



Improving Medical Documentation Accuracy and Clarity

Quick Reference Guide

For TRICARE West Region Providers

Key Points

- Clear and Legible Reports essentials
- Purpose of Clear and Legible Reports
- Clear and Legible Reports Submission deadlines and requirements
- How to submit a Clear and Legible Report

What are Clear and Legible Reports?

Clear and Legible Reports (CLRs) are specialty care consultation and referral reports, histories and physicals, progress notes, and other patient information and discharge summaries for beneficiaries referred by a military treatment facility (MTF).

CLRs can include:

- Consultation reports
- Care notes
- Operative reports
- Discharge summaries

Purpose of CLRs

CLRs enhance care for active duty service members (ADSM) and MTFs for Prime beneficiaries.

CLRs help improve continuity in patient care, manage ongoing treatment, track appointments and outcomes, meet Joint Commission standards and medical record management requirements, and maintain military readiness and high-quality patient outcomes.

CLR Submission Deadlines

Outpatient CLRs: Submit within 10 business days from the Date of Service (DOS).

Inpatient CLRs: Submit within 40 business days from the date of discharge.



When are CLRs Required?

For **outpatient** CLRs:

- Specialty evaluations
- Lab and radiology reports
- Preventative procedures
- Ancillary care
- Other clinical information obtained during the service

For **inpatient** CLRs:

- Consultation reports
- Operative reports
- Discharge summaries

Note: *Ensure all sections are clear and legible.*

Submitting CLRs

You can submit CLRs online via the [Availity provider portal](#). Navigate to the TRICARE West Payer Space, then go to the Applications tab. To enter the referral management system, select the "Submit Referral/Auth" tile. You can also mail or fax CLRs using the secure CLR fax line provided by the military hospital or clinic. Locate the fax number on the authorization letter or CLR Fax Matrix. The military hospital or clinic provides the CLR Fax Matrix.

Important Reminders

Submission timeframes are the same for both in-person and telemedicine visits.

The matrix lists secure fax numbers and mailing addresses. Always confirm fax numbers before sending by using the CLR Fax Matrix.