



[www.humanamilitary.com/34bene.html](http://www.humanamilitary.com/34bene.html)

# EASY ACCESS 24 HOURS A DAY!

- ✓ CHECK THE STATUS OF A CLAIM
- ✓ PAY RE-ENROLLMENT FEES
- ✓ LOCATE A PROVIDER
- ✓ EDUCATIONAL MATERIAL
- ✓ PRINT A TEMPORARY VERIFICATION CARD
- ✓ SECURE CONNECTION

<https://infocenter.humana-military.com/South/Bene/obs/InfoCenter.asp>

**2 My Secured Member Services - TRICARE PRIME**

View Information for:  [Who appears here?](#)

- [Print Temporary Prime Enrollment Verification](#)
- [Request Prime Enrollment Card](#)
- [Online Referral/Authorizations Status](#)
- [Quick Eligibility Check](#)
- [Claims Status](#)
- [Request a Primary Care Manager \(PCM\) Change](#)
- [Request an Address Change](#)

**Universal Services**

- [Find a Provider](#)
- [Pay Prime Quarterly or Annual Re-enrollment Online](#)
- [Learn more about TRICARE](#)
- [Health and Wellness](#)
- [TRICARE Forms](#)

**1 My Profile**

Welcome: Jane A. Doe [Sign Out](#)

AKAName: janedoe

Last Sign In: 2/17/2004 11:18:31 AM

PCM: Ponce D. Leon, MD

Password [\(Reset\)](#)

[jane.doe@notreal.com](#) [\(Edit\)](#)

[Your User ID](#) [\(Deactivate\)](#)

[Contact Information](#) [\(Edit\)](#)

**3 Beneficiary Services Menu**

*The Answer Place*

- [Site Help](#)
- [Privacy Policy](#)
- [Find Out More](#)

## 1 My Profile

The *My Profile* section provides important information about you. Keeping your profile current is very important and it's never been easier. This section allows you to **Change Your Contact Information** or **Change Your Password**. Here you can always make sure that your current contact information and email address is correct to ensure TRICARE information reaches you quickly. For added security, we even post the last time you accessed this site. It's secure, quick, and easy to keep your information up-to-date.

## 2

## My Online Services

Need to save time? **My Online Services** offers a variety of features designed to help you save time and manage your TRICARE benefits securely and quickly. **The Universal Services** section has the most popular features merged together in one location and is available to all site users. The **Secured Member Services** section is free for all registered users/members and allows you secure access to personal services dealing with your TRICARE benefits. The **View Other Dependent Information** drop down box allows you to access your benefit information, or to select one of your family member dependents. Specific rules apply in viewing family member dependent information.

**Universal Services** houses the most frequently accessed features throughout the Humana Military website into one section to allow you quick and convenient access.

- **Find a Provider** allows you to locate a TRICARE provider by specialty or distance from your home, even access a map and driving directions to the provider's office.
- **Enroll in Prime** is a fast and easy way to enroll in TRICARE Prime.
- **Pay Prime Quarterly or Annual Re-enrollment Online** is a time saving feature that is safe and secure.
- **Learn More about TRICARE** is your link to access various brochures highlighting important benefits, phone numbers and contact resources for the TRICARE program.
- **Health and Wellness** is a useful link to find helpful hints for maintaining a healthy lifestyle or obtaining general medical information.
- **TRICARE Forms** allows you to print the form you need. Whether you're looking for an enrollment form, change or transfer from, OHI from, claims form, or another form, just click on this link and print the form you need.

**Secured Member Services** is a section that requires registration to obtain access. It's fast, secure and free for all Humana Military beneficiaries living in the South who have completed the 2-minute onsite registration. Once you are registered you can immediately log in to access personal services dealing with your TRICARE benefits. No worries and no hassles. You have immediate access to secure and time saving features.

- **Print a Temporary Prime Enrollment Verification** card if you've lost or haven't received a Prime Enrollment Card yet.
- **Request a Prime Enrollment Card** to be mailed to your address on file.
- Under **Online Referrals or Authorizations**, you can check the status of a referral or authorization without problems, or view a history of prior referrals/authorizations.\*
- **Quick Check Eligibility** is your link to instantly check if you or a dependent is eligible for the TRICARE program.
- **Claims Status** allows you to check the status of claims submitted within the last 18 months for you or your dependents under the age of 18. Summary claim information will be presented, with detail information available.\*
- **Request a Primary Care Manager (PCM) Change** lets you request a change to your current PCM.
- **Request an Address Change** if you've moved in order keep your TRICARE information up-to-date.

\* Note that referrals/authorizations relating to mental health, sexually transmitted diseases, birth control, abortion, or alcoholism are not shown on this site.

## 3

## Beneficiary Services Menu

Having trouble figuring out how to navigate through Online Beneficiary Services? Don't worry, help is only a click away. Under the **Beneficiary Services Menu**, **Site Help** will show you how to access and use Online Beneficiary Services. Still have questions? You can review answers to the most frequently asked questions about the TRICARE program by clicking the link called **The Answer Place**.

# GOT QUESTIONS?

Then we've got answers. For your TRICARE questions, don't pick up the phone, go online. Just log on to **[www.humana-military.com/34bene.htm](http://www.humana-military.com/34bene.htm)** and visit The Answer Place for answers to the most frequently asked questions about the TRICARE program in your region. You'll find answers to benefits questions, enrollment and billing issues, referral and authorization procedures, claims, and more. It's fast and easy and there's no need to pick up the phone or visit your local TRICARE Service Center. The answers are right at your fingertips, 24 hours a day, seven days a week.



## Computer Requirements

Almost any IBM compatible PC sold in the past two or three years. These systems usually include acceptable versions of operating systems, modems and internet browser software. Most standard phone lines can be used to connect to the internet.



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