. Detailed data, specific to each MTF, will be supplied on many of the topics. MTFs desiring a presentation, or more information, should contact the numbers below.

TRO-South POC: 210-292-3278/210-292-3265

TRO-SOUTH REGIONAL LEADER'S CONFERENCE: The 2010 TRO-South Regional Conference will be held on September 8 - 10, 2010 in San Antonio, TX. The target audience for this conference is senior military leaders located within the South Region and their key staff. The planned agenda items will include discussions on many topics such as upcoming regional issues and transition to the T-3 contract (changes, improvements, challenges, and transition plan). There will be government-only and senior enlisted breakouts. More information will be forthcoming in emails, updates to the TRO-South website, and via the TRO-South Messenger.

TRO-South POC: 210-292-3278

ANNUAL C&CS CONFERENCE: The 2010 C&CS Conference will be held on August 3-5, 2010, in New Orleans, LA. The conference website/registration site is now open at <http://www.tricare.mil/conferences/ccs2010/Default.aspx>. The target audience for this conference is mainly individuals who serve as BCACs, DCAOs, Contract Liaisons, and marketing and public affairs staff. However, each year there are representatives from a variety of other career fields who attend. The primary purpose of the conference is to explore opportunities to create unified and effective communications for our stakeholders; strengthen our commitment to our stakeholders through education; partner across the MHS; and to learn more about TRICARE and other programs available to our beneficiaries.

TRO-South POC: 210-292-3278

DOT MIL DOCS: Located at <http://www.health.mil/DotMilDocs>, this site is part of the MHS' ongoing effort to interact with service members and the general public. It is a weekly DoD-hosted Internet radio show. Military doctors and health care experts discuss a new topic each week. Thousands listen. Those who cannot listen when the show is live, can listen to archived broadcasts at health.mil's video and audio section.

Current episodes:

6/17/2010: Episode #116: Electronic Health Records: Navy Capt. Michael Weiner, DHIMS Deputy Program Manager and Chief Medical Officer, gives an overview of the nationwide standardization process of electronic health records and discusses how electronic health records benefit patients and providers alike, inside and outside of the MHS.

6/10/2010: Episode #115: Colorectal Cancer Awareness: Retired Air Force Col. David R. Welling provides information on colorectal cancer diagnosis and treatment. Welling is an associate professor of surgery and anatomy, Chief Division of General Surgery, the Norman M. Rich Department of Surgery, Uniformed Services University.

06/03/2010: Episode #114: Virtual Worlds Technology for Psychological Health: Kevin M. Holloway, PhD, a clinical psychologist at the National Center for Telehealth and Technology (T2), discusses virtual worlds technology as a potential new way for post-combat service members to access psychological health care.

Archived episodes:

5/27/2010: [Episode #113: Mental Health Services and JTF CapMed](#): Lt. Col. Rebecca Porter of [Joint Task Force National Capital Region Medical](#) discusses mental health resources that are available through JTF CapMed.

GOVDELIVERY: This site allows subscribers to pick and choose which publications/agencies they would like to subscribe to and get automatic updates sent directly to their email address as updates arise or publications are distributed. Click here to enter [GovDelivery](#).

The first section once you enter the GovDelivery site is a list of TRICARE-related topics where you can subscribe by your topic of interest. Subscriptions can be obtained for numerous organizations other than TRICARE after first completing the TRICARE section. You will then be redirected to the next section that will have listings of various topics/organizations such as the Centers for Disease Control and Prevention, National Institutes of Health, Deployment Health, Uniformed Services University, Disability Info.gov, Food and Drug Administration, Employer Resources, National Guard publications, Thrift Savings Plan, etc.

TMA MANUAL CHANGES, PRESS RELEASES, POLICY

TRICARE MANUAL CHANGES: Please visit <http://manuals.tricare.osd.mil/> to view all changes.

There were no new changes available to any manual at the time of this publication. We ask that you periodically check the website listed above to view new changes.

TMA PRESS RELEASES: Click on the hyperlink to view information or visit:
<http://www.tricare.mil/pressroom>

6/16/2010 - Preauthorization Now Required for Skilled Nursing Facility Care for Medicare-eligible TRICARE Beneficiaries
<http://www.tricare.mil/Pressroom/News.aspx?fid=638>

6/15/2010 - Call It Quits with new TRICARE Smoking Quitline
<http://www.tricare.mil/pressroom/news.aspx?fid=637>

6/11/2010 – New TRICARE Online Feature Allows Users to Save Personal Health Data to Their Computer
<http://www.tricare.mil/pressroom/news.aspx?fid=636>

6/9/2010 – Traveling Overseas With TRICARE
<http://www.tricare.mil/pressroom/news.aspx?fid=635>

POLICY REMINDER: TRICARE Policy Manual, TRICARE Overseas Program, Chapter 12, Section 2.2 states:

CLINICAL AND PREVENTIVE SERVICE (PRIME/STANDARD)

I. POLICY

A. See Chapter 7, Sections 2.1 and 2.2 and Chapter 12, Section 1.1, for TRICARE Overseas Program (TOP) (Prime/Standard) clinical preventive services.

B. Generally, for overseas-enrolled beneficiaries, there is no preauthorization or referral required for the TOP Prime clinical preventive services. However, Active Duty Service Member (ADSM) preauthorization or referral requirements for clinical preventive services may differ in each overseas region. Regional specific requirements may be obtained by contacting the appropriate overseas TRICARE Area Office (TAO) Director.

C. Verification of codes is not required for payment of enhanced services under the TOP. The overseas claims processing contractor is not required to establish additional edits to identify claims within the age, sex, race or clinical history parameters included within the table outlined in Chapter 7, Sections 2.1 and 2.2.

COMMENTS

Your feedback is very important to us and helps pave the way to enhancing the service we provide.

If you would like to provide comments or feedback on the TRO-South Messenger, or the services provided by a TRO-South staff member, please access our online customer feedback section located on our website at [TRO-South Comment Card](#).

If you need immediate assistance with this publication, please call 210-292-3278/210-292-3265

Thank you!