

## Outreach Center Provides 24/7 Support

The Defense Centers of Excellence for Psychological Health and Traumatic Brain Injury (DCoE) runs an outreach center that provides information and resources for military service members, veterans, their families, health care providers and others with questions about psychological health and traumatic brain injury (TBI).

Established in January 2009, the DCoE Outreach Center:

- Specializes in providing in-depth information and resources related to the spectrum of psychological health matters and TBI
- Brings a collaborative approach, facilitating networking and partnerships among the Department

of Defense, Department of Veterans Affairs, federal agencies and community organizations

- Connects service members, veterans and their families with the resources they need to promote resilience, recovery and reintegration

The DCoE Outreach Center strives to give warriors and their families the best possible information and tools—hassle-free—to empower and strengthen them to successfully manage what can be confusing and challenging circumstances.

The DCoE Outreach Center is staffed by health consultants and nurses with expertise in psychological health and TBI. In addition to responding to

inquiries within the broad spectrum of psychological health and TBI, the DCoE Outreach Center supports the Real Warriors Campaign, a national outreach, public information effort that seeks to dispel stigma and promote a culture of support for psychological health. Visit <http://realwarriors.net> for details.

For more information, contact the DCoE Outreach Center by phone at 1-866-966-1020 or by e-mail at [resources@dcoeoutreach.org](mailto:resources@dcoeoutreach.org). You can contact the center 24 hours a day, seven days a week. Calls are toll-free and confidential. In addition, the DCoE Outreach Center offers an online private chat function, available at <http://realwarriors.net/livechat>. ■

### The Doctor is in ... An Itch and a Scratch: Psoriasis Basics

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A small itch can be irritating, but a big itch can be downright painful. August is Psoriasis Awareness Month, and TRICARE wants to make sure you know about the symptoms and treatment of this disease.

Psoriasis is a relatively common skin disease driven by the immune system that causes skin irritation and redness. New skin cells usually rise to the surface once a month, but psoriasis causes the skin to grow eight times faster than normal, and the dead skin cells build up on the skin, forming thick red patches that are covered with flaky, white dead skin cells.

According to the National Institutes of Health (NIH), an estimated 7.5 million Americans have psoriasis. Psoriasis may affect skin anywhere on the body and is not known to be contagious. It can affect people of

any age, but normally begins between ages 15 and 35 years.

Mild psoriasis is normally successfully treated with medications that can be applied at home, such as creams, moisturizers and ointments. In severe or complicated cases, hospital stays or medicines to suppress the immune system may be required.

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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 regulation. Changes to TRICARE programs are continually made as public law and/or federal regulation 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.

# Save Time and Money with the TRICARE Mail Order Pharmacy Program

**D**id you know that filling your prescription can be as quick and easy as picking up your mail? The TRICARE Mail Order Pharmacy program\* lets you order and receive your long-term maintenance medications at home. Best of all, you'll save money. With the mail-order program, you pay the same copayment you're used to at the retail pharmacy, but you get a 90-day supply rather than a 30-day supply. Plus, you'll save the cost of gasoline and the time it takes to drive to the pharmacy. Your copayments for a 90-day supply of medications through the mail-order program are as follows:

- Formulary generic drugs: \$3
- Formulary brand-name drugs (if your doctor authorizes it): \$9
- Non-formulary generic or brand-name drugs: \$22

Plus, you get the same peace of mind with the mail order. Like the retail or military treatment facility pharmacy, the mail-order program uses the Pharmacy Data Transaction Service. This automated tool reviews all of your TRICARE prescriptions against your complete medication history before dispensing a new prescription. This enhances your safety by reducing the possibility of adverse drug-to-drug interactions or duplicate treatments.

## How to Enroll

Enrolling in the mail-order program is quick and easy through the Member Choice Center (MCC). To use the mail-order pharmacy, choose one of the following options:

- **Call the MCC at 1-877-363-1433.** An MCC patient care advocate will walk you through the process, pull up records, verify information, process your enrollment and convert your medication(s) to home delivery.

- **Visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).** Simply log on and switch your medications to the mail-order option with a few clicks of the mouse.
- **Mail your registration form.** If you prefer, print the online mail-order registration form (or find it in the mail-order pharmacy brochure), fill it out and mail it to Express Scripts.

Save time and money, and enroll in the TRICARE Mail Order Pharmacy program today! ■

*\* To use the mail-order pharmacy overseas, the prescription must be from a U.S.-licensed provider and you must have an APO or FPO address. Medications that require refrigeration cannot be shipped to APO or FPO addresses.*



*The Doctor is in . . .*

## An Itch and a Scratch: Psoriasis Basics

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There is no cure for psoriasis. For some sufferers, symptoms may disappear for years, while others may have flare-ups every few weeks. TRICARE beneficiaries dealing with psoriasis need to be aware of conditions that may trigger an attack and should try to avoid them. These conditions include dry air or dry skin, insect bites, sunburn, bacteria or viral infections and stress.

