

Know Your TRICARE Options Before You Move

If you will soon be moving, there are several things to consider that can help you manage your TRICARE coverage.

Plan Ahead

Give yourself plenty of time to schedule routine physicals, well-child care and immunizations and fill prescriptions before you leave. This is important if you or a covered family member is pregnant, has a chronic condition, is undergoing physical therapy or is under the care of a specialist. If you are taking medication for a long-term condition, such as high blood pressure, diabetes or asthma, make sure you have enough medication to last through your move. If you have a family member with special needs, coordinate with your service's Exceptional Family Member Program office, so his or her needs continue to be met.

Discuss ongoing health care needs with your current primary care manager (PCM) or specialist to ensure the care you require is available at your next duty station. Have your military treatment facility's (MTF's) or civilian PCM's telephone number available in case you need a referral for health care services while you're on the road during your move.

Don't Forget Your Medical Records

Ask your PCM and dentist for copies of your medical and dental records before moving. If you have a civilian PCM or dentist, you may be charged an administrative fee for copies of your records. Having your records will help your new health care providers understand your health history and better coordinate your care.

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Flu Vaccination Reminder

According to the Centers for Disease Control and Prevention (CDC), more than 200,000 people in the United States are hospitalized each year due to flu-related causes. You can decrease your chances of getting the flu by getting vaccinated.

Who Should Be Vaccinated

If you or a family member is in one of the categories below, the CDC recommends an annual flu vaccine:

- Children ages 6 months to 18 years
- Pregnant women
- People age 50 and older
- People with certain chronic medical conditions
- People who live in nursing homes or other long-term care facilities

People who live with, care for or interact with those in the above categories should also receive annual flu vaccines. This includes health care workers and caregivers.

What's Covered

TRICARE covers the flu shot and the nasal-spray vaccine (FluMist®). A healthy beneficiary of any age may receive the flu shot; however, the nasal-spray vaccine should only be administered to healthy people ages 2 through 49, except for pregnant women.

Where to Get Vaccinated

Military treatment facilities: If you are an active duty service member (ADSM) or National Guard and Reserve

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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 and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

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Research Your Options

Determine which TRICARE options—TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members (TPRADFM) or TRICARE Standard and TRICARE Extra—may be available for you and your family in your new location. **Note:** Active duty service members (ADSMs) will need to enroll in TRICARE Prime or TPR at the new location.

TRICARE Prime is only available within TRICARE Prime Service Areas—geographic areas around MTFs or other predetermined areas as defined by ZIP codes. Before you move, you should call the regional contractor in your new location to discuss which TRICARE options will be available to you. To provide the best possible access to care, remember that TRICARE's access-to-care drive-time standards state that your PCM should be located within a 30-minute drive of your residence.

Transfer Enrollment upon Arrival

Do not disenroll from your current TRICARE Prime program before you arrive at your new location. Your current MTF, PCM or primary care provider will coordinate your care until you arrive. Once there, update your Defense Enrollment Eligibility Reporting System (DEERS) information with your new address. Then, if you or your family members will be using TRICARE Prime, TPR or TPRADFM at your new location, you will need to transfer enrollment. If TRICARE Prime options are not available, you will need to terminate your or your family's TRICARE Prime enrollment. Your family members will be covered under TRICARE Standard and TRICARE Extra once disenrolled from TRICARE Prime.

Use BWE To Manage Enrollment

To update enrollment status, submit a *TRICARE Prime Enrollment Application and PCM Change Form (DD Form 2876)* to your regional contractor by mail or through a TRICARE Service Center (TSC). Eligible TRICARE Prime enrollees can also use the Beneficiary Web Enrollment (BWE) Web site, which allows service members and their families in the United States to manage enrollment in TRICARE Prime program options without visiting a TSC or submitting *DD Form 2876*.

BWE is linked to DEERS and allows updates to personal contact information (e.g., home address, phone number, e-mail) for both DEERS and TRICARE. To access BWE, log on to www.dmdc.osd.mil/appj/bwe/ using a valid Common Access Card (CAC), Defense Financial and Accounting Services myPay PIN or DoD Self-Service Logon.

Through BWE, you can:

- Enroll or disenroll (**Note:** Beneficiaries in remote areas that do not have PCMs available cannot enroll online.)
- Transfer your enrollment to a new location
- Request a new PCM (**Note:** This option is not available to ADSMs enrolled in TRICARE Prime.)
- Make an initial enrollment fee credit card payment, if applicable
- Add other health insurance information (when initially enrolling)
- Request a new enrollment card
- View your enrollment information

TRICARE Standard and TRICARE Extra

TRICARE Standard is a flexible, affordable fee-for-service plan that offers the greatest provider choice, as well as the option to seek care in and out of network. TRICARE Standard beneficiaries are responsible for paying deductibles and cost-shares. TRICARE Standard does not require enrollment or enrollment fees, and beneficiaries do not need referrals for specialty care. TRICARE Standard beneficiaries can save 5 percent on cost-shares by visiting network providers under the TRICARE Extra benefit. TRICARE Standard and TRICARE Extra beneficiaries enjoy cost-share waivers for most preventive health care services, as well as a low catastrophic cap. **Note:** ADSMs are not eligible for TRICARE Standard and TRICARE Extra.

