

Important Notice for TAMP Beneficiaries

Recall to Active Duty Allows 30-day Retroactive Enrollment

The Transitional Assistance Management Program (TAMP) makes the transition from active duty to civilian life as seamless as possible by providing eligible sponsors and family members health care coverage for up to 180 days after separation from active duty.

If you and your family members meet one of the following conditions, you may be eligible for transitional health care benefits through TAMP:

- If your sponsor was involuntarily separated from active duty service under honorable conditions
- A member of the National Guard or Reserve separating from active duty after a period of more than 30 consecutive days in support of a contingency operation
- Separating from active duty following involuntary retention (stop-loss) in support of a contingency operation
- Separating from active duty following a voluntary agreement to stay on active duty for less than one year in support of a contingency operation

A sponsor may be called back to active duty while under TAMP. A new TRICARE provision makes the transition from civilian life back to active duty status even easier.

TRICARE now gives beneficiaries who were enrolled in TRICARE Prime coverage under TAMP the opportunity to continue their enrollment in TRICARE Prime with no break in coverage, if they re-enroll in TRICARE Prime within 30 days of their sponsor's recall to active duty status. This new provision provides TAMP beneficiaries the opportunity to make an enrollment decision so they don't experience any lapse in their health care coverage.

If beneficiaries elect not to re-enroll in TRICARE Prime within this 30-day period, they will be covered automatically under TRICARE Standard and TRICARE Extra. Keep in mind these programs have higher cost-shares and annual deductibles.

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Taking Steps for Safe Health Care

Medical errors sometimes occur in the health care system and are one of the primary causes of death and injury in the United States. Errors are possible in multiple situations including prescribing medication, writing reports, using equipment or making a diagnosis. Although government agencies and others are working together to create a safer health care system for the public, there are steps you can take to ensure your health safety.

Where do medical errors occur?

Medical errors can happen anywhere you receive health care; for example, your doctor's office, the drug store or pharmacy, outpatient care centers, clinics, even in your own home.

What can you do?

1. Take an active part in your health care—don't hesitate to ask your doctor questions about your care and voice your concerns.
2. Tell your doctor about all the medications you are taking, including any non-prescription medicines; such as, aspirin, cough medicine, vitamins and herbs.
3. Remind your doctor of allergies or reactions you may have had in the past.
4. Make sure you can read the prescriptions the doctor has given you. If you can't read it, it is possible the pharmacist can't read it either.
 - a. Ask questions about the prescription(s) you are given. What exactly is it for? How long should it be taken? Should it be taken with food?

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Taking Steps for Safe Health Care

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- b. When you pick up your medicine, check again with the pharmacist to make sure it is the correct medicine and make sure the pharmacist knows all the prescription and non-prescription medications you are taking.
- c. Get directions on how to take your medications, how to measure them and know their possible side effects.
5. Always ask the doctor, nurse, pharmacist or other health care worker questions if you don't understand or if you have concerns about your care.
6. Don't assume your test is normal if you don't hear anything.
7. Learn about your illness and possible treatments and discuss them with your doctor.
8. If you need surgery, make sure you know exactly what to expect, who will be taking care of you and how long it will take to recover.

9. If you have the option, pick a hospital or facility that frequently performs the surgery you need or frequently treats patients with your illness.
10. Ask questions about a test or treatment—ask if it is absolutely necessary and ask how you will benefit from it.

These are a few things you can do to protect yourself when receiving health care. For more information regarding health safety, you may visit the following government-sponsored Web sites:

www.ahrq.gov/consumer/20tips.htm

www.ahrq.gov/consumer/5steps.htm

www.ahrq.gov/research/medication.htm ■

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Beneficiaries can still enroll in TRICARE Prime after this 30-day period; however, the 20th-of-the-month rule will apply. This means for applications received after the 20th day of the month, TRICARE Prime enrollment will begin on the first of the following month. For example, if an application is received on February 25th, enrollment would not start until April 1st.

If beneficiaries are using TRICARE Standard and TRICARE Extra under TAMP, they also have the choice of enrolling in TRICARE Prime when their sponsors are called to active duty. Sponsors are covered automatically under TRICARE Prime when serving on active duty.

For more information about this and other TAMP issues, please contact Humana Military at 1-800-444-5445 or the nearest TRICARE Service Center. ■

Protecting Your Financial Information

To ensure the highest level of care and coverage, we want to remind you of the following.

A TRICARE representative will only ask for financial information when you initiate the contact to a TRICARE office, either for enrollment purposes or for payment of services rendered.

If you choose not to give your financial information on the phone, you may visit your local TRICARE Service Center or mail payments to Humana Military. If at anytime you have a question or concern, please contact a representative from Humana Military at the number below:

TRICARE South Region 1-800-444-5445

If you suspect that you've received a TRICARE health care related call from an unauthorized individual, please contact Humana Military. You may also contact the TRICARE Privacy Office by e-mailing PrivacyMail@tma.osd.mil or writing to:

TRICARE Management Activity
 ATTN: Privacy Office
 5109 Leesburg Pike, Suite 212
 Falls Church, VA 22041

For additional information, visit www.tricare.mil, the Web site of TRICARE Management Activity. ■

Good Dental Habits Start Early

With February and National Children’s Dental Health Month in full swing, take a few moments with your kids to brush up on their brushing techniques to guarantee their bright smile for a lifetime.

This annual observance of children’s dental health, which started as a single-day event in Cleveland in 1941, is also a great time to take your kids to the dentist for a routine checkup and cleaning. Also, as a parent, now is a good time to get answers to any questions you might have about your child’s oral health and dental benefits.