Approximately 13 percent of people with psoriasis develop psoriatic arthritis, a condition that causes pain, joint stiffness and swelling. Psoriatic arthritis symptoms may be similar to other forms of arthritis. Unlike rheumatoid arthritis, however, it does not affect the other organs in the body.

Skin irritations and rashes should not be taken lightly. Get checked out by your primary care manager if a skin problem lasts more than a few days.

To learn more about psoriasis, visit the NIH Web site at [www.niams.nih.gov/Health\\_Info/Psoriasis](http://www.niams.nih.gov/Health_Info/Psoriasis). ■

## It's Time for School Physicals

**S**ummer is still in full swing, but the first day of school will be here before you know it. If you haven't already scheduled appointments for your children's school physicals, now is the time to do it!

TRICARE Prime and TRICARE Standard cover required back-to-school physicals for children ages 5–11 years as a clinical preventive service. Sports physicals are **not** a TRICARE-covered benefit.

Your child's school physical may be one of the only times throughout the year he or she sees a doctor. Because of this, the American Academy of Pediatrics suggests providers use a child's yearly school physical as an opportunity to build and add to his or her complete medical history. This can help ensure your child's progress and development over time are monitored and potential emerging problems are detected.

School physicals often require confirming your child's immunizations are up-to-date. TRICARE covers age-appropriate vaccines per Centers for Disease Control and Prevention (CDC) guidelines to immunize children against common childhood diseases. The CDC's recommended vaccination schedule may be found at [www.cdc.gov/vaccines](http://www.cdc.gov/vaccines).

If you use TRICARE Prime or TRICARE Prime Remote for Active Duty Family Members, you don't need a referral or prior authorization from your primary care manager to see a network provider for school physicals, immunizations or other clinical preventive services. In addition, no copayment is required for these services.

Referrals for school physicals are also not necessary if you use TRICARE Standard or TRICARE Extra. Cost-shares and deductibles will apply to the school physical; however, if an immunization

is required, the immunization will not be subject to cost-sharing.

Remember, TRICARE coverage is only for physicals required for school enrollment, **not** for sports physicals. If your child requires a sports physical only, your provider may ask you to complete a *Request for Non-Covered Services* form. By completing this form, you acknowledge that you will pay for the non-covered service. You may also want to check if your MTF offers sports physicals, as some sites may offer this service.

For more information about TRICARE-covered school physicals, well-child care and immunizations, visit [www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit). ■

## New Address? Action Required!

**I**f you move within the TRICARE South Region, your TRICARE Prime coverage may easily be transferred to primary care managers (PCMs) within the region, but you will need to take action to ensure continuous coverage is maintained.

If you have recently moved within the TRICARE South Region, or are planning to move within the region, and plan to stay at the new address for at least 30 days, you must update your address as soon as possible. Having a valid address on file is a key component of your TRICARE South Region record. Providing Humana Military Healthcare Services, Inc. (Humana Military) with a valid address is also necessary to receive mailings and billing notices, and it determines qualification for annual renewal. Additionally, depending on the distance of your move, it may be necessary for you to change your PCM in order to prevent future claims processing problems.

Address updates, contact information and PCM changes may be made online through the Beneficiary Web Enrollment Web site at <https://www.dmdc.osd.mil/appj/bwe/>.

For more information, visit the beneficiary portal at [www.humana-military.com](http://www.humana-military.com). ■



# TRICARE HealthMatters

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## TRICARE

### An Excellent Value

- Generous coverage
- Superior health care
- Decisions are health driven, not insurance driven
- High satisfaction with care
- Low out-of-pocket costs
- Easy access



## Reminder: Enroll Newborns within 60 Days

If you are a new parent, please remember there are two important steps you must take **within 60 days from the date of birth or adoption** to have continuous TRICARE Prime coverage for your newborn or newly adopted child.

**Step 1: Register your child in the Defense Enrollment Eligibility Reporting System (DEERS).** A birth certificate or certificate of live birth from the hospital is required. Contact DEERS at 1-800-538-9552 or your nearest uniformed services personnel office for assistance. You must complete DEERS registration before you can enroll your child in TRICARE Prime or TRICARE Prime Remote for Active Duty Family Members (TPRADFM). If your child is not registered in DEERS within one year (365 days) from his or her date of birth or adoption, DEERS will show “loss of eligibility.” Therefore, on day 366, your child will no longer be able to receive TRICARE benefits until he or she is registered in DEERS.

**Step 2: Enroll your child in TRICARE Prime or TPRADFM if he or she is eligible.** You will need to complete a *TRICARE Prime Enrollment Application and PCM Change Form*. Visit your local TRICARE Service Center for an enrollment application or enroll online at <https://www.dmdc.osd.mil/appj/bwe/>. On the 61st day,

a child who is not enrolled in either TRICARE Prime or TPRADFM will automatically be covered by TRICARE Standard and TRICARE Extra.

For more information on enrolling newborns and newly adopted children in TRICARE Prime, visit [www.tricare.mil/deers](http://www.tricare.mil/deers). ■

