

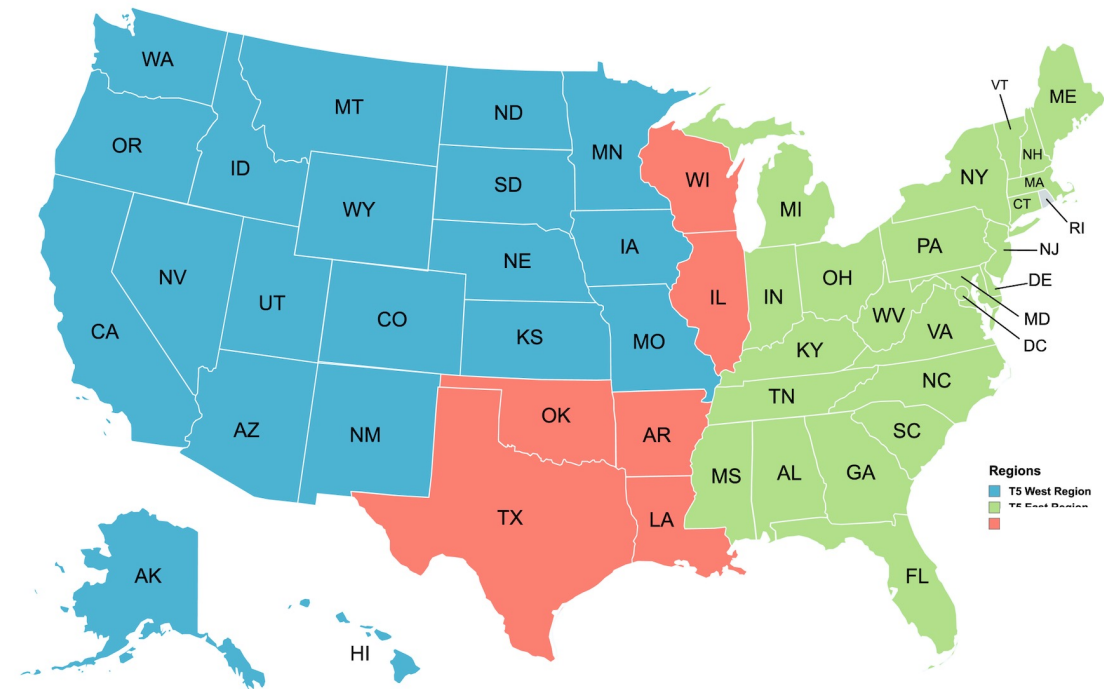


# Senior Spouses Forum

14 NOV 2024

# T-5 Major Contractual Changes

- **One year transition-out/transition-in**
  - Health Care Delivery begins 1 Jan 2025
  - TRIWEST taking over West Region
  - Humana remaining in East Region
- **8-year Health Care Delivery contract**
  - 2024 - 2032
- **6 states move from East to West Region**
  - ~1.1M beneficiaries impacted



	T-5 West Region		T-5 West (Moved from East)		T-5 East Region
---	-----------------	---	----------------------------	---	-----------------



# T-5 Major Improvements

## ➤ Provider Networks: Direct More Care to Network Providers, Reduce Costs to Beneficiaries

- *Increase referrals to network providers; increase claims filed by network providers*
- *More accurate provider directories*

## ➤ Clinical Services: Support Access to Care, Improve Coordination between Direct & Purchased Care

- *Improves interoperability between MHS GENESIS and Health Information Exchanges (HIEs) and incentives to refer care to network providers who participate in HIEs*

## ➤ Customer Service: Provide more support with appointments; referrals go with patients when they move

- *Contractors assist with initial appointments in network at beneficiary request (civilian-enrolled)*
- *Referrals transfer when beneficiaries PCS/move (intra and cross-Regional); new MTFs review to determine if they have capability/capacity*



# Beneficiary Web Enrollment (BWE)

---

- BWE is not available in East or West Regions during transition to T-5.
  - Opens again 1 January 2025.
- If electing to make changes during open season, call:
  - East Region, Humana Military – 800-444-4554
  - West Region, TRIWEST – 888-TRICARE
- BWE is still available for TRICARE Overseas



# Provision of Care

---

- TRIWEST will honor all HNFS-approved referrals and authorizations
- Humana and TRIWEST will publish their provider directories by 11 November 2024 so you can check if your provider is still in the network
- Copays and cost shares do not change due to the new contracts.



# Summary

---

- T-5 Contracts provide significant improvements in customer service, access to care, referral management and medical management of complex cases
- The 8-year contracts also provide greater stability to TRICARE networks
  - DHA will assess network adequacy across all specialties, including OB/Gyn and Pediatrics in all Prime Service Areas
- Transition activities are proceeding on schedule – with Start of Health Care Delivery beginning January 1, 2025
- DHA is implementing a comprehensive communications and outreach program to ensure beneficiaries are aware of their health plan choices



# How You Can Help

---

- Keep address, email, and phone number up-to-date in DEERS
- Keep an eye out for communications from TRICARE
- If not on allotment, update your payment information if you have a new contractor
- Be aware of major milestones / actions required
  - Open Season: 11 November – 9 December. Action Only Required if Individuals Want to Change Plans
  - Start of T-5: 1 January, 2025