No matter which TRICARE program you choose, know that delivering quality health care to our nation's heroes and their families is TRICARE's number-one priority. ■

Monitor Your Network Referrals and Authorizations

Managing your health care is a team effort, with each member of the team performing important roles. When you need to see a specialist or receive treatment that requires prior authorization, your primary care manager (PCM) will submit the necessary requests to Humana Military Healthcare Services, Inc. (Humana Military). If the referral or service is authorized by TRICARE, Humana Military will give your PCM an authorization number along with specific instructions, and send you an approval letter that includes the details of the authorization.

As a TRICARE beneficiary, you have the right and responsibility to be involved in the health care decisions and treatment that affect you. This means not only working with your provider to develop and carry out agreed-upon treatment plans, but also monitoring the terms and details of your referrals and authorizations as specified in the approval letter. For more information about your rights and responsibilities as a TRICARE beneficiary, visit www.tricare.mil/patientrights.

Prior authorizations for medical or surgical services will have a begin date and end date. Additionally, prior authorizations for behavioral health care services will specify a number of visits. Make sure you receive the

approved care under the authorization before it expires. If your authorization expires before you can complete your care, you will need to get another referral and authorization from your PCM.

Working closely with your provider to monitor the number of visits and the time frame for care is very important. Here are some tips to help you track your care and avoid the need for additional referral requests:

- Maintain a file for your approval letters and all treatment plans.
- Keep track of how many times you visit your provider and discuss submitting additional authorization requests when appropriate.
- Make note of the time frame for treatment and be sure to schedule all necessary appointments within that time frame.

If you have questions about the status of your referrals or authorizations, you can check online at www.humana-military.com or call Humana Military at 1-800-444-5445, where you can use the automated phone system or speak with a live representative. ■

Using TRICARE Overseas: Changes and Improvements

On Sept. 1, 2010, International SOS Assistance, Inc. (International SOS) began service as the contractor for the TRICARE Overseas Program (TOP) in all areas outside of the 50 United States and the District of Columbia.

International SOS will provide all beneficiary services, including TOP Prime enrollment, claims processing,

customer service and beneficiary education, regardless of overseas location. Overseas beneficiaries will continue to receive the same high-quality health care and gain some important advantages as a result of this change.

For more information on the new TOP contractor, please visit www.tricare-overseas.com. ■

Flu Vaccination Reminder

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member, contact the nearest military treatment facility (MTF) to determine where to receive a flu vaccination. Non-ADSMs should check their local MTFs to see if flu vaccines are offered to them.

TRICARE retail network pharmacies: You may also visit your nearest participating TRICARE retail network pharmacy to receive seasonal flu vaccinations without paying copayments. Visit the Express Scripts, Inc. Web

site at www.express-scripts.com/TRICARE to locate a participating pharmacy near you.

Doctor's office: You can also receive the flu vaccine from your primary care manager at his or her office for no copayment.

Make an appointment to get vaccinated and help protect your family from the flu. For more information on TRICARE's flu vaccine coverage, visit www.tricare.mil/flu. ■

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P.O. Box 740062
Louisville, KY 40201-7462

CONTACTS

Humana Military Healthcare Services, Inc.
1-800-444-5445
1-877-249-9179 (Active Duty)
1-877-298-3408 (National Guard and Reserve)
1-888-4GO-WNAP (Warrior Navigation and Assistance Program)
www.humana-military.com

Claims
1-800-403-3950

Behavioral Health
1-800-700-8646

TRICARE Pharmacy Program
1-877-363-1303
www.express-scripts.com/TRICARE

TRICARE Web Sites
www.tricare.mil
www.tricareonline.com

Update DEERS
1-800-538-9552
www.tricare.mil/deers

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TRICARE Health Matters is published by the TRICARE Management Activity. Please provide feedback at www.tricare.mil/evaluations/feedback.



Treatment for Substance Use Disorders in Patients with Chronic Pain

Patients who experience chronic pain sometimes need to take pain medications that can become addictive. When this occurs, treatment for both the pain and the addiction are needed. This treatment usually requires a team approach, including a pain specialist and a behavioral health care provider, such as a psychiatrist or therapist.

Some pain patients can become physiologically and psychologically dependent on pain medication. For most patients, this does not result in a diagnosis of substance dependence or abuse. When dependence occurs, physicians may begin treatment for detoxification or medication adjustment, while closely evaluating and monitoring the severity of the pain. Most patients can safely detoxify on an outpatient basis, if necessary. Depending on the patient's reaction to his or her pain medication, it may be necessary for the patient to participate in therapy for the addiction.

TRICARE covers substance abuse and dependence treatment, including detoxification (if needed) and rehabilitation. Visit www.tricare.mil or Humana Military Healthcare Services, Inc.'s Web site www.humana-military.com for more information.

You can also contact a TRICARE South Behavioral Health representative at 1-800-700-8646. ■

