

## **Hello from the MMSO Staff!**

Check out *your* website at: <http://mmsso.med.navy.mil>

- **Access to Medical Care:** Using civilian hospital emergency rooms for routine medical care needs.
- **MMSO Website Updates:** Appeals Process for Medical Claims Denied by MMSO Service POCs.
- **Enhanced Medical Benefits:** Obtaining eye exams from civilian sources and eyeglasses from DOD Optical Fabrication Labs.
- **Up-to-Date Enrollment in TRICARE and DEERS:** The Effect on Medical Claims Payment.
- **Claim Processing Updates:** Obtaining care for demobilized RC members for in-line-of-duty injuries/illnesses.

## **Using Hospital Emergency Rooms for Medical Care**

The MMSO Service Point of Contacts have identified a trend of service members using hospital emergency rooms (ER) for routine medical care. Use of the ER is not authorized for routine care that is not an emergency. Emergency care is generally defined as the sudden and unexpected start of a medical condition, or the acute (or intense) worsening of an ongoing (chronic) condition that is threatening to life, limb, or sight, that needs treatment to relieve suffering from painful symptoms. Inappropriate use of the ER is expensive to the government and taxpayers and does not support good continuity of care. The MMSO will initiate a process for using claim data to identify frequent users of the emergency room for care that is not of an emergent nature. The service member's unit commander or designated representative may be notified in cases of over-use for non-emergency care or of members requiring military medical evaluations. Service members requiring management for pain or other serious medical conditions should consult their primary care manager or primary care provider. The bottom line is if you think your condition is serious, please seek care at nearest ER

## **Obtaining Care for Demobilized Reserve Component (RC) Members for In-Line-Of-Duty Injuries/Illnesses**

Civilian emergency or initial episode of care does not require pre-authorization from MMSO. However, **appropriate documents are required to authorize payment of the resulting civilian health care bills.** Any civilian health care required following emergency or initial treatment must be pre-authorized by MMSO prior to the member receiving such care by calling 1.888.647.6676. **Submit the following Eligibility Documents to MMSO:** RC Cover Sheet, which is available at <http://mmsso.med.navy.mil>; AND Drill Attendance Sheet or Orders for initial episode of care (Coast Guard uses a CG-4436B or CG-4899); **OR** an approved Line of Duty (LOD) or Notice of Eligibility (NOE) for preauthorization of follow-up care.

**Submit Medical Claims to the TRICARE Contractor by:** Ensuring the diagnosis on the LOD/NOE and the claim are related; sending medical claim forms (HCFA 1500, UB 92) or DD 2642 (CHAMPUS Reimbursement Form) to the TRICARE appropriate Contractor's address which can be found at [www.tricare.osd.mil/claims](http://www.tricare.osd.mil/claims).

## **Appeals Process for Medical Claims Denied by MMSO Service POCs**

Information and guidelines for active duty service members who would like to file a formal appeal are available online on the MMSO web page. These guidelines are to be used when MMSO denies payment of a claim or a request for preauthorization of medical care. See the MMSO website for complete procedures <http://mmsso.med.navy.mil/> Please note these guidelines are for MMSO denials only, and not for denials made by Military Treatment Facilities for care authorization or claim payment.

### **Obtaining Eye Exams and Eyeglasses for Active Duty Service Members enrolled to TRICARE Prime Remote**

Service Members enrolled in TRICARE Prime Remote may obtain refractions and eye examinations by TRICARE certified civilian optometrists – see <http://www.tricare.osd.mil/ProviderDirectory/>. Before going to the optometrist, service members should go to the “how to order” link at the following website <http://138.143.250.101/nostra/command.cfm> for instructions on downloading and completing the DD771. The civilian optometrist will provide measurements for the glasses and complete the form DD771. The form should be submitted to a DOD optical fabrication lab. Please note that **eyeglasses are only authorized from the DOD optical fabrication labs and NOT civilian optical shops.** Although the Naval Ophthalmic Support & Training Activity (NOSTRA) is a U.S. Navy Organization, eyeglass support is provided for all services. For questions call NOSTRA at DSN 953-7152 or Commercial (757) 887-7152/7611. Eyeglasses are available in various styles under the Frame of Choice Program – see the NOSTRA Website for more information. Eyeglasses and contact lens are not a TRICARE authorized benefit and costs are not reimbursable through TRICARE. For a listing of DOD Optical Fabrication Labs refer to Table 2-1 in the Army Regulation 40–63, NAVMEDCOMINST 6810.1, and AFR 167-3 that is available at [http://www.usapa.army.mil/pdffiles/r40\\_63.pdf](http://www.usapa.army.mil/pdffiles/r40_63.pdf) for more information.

### **Up-to-Date Enrollment in TRICARE and DEERS: Effect on Payment of Medical Claims**

The majority of denied and delayed claim payments result from incorrect enrollment in TRICARE and/or the Defense Eligibility Enrollment System (DEERS). Commands should ensure service members (SM) are enrolled to the correct TRICARE region as part of the in processing procedures to the assigned unit. Commanders should also ensure that each SM updates DEERS during in-processing and out-processing from the unit (i.e. release from active duty of activated National Guard and Reserve members). Correct TRICARE enrollment and DEERS address is a leader responsibility, which facilitates timely access to health care, medical readiness and prevention of debt collection activities against our service members. To update TRICARE enrollment, contact the TRICARE contractor where the service member is currently residing by clicking on the map at the TRICARE Website: [www.tricare.osd.mil](http://www.tricare.osd.mil) and phoning the contractor or completing the on-line enrollment form, if available. It is important that DEERS records are updated when personal eligibility information changes. This includes changes in military career status; addresses; and family status (marriage, divorce, birth, and adoption) etc. For basic information on eligibility, see the TRICARE website on DEERS <http://www.tricare.osd.mil/deers/>.

**A newsletter to assist the Active and Reserve Components members in accessing medical/dental care.**