

## Is Your DEERS Information Up to Date?

### Keep Medical Records Current to Optimize Health Care Benefits

The Defense Enrollment Eligibility Reporting System (DEERS) is a database for maintaining information about service members, their families and others who are eligible for military benefits, including TRICARE.

Network providers and pharmacies verify TRICARE eligibility in DEERS before rendering services or filling prescriptions. DEERS simplifies the health care coverage process, but it also requires critical input from beneficiaries. It is the *sponsor's responsibility* to ensure that family members are registered in DEERS correctly and that all contact information is kept current at all times. Be sure to verify your address and other health insurance information each time you visit your provider. If it's wrong, you will need to update DEERS.

#### Updating DEERS

Many life events will trigger a change in your or your family's status and will require you to update DEERS, such as:

- Permanent Change of Station (PCS)
- Changes in status from active duty to retired
- Changes in marital status
- Newborns or adopted children
- Student status for children age 21 and over\*
- Medicare entitlement, whether due to age, disability or end-stage renal disease

**It is especially important for active duty service members (ADSMs) preparing for a PCS to review and update their DEERS information.**

Whether preparing for a PCS or retirement, ADSMs also should request a duplicate copy of their outpatient medical record, free of charge, from their current MTF or PCM.

To notify DEERS of these changes, you can do so in the following ways:

- Visit your personnel office or go to the nearest uniformed services ID card issuing facility. The nearest one can be located online at [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl).

- Call 1-800-538-9552, Monday–Friday, 6 a.m. to 3:30 p.m. PST, except Federal holidays.

For changes in phone number, address or e-mail, all beneficiaries can update DEERS in the following ways:

- Visit [www.tricare.osd.mil/DEERSAddress](http://www.tricare.osd.mil/DEERSAddress).
- Fax DEERS at 1-831-655-8317.
- Mail changes to Defense Manpower Data Center Support Office, Attention: COA, 400 Gigling Road, Seaside, CA 93955-6771.

Once you have updated DEERS, your regional contractor, Humana Military, will be notified automatically of any changes and update your file accordingly.

*\*TRICARE covers eligible children until age 21. For TRICARE coverage beyond the age of 21, the child must be enrolled full-time at an accredited institution of higher education and the sponsor must provide more than 50 percent of the student's financial support. TRICARE benefits end when the child reaches age 23 or when full-time student status ends, whichever comes first. ■*

## Don't Let a Permanent Change of Station Interrupt Your Coverage It's Easy to Take TRICARE Prime with You

For many uniformed service members and their families, packing up for yet another relocation is a routine exercise. But how easy is it to move one's medical coverage? And how do you make sure that your benefits are valid during the 30-day Travel Leave period prior to a Permanent Change of Station (PCS)?

"Military families are constantly on the go, and when we move, we want to be confident that our health care benefit goes with us," says Director of TRICARE Prime Operations, Lieutenant Colonel Guy Strawder, U.S. Army. "TRICARE Prime is portable, which means you easily can transfer your enrollment when you are reassigned."

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## Don't Let a Permanent Change of Station Interrupt Your Coverage

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LTC Strawder suggests following the steps outlined below to ensure continued health care coverage during a Travel Leave period and subsequent PCS—whether you are moving to a nearby state or overseas.

- Before you leave, update your own and each family member's Defense Enrollment Eligibility Reporting System (DEERS) records. Also, familiarize yourself with the new regional contractor if you are relocating to a new region.
- Do **not** disenroll before you arrive at your next duty station. **Your former primary care manager (PCM) remains responsible for your care until you enroll at your next duty station.**
- Enroll yourself and each family member at a new MTF or TRICARE network PCM shortly after you arrive at your new duty station. "This priority is right up there with securing housing and checking on arrival of your household goods," emphasizes LTC Strawder. If you are moving to a new region, contact the new regional contractor and fill out the necessary forms, including the TRICARE Prime Enrollment Application and PCM Change Form to select a new PCM, in order to avoid lapses in coverage.
- If you are staying in the same region and will need to change your PCM as a result of a relocation, you must complete the TRICARE Prime Enrollment Application and PCM Change Form. This form is available on each regional contractor's Web site.

**North Region**—Health Net:  
[www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

**South Region**—Humana Military:  
[www.humana-military.com](http://www.humana-military.com)

**West Region**—TriWest:  
[www.triwest.com](http://www.triwest.com)

**Overseas**—Humana Military:  
[www.humana-military.com](http://www.humana-military.com)

- Plan ahead for routine care and prescriptions, and know exactly who to call if you need urgent or emergency care.



- For routine care or urgent care that cannot wait until you transfer, contact your PCM to coordinate a referral for care. Without this referral, you may pay higher out-of-pocket costs under the TRICARE Prime point-of-service (POS) option, or payment may be denied.
- For emergency care, go to the nearest hospital emergency room or call 911. Emergency care does not require a referral before treatment. You must notify your PCM within 24 hours after receiving emergency care or being admitted to the hospital so that your PCM can help manage and coordinate your care.

