

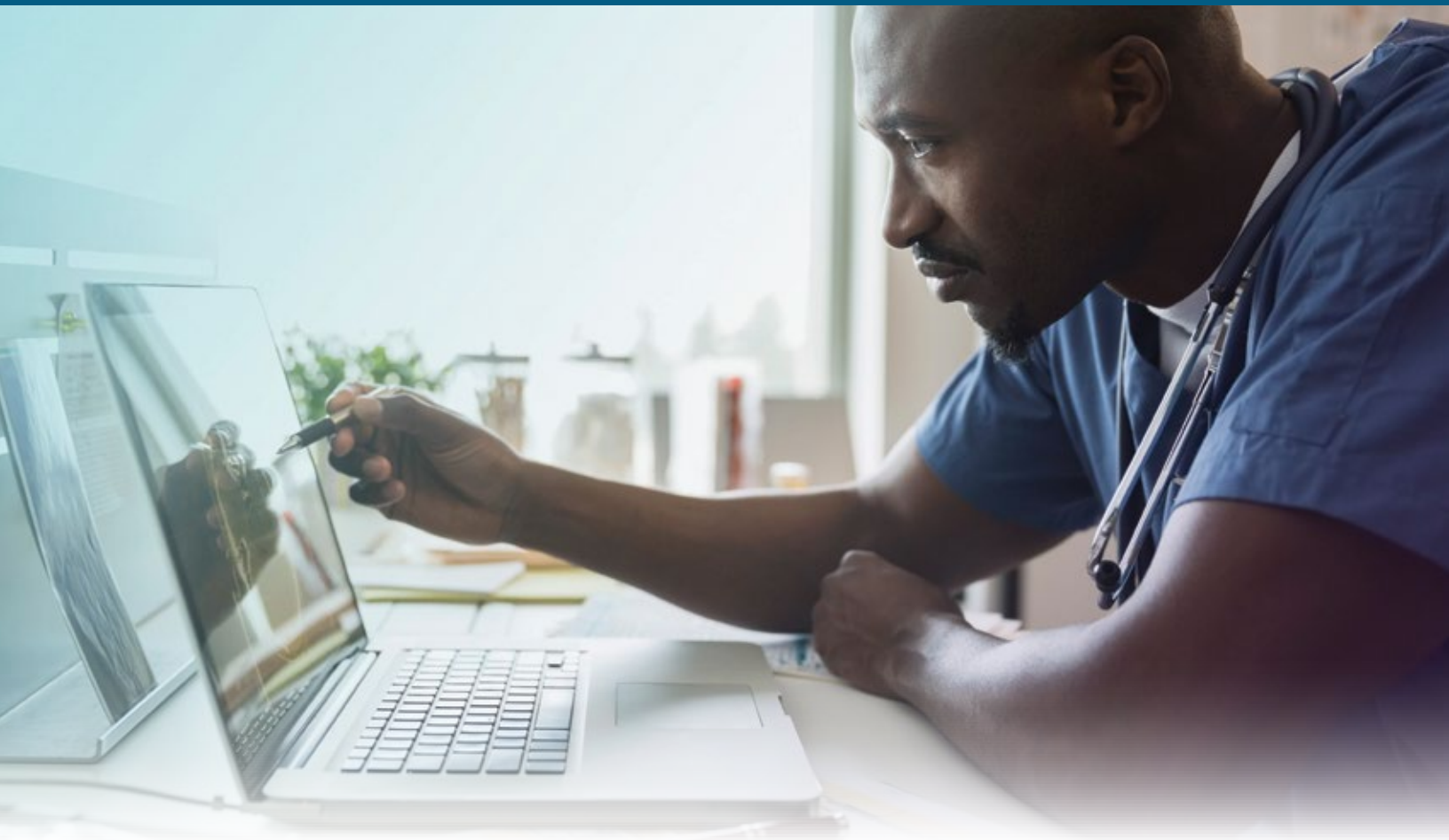
TRICARE Prime® Demo by CareSource Military & Veterans™ would like to remind you about our website CareSourceMilitary.com



When using our [website](#) and referring to the [Provider Manual](#), you can find information on any matter and even download it!

- Information about TRICARE Prime Demo's Quality Management Program including goals, processes, and outcomes as related to care and service.
- Information about case management and disease management programs, including how to use the services and how TRICARE Prime Demo works with practitioner's patients in the program.
- The process to refer beneficiaries, including discharge planners, to case management and disease management programs.
- Information about how to obtain or view copies of TRICARE Prime Demo's adopted clinical practice guidelines and preventive health guidelines, including those for:
 - COPD
 - Perinatal Care
 - Asthma
 - Diabetes
 - ADHD (children)
 - Depression (adults)
 - CDC Recommended Immunization Schedule for Persons Ages 0-18 Years
 - CDC Recommended Immunization Schedule for Persons Over 18 Years of age
 - Men: Stay Healthy at Any Age
 - Women: Stay Healthy at Any Age
- TRICARE Prime Demo's medical necessity criteria, including how to obtain or view a copy.
- Information about the availability of staff to answer questions about utilization management (UM) issues.
- How to access language assistance for beneficiaries during health encounters including interpreters for sign language.
- The toll-free number to contact staff regarding UM issues.
- The availability of TDD/TTY services for beneficiaries.
- Information about how beneficiaries may obtain language assistance to discuss UM issues.





- TRICARE Prime Demo's policy prohibiting financial incentives for UM decision-makers.
- Information about TRICARE Prime Demo's pharmaceutical management procedures, including our drug list along with restrictions and preferences; how to use pharmaceutical management procedures; an explanation of limits and quotas; how practitioners can provide information to support an exception request; and TRICARE Prime Demo's processes for generic substitution, therapeutic interchange, and step-therapy.
- A description of the process to review information submitted to support a practitioner's credentialing application, correct erroneous information, and how to be informed of the status of the credentialing or re-credentialing application upon request.
- TRICARE Prime Demo's beneficiary rights and responsibilities statement.



If you have any questions about accessing our website or if you would like more information, please call Provider Services at 1-833-230-2170. The most recent information about TRICARE Prime Demo and our services is always available on [CareSourceMilitary.com](https://www.CareSourceMilitary.com).