

# TRICARE

## Beneficiary Web Enrollment Web Site



### What Is the Beneficiary Web Enrollment (BWE) Web Site?

The BWE Web site allows eligible service members and their family members\* to manage their enrollment in TRICARE Prime programs (*TRICARE Prime, TRICARE Prime Remote, and TRICARE Prime Remote for Active Duty Family Members*) without visiting a TRICARE Service Center (TSC) or mailing a paper form\*\*. BWE is linked to the Defense Enrollment Eligibility Reporting System (DEERS) and allows simultaneous updates to personal contact information (e.g., *home address, phone number, e-mail*) for both DEERS and TRICARE.

**Note:** TRICARE Standard and TRICARE Extra beneficiaries\* may also use BWE to update their DEERS contact information or enroll in TRICARE Prime.

\* BWE is **not** available to overseas beneficiaries.

### What Can I Do Through BWE?

#### For TRICARE Prime Programs, You Can:

- Enroll or disenroll eligible beneficiaries.
- Make an initial credit card payment. (*Ongoing payments, paid through electronic funds transfer or allotment, will be billed separately.*)
- Transfer your enrollment to a new location (*portability*).
- Update your contact information.
- Request a new primary care manager (PCM)\*\*.
- Convert your active duty enrollment to a retiree enrollment up to 90 days before retirement. (*DEERS must reflect your retirement status.*)
- Add other health insurance information (*when initially enrolling*).
- Request a new program enrollment card.
- View your enrollment information.

\*\* The online PCM change option is **not** available to active duty service members (ADSMs) enrolled in TRICARE Prime. It is best for ADSMs to submit a paper-based change form to their regional contractor through the TSC. If you are a TRICARE Prime Remote (TPR) ADSM, you may use BWE to request a change of your PCM.

#### For the TRICARE Standard and TRICARE Extra Programs, You Can:

- Update your contact information.
- Choose to enroll in a TRICARE Prime program (*if eligible*).

### For Information and Assistance

For technical assistance (e.g., *Web site will not work, error messages*) while using BWE, call the Defense Manpower Data Center Support office toll-free at 1-800-477-8227. For enrollment assistance, call the TRICARE regional contractor in your area.

<b>TRICARE North Region</b> Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.healthnetfederalservices.com">www.healthnetfederalservices.com</a>	<b>TRICARE South Region</b> Humana Military Healthcare Services, Inc. 1-800-444-5445 <a href="http://www.humana-military.com">www.humana-military.com</a>	<b>TRICARE West Region</b> TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) <a href="http://www.triwest.com">www.triwest.com</a>
<b>Defense Financial Accounting Services (DFAS) myPay</b> 1-888-DFAS411 (1-888-332-7411) <a href="https://mypay.dfas.mil">https://mypay.dfas.mil</a>	<b>Defense Manpower Data Center Support Office</b> 1-800-477-8227 <a href="http://www.dmdc.osd.mil/rsl/owa/home">www.dmdc.osd.mil/rsl/owa/home</a>	<b>DEERS—Verify and Update Information</b> Phone: 1-800-538-9552 Fax: 1-831-655-8317 <a href="http://www.tricare.mil/deers">www.tricare.mil/deers</a>
<b>TRICARE Web Site</b> <a href="http://www.tricare.mil">www.tricare.mil</a>	<b>Military Health System (MHS) Web Site</b> <a href="http://www.health.mil">www.health.mil</a>	<b>Beneficiary Web Enrollment (BWE) Web Site</b> <a href="https://www.dmdc.osd.mil/appj/bwe/">https://www.dmdc.osd.mil/appj/bwe/</a>



## How Can I Access BWE?

Accessing BWE is easy. Just log on to <https://www.dmdc.osd.mil/appj/bwe/> with **one** of the following:

- Valid Certified Common Access Card (CAC)
- Defense Financial and Accounting Services (DFAS) myPay PIN
- Family Member Account

### How Can I Obtain a CAC?

For information on how to obtain a CAC or reset a CAC PIN number, you may visit [www.dmdc.osd.mil/rsl/owa/home](http://www.dmdc.osd.mil/rsl/owa/home), or call the Defense Manpower Data Center Support Office toll-free at 1-800-477-8227 for assistance in locating a CAC card-issuing facility.

### How Can I Obtain a DFAS PIN?

If you have lost, do not remember, or have not received a DFAS PIN, visit <https://mypay.dfas.mil>. Click on the “New PIN” button, and follow the instructions; or call the Customer Support Unit toll-free at 1-888-DFAS411 (1-888-332-7411).

### How Can I Obtain a Family Member Account (Sponsors Only)?

1. Obtain a family member account by using your CAC to log on to the Department of Defense Family Account Manager at <https://sso.dmdc.osd.mil/famAcctMgr>.
2. Select which of your family members should receive a family member account.
3. Create a separate account and a temporary password for each selected family member. Once the family member accounts are established, provide your family members with their account numbers and temporary passwords. Each family member can then log on to BWE. During the first login, they will be prompted to change their temporary password.

## What Else Should I Know When Using BWE?

- When you select a PCM through BWE\*, the site will not factor in drive time from your home to your PCM. Therefore, be aware of the drive time before you select a PCM. If you choose a PCM that is more than 30 minutes from your home, you will be requesting a waiver of TRICARE’s access to care standards.
- Keep a copy of your enrollment application until you have received your program enrollment card or PCM change letter confirming completion of your transaction. If you must seek care before receiving your card, contact your regional contractor to verify your TRICARE Prime program’s effective date and PCM assignment.
- Enrollment rules exist in certain areas that could affect your PCM selection. Revisions to your selection may be made at the time of processing by the regional contractor.
- Check BWE routinely to view your enrollment status. Enrollments and PCM changes will be held in a pending status until approved. Approval may take up to six calendar days. You may cancel any enrollment or PCM change entered through BWE within 48 hours of performing the transaction if it is still pending.
- If you submit your enrollment form and correct fee payment online **by the 20th of the month**, program coverage is effective the first day of the next month. For example, if TRICARE receives an enrollment by April 20, your coverage begins May 1. If received after April 20, your coverage would begin on June 1.
- Print out a copy of the enrollment confirmation for your personal records.

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#### **An Important Note about TRICARE Program Information**

*At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law. Changes to TRICARE programs are continually made as public law is amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.*

*Please provide feedback on this flyer at [www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback).*

<https://www.dmdc.osd.mil/appj/bwe/>