For additional information regarding TRICARE coverage during a PCS, visit the TRICARE Web site at [www.tricare.osd.mil](http://www.tricare.osd.mil). ■

# Get Enrollment and Referral Information—Fast

## Use Humana Military's Interactive Voice Response System

**H**umana Military's Interactive Voice Response (IVR) system eliminates excess wait time and allows you to get information about your enrollment and referral status as soon as it is available. You can call the IVR system—available 24 hours a day, seven days a week at 1-800-444-5445—and check the status of a referral. In addition, the IVR system will even call you when your TRICARE Prime enrollment is complete or when your referral has been approved.

Getting information about your health care has never been easier—or faster.

### Receiving Notice of Enrollment Completion

Through its IVR system, Humana Military now notifies you when your TRICARE Prime enrollment is complete.

If you've recently enrolled in TRICARE Prime, the IVR system will call you when your enrollment is complete and tell you when to expect your TRICARE Prime Enrollment card to arrive in the mail, typically two weeks following phone notification.

If you answer the call, you will be given the option of hearing the effective date of enrollment and the name of your primary care manager (PCM). The IVR system will ask for verification of your birth date before giving you the name of your PCM.

If your answering machine or voice mail picks up, the IVR system will leave a message stating that enrollment is complete. In this case, you will receive your effective date and PCM name when your enrollment card arrives in the mail.

### Receiving Notice of Referral Status

The IVR system also will automatically notify you when your referral request has been approved. If you answer the phone, you will be asked for information to verify that you are the beneficiary or can accept information on the beneficiary's behalf. The system will ask for the last four digits of the phone number, as well as the birth date and ZIP code of the beneficiary who has requested a referral.

Once validated, the system will give you pertinent referral information, such as the date of service, the name of the provider and the provider's phone number. If you do not have the information to validate the call, the system will leave contact information so that the beneficiary may retrieve information from the IVR at a later time. This also happens if an answering machine or voice mail picks up the call.

### Calling the IVR System for Referral Status

The IVR system allows you to call in to check the status of a referral. To do this, follow these steps:

1. Call the IVR system toll free at 1-800-444-5445 anytime day or night.
2. Follow the prompts and provide your sponsor's (the active duty or retired service member) ID number and your date of birth.
3. The system will provide the following applicable information:
  - the type of service approved
  - the number of visits approved
  - the name of the provider
  - the provider's address
  - the date by which the service must be completed

The IVR system eliminates your wait time and gives you the information you need to make an appointment and continue with your health care.

### If You Have Questions

If you have questions about these IVR services, call Humana Military's Customer Service Center line at 1-800-444-5445, 8 a.m. to 7 p.m., Eastern Time to speak to a representative. ■



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## CONTACTS

**Humana Military**  
1-800-444-5445  
[www.humana-military.com](http://www.humana-military.com)

**PGBA (claims)**  
1-800-403-3950

**ValueOptions (behavioral health)**  
1-800-700-8646

**Pharmacy Customer Service**  
1-866-DoD-TRRx (retail)  
1-866-DoD-TMOP (mail order)  
[www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)

**National TRICARE Web Sites**  
[www.tricare.osd.mil](http://www.tricare.osd.mil)  
[www.tricareonline.com](http://www.tricareonline.com)

**Update DEERS**  
1-800-538-9552  
[www.tricare.osd.mil/DEERSAddress](http://www.tricare.osd.mil/DEERSAddress)

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*Health Matters* is published by the TRICARE Management Activity. Please provide feedback at <http://www.tricare.osd.mil/evaluations/newsletters>.



## Health Answers Available 24/7 at 1-877-217-7946

Have a Question? Pick Up the Phone Anytime

**H**umana Military understands that information and education are the best tools to build a healthy lifestyle. Becoming educated about health care topics makes it easier for you to ask questions and discuss your health with your physician and other medical professionals. That's why Humana Military makes valuable health information available to you 24 hours a day, seven days a week through its toll-free audio health library at 1-877-217-7946.

The audio library provides health information at no charge, with no log-in or registration requirements. There are no wait times, no on-hold delays and no restrictions on how many times you can call. Simply call 1-877-217-7946.

### Using the Audio Library

The audio library is designed with user-friendly menus and prompts that will quickly guide you to the information you seek. You'll be presented with a list of general medical categories and prompted to select an area of interest. From that menu, you can select specific health topics. You'll find topics focused specifically on men's issues, women's issues and children's issues. Many health topics have a Spanish language option as well.

**Remember:** While the audio library can provide you with the medical information you want to know, it cannot substitute for a physician's care. For complete diagnosis and care, you must see your primary care manager, be referred to a specialist or seek emergency treatment. ■

### Audio Health Library Topics

By calling 1-877-217-7946, you can learn about hundreds of topics, such as:

- AIDS and HIV
- Arthritis
- Digestive Disorders
- First Aid
- Headaches
- Healthy Living
- Heart Disease
- Infectious Diseases
- Medications
- Sexually Transmitted Diseases (STDs)
- Substance Abuse
- Women's Health (i.e., pregnancy)