Because your child’s first teeth can start coming in when they are 6 months old, dentists recommend you begin brushing them with water and a soft-bristled infant toothbrush as soon as they appear. In fact, the American Academy of Pediatric

Dentistry (AAPD) recommends cleaning your child’s gums with the soft infant toothbrush and water prior to the eruption of their first tooth (www.aapd.org). It’s also a good idea to get your child to the dentist as soon as their first teeth appear, but no later than their first birthday.

Unless advised by your child’s dentist, do not use fluoridated toothpaste until age 2.

If you are enrolled in the TRICARE Dental Program (TDP), your children are automatically enrolled in the TDP at age 4. However, you may voluntarily enroll your children in the TDP at any time before their fourth birthday.

You can enroll your children online at www.TRICAREdentalprogram.com, the TDP Web site. You can also mail a completed TDP Enrollment/Change

Form, available at the same Web site, to United Concordia at:

United Concordia/TDP
P.O. Box 827583
Philadelphia, PA 19182-7583

Or, if you prefer, fax the form to 1-888-734-1944.

For more information, check out the “Your Child’s Dental Health” link on the TDP Web site. Along with information on how to care for baby’s first teeth, there are links to information on kids’ permanent teeth, fluoride, good eating habits and mouth guards.

Dental plans are also available for retirees. Visit www.trdp.org for information about the TRICARE Retiree Dental Plan. ■

Inpatient Cost-shares Increase Slightly for Fiscal Year 2007

Each fiscal year (Oct. 1–Sept. 30), some TRICARE inpatient cost-share rates increase slightly. The following tables highlight the new inpatient rates for fiscal year 2007.

For additional information about cost-shares for TRICARE-covered services, visit the TRICARE Web site at www.tricare.mil/tricarecost. You can also visit Humana Military online at www.humana-military.com, or call 1-800-444-5445 for more information. ■

Inpatient Rates at Civilian and Military Treatment Facilities		
Program	Active Duty Family Members	Retirees, Their Families and Other Eligible Beneficiaries
TRICARE Prime	<i>No increase.</i> \$0 per admission	<i>No increase.</i> \$11 per day or \$25 per admission, whichever is greater; no separate copayment for separately billed professional charges.
TRICARE Standard	Increases from \$14.35 to \$14.80 per day or \$25 per admission, whichever is greater. No charge for separately billed professional services.	<i>No increase.</i> \$535 per day, or 25% of the total charge, whichever is less. Plus, 25% of the allowable charge for separately billed professional services.
TRICARE Extra	Increases from \$14.35 to \$14.80 per day or \$25 per admission, whichever is greater. No charge for separately billed professional services.	<i>No increase.</i> \$250 per day or 25% of total charge, whichever is less. Plus, 20% of the allowable charge for separately billed professional services.

Inpatient Rates for Behavioral Health at Civilian and Military Treatment Facilities		
Program	Active Duty Family Members	Retirees, Their Families and Other Eligible Beneficiaries
TRICARE Prime	<i>No increase.</i> \$0 per admission	<i>No increase.</i> \$40 per day. No charge for separately billed professional charges.
TRICARE Standard	<i>No increase.</i> \$20 per day or \$25 per admission, whichever is greater.	High Volume Hospitals— <i>no increase</i> —25% of hospital-specific charges. Low Volume Hospital—increases from \$175 to \$181 per day or 25% of the billed charges, whichever is lower. RTC—25% of the allowed amount. Partial hospitalization—25% of the allowed amount, plus 25% of the allowable charge for separately billed professional services.
TRICARE Extra	<i>No increase.</i> \$20 per day or \$25 per admission, whichever is greater.	<i>No increase.</i> 20% of total charge. Plus, 20% of the allowable charge for separately billed professional services.

Humana Military Healthcare Services, Inc.
500 West Main Street
P.O. Box 740062
Louisville, KY 40201-7462

CONTACTS

Humana Military
1-800-444-5445
www.humana-military.com

PGBA, LLC (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

National TRICARE Web Site
www.tricare.mil

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

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



New Tools on the Humana Military Web Site

Improvements to Humana Military's Web site put you just a mouse click away from important behavioral health resources.

The new "Behavioral Health" link on Humana Military's home page (www.humana-military.com) instantly links you to information on a variety of topics including children's mental health, eating disorders, depression and adjusting to the deployments and homecomings of loved ones.

This section increases the presence of ValueOptions, Humana Military's behavioral health subcontractor, and eases your access to this important information. Many of the 17 topic links also include links to additional Web sites that may be of interest or assistance. For example, the first link on the behavioral health page takes you to a list of hotline phone numbers for answering your questions and discussing related topics.

You can also click on "Benefit Information" just below the hotline link to learn more about your TRICARE behavioral health benefits.

Another new addition to the Web site is a page with extensive information about asthma symptoms and treatment. You can reach this page by first selecting the "Health & Wellness" link and then clicking on the "Asthma" link.

The asthma page provides you with a comprehensive collection of resources and tools to help you effectively manage the disease. The resources include information on causes and treatment, where to get care and how to control asthma. ■

Attention Beneficiaries

It has come to our attention that some TRICARE beneficiaries may have retained the customer service telephone number for the previous contract with HealthNet Federal Services. Please discard any documentation that contains the old number. The customer service number for the current contractor, Humana Military Healthcare Services, is **1-800-444-5445**. ■