

Why Primary Care Managers Change

One of the most common reasons for you to change your primary care manager (PCM) is one you're probably familiar with: you request the change yourself. However, there are many other circumstances that might lead to a PCM change.

PCM Changes at MTFs

Some MTFs enroll by unit of assignment, age, active duty or retiree status or even by ZIP code. Depending on the situation, your MTF might send a request asking Humana Military to reassign all of a PCM's patients to another PCM at the MTF. There are many reasons this could happen, such as the MTF is restructuring their clinics or teams.

If your PCM is located at an MTF, another reason for a PCM reassignment could be troop realignments, which bring large numbers of active duty service members and their families into your area. This can create a need to move retirees to a civilian PCM in the TRICARE network to accommodate the new arrivals at the MTF.

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School Physicals and Immunizations Is Your Child Ready for School?

Once again, it's time to get the kids ready for school. Will your child be ready?

You remembered the new clothes, shoes, lunch box and school supplies, but did you remember to schedule your child's physical? In most cases, he or she won't be able to start school without one.

If your child is between the ages of 5-11 and is TRICARE-eligible, call your primary care manager and schedule an appointment today! Your child's annual school physical is covered by TRICARE; however, sports physicals are not. Be sure to take any required state or local forms with you to the appointment.

Additionally, TRICARE covers the vaccines necessary to immunize your child against many childhood diseases, including:

- Influenza
- Chicken pox
- Measles
- Mumps
- Rubella (German measles)
- Pertussis (whooping cough)
- Hepatitis B

According to Army Maj. Gen. Elder Granger, deputy director, TRICARE Management Activity, "It is important for us to protect our beneficiaries from a preventable disease whenever we can. So we cover all immunizations the CDC's Advisory Committee on Immunization Practices recommends and adopts."

Following a Centers for Disease Control and Prevention (CDC) recommendation, TRICARE recently made Gardasil® available to its beneficiaries. It is the vaccine that may help to prevent the Human Papillomavirus (HPV) and ultimately cervical cancer. The three-dose vaccine (given over a period of six months) is for girls ages 11-12, and it can be safely given to those as young as 9 years old.

Currently, there is no federal law mandating that girls be vaccinated against HPV before beginning school; however, some states are considering making it a requirement for 11- and 12-year-old girls.

To learn more about which vaccines your child might need before starting school this fall, please visit the CDC Web site at www.cdc.gov. If you have questions about your child's school physical, please visit www.tricare.mil or www.humana-military.com for more information. ■



TRICARE Mail Order Pharmacy Option

Saves You Time and Money

Are you looking for a cost-effective way to fill your regular prescriptions that won't take up much of your time? Consider the TRICARE Mail Order Pharmacy. You can receive up to a 90-day supply of your everyday prescriptions without ever leaving your home. TRICARE beneficiaries have three options for filling their prescriptions: a military treatment facility (MTF) pharmacy, a TRICARE retail network pharmacy or the TRICARE Mail Order Pharmacy. Next to filling your prescription at an MTF pharmacy, the mail-order pharmacy is the least expensive option. A retail pharmacy is the most costly.

When should I use the TRICARE Mail Order Pharmacy?

Use it for prescriptions taken on a regular basis such as those used to manage chronic conditions like asthma, diabetes or hypertension. If your provider prescribes a long-term medication, ask him or her to write two prescriptions for the same medication: one 30-day supply, and one 90-day supply, plus refills. Fill the first prescription promptly at a military pharmacy or TRICARE retail network pharmacy and submit the second to the mail-order pharmacy. Time-limited prescriptions like antibiotics and pain relievers are best filled at a military pharmacy or TRICARE retail network pharmacies. **Note:** If you have other health insurance that covers prescriptions, you may not be able to use the mail-order pharmacy.

Are my medications available through the TRICARE Mail Order Pharmacy?

Most TRICARE-covered prescription medications are available and can

be delivered to nearly any address. Examples of these medications include:

- Injectables
- Compounds (drugs that contain more than one ingredient)
- Drugs requiring special handling or refrigeration (not deliverable to APO/FPO addresses)

How much will I pay for prescriptions?

Generally, you will receive up to a 90-day supply of medications for the same price as what you would normally pay for a 30-day supply at a TRICARE retail network pharmacy. Active duty beneficiaries have no copayment. The copayment for all other beneficiaries is based on the formulary tier, which is determined by the type of medication you and your doctor choose.

- \$3 - Tier 1: Generic
- \$9 - Tier 2: Formulary brand name
- \$22 - Tier 3: Non-formulary brand name or generic

How can I register?

Register online. Go to www.express-scripts.com, look for the TRICARE logo and click on "DoD/TRICARE Pharmacy Program." Next, click on the "TMOP Program" link, then select "Activate Your Online Account." Select a user name and password, and then be sure to enter each eligible family member separately. Once registered, you'll have online access to your account, which allows you to request refills, view your order status, print forms and more.

Register by phone. Call 1-866-363-8667 and request a registration form.

Register by mail. Using Adobe® Reader®, download a PDF of the registration form by logging on to www.express-scripts.com/TRICARE. If you do not have Adobe Reader, you can download the program from the Express Scripts, Inc. Web site or contact Express Scripts, Inc. at 1-866-363-8667 to request a registration form.

Please mail your registration, prescriptions and payment to:

Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

Remember to include your written prescription along with the appropriate copayment when mailing your registration. Once registered, you can request refills online, by phone or by mail.

If you're ready to stop waiting in line for your everyday prescriptions and want to start saving money, register for the TRICARE Mail Order Pharmacy today! ■



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Another situation that happens frequently in the military: obtaining orders to a new posting. Military PCMs, like everyone else in the armed forces, can be reassigned at their current duty station, or transferred to a new duty station.

If you fall into one of these categories, you will receive a letter from Humana Military informing you of your newly assigned PCM within seven to 10 days.

Civilian PCM Changes

If your PCM is a civilian provider, there are several other reasons you might receive a letter informing you of a PCM change.

One of the most common reasons for a PCM change can happen when a child gets too old to see a pediatrician and he or she is reassigned to another PCM.

If you did not request the change, you can also be reassigned because your

PCM left for another physician group or he or she is no longer in the TRICARE network. Or, you could receive a letter because your PCM has changed his or her name either through marriage, divorce or other circumstances.

For more information on pending PCM changes, please call Humana Military at 1-800-444-5445, or contact your local MTF or a TRICARE Service Center. ■

New Web Site Makes Enrolling Easier

TRICARE is currently testing a new online enrollment system at three select sites that is projected to become active for all TRICARE Prime beneficiaries in late 2007. The Beneficiary Web Enrollment (BWE) Web site will allow you to manage your TRICARE Prime enrollment without visiting a TRICARE Service Center or mailing a paper form. It will also be linked to the Defense Enrollment Eligibility Reporting System (DEERS), allowing you to update your personal information (home address, phone number, e-mail) for both TRICARE and DEERS at the same time.

Testing began in April 2007 at specific sites for active duty service members (ADSMs) and family members only. Participants are being asked to complete a survey about the usability of the new site after testing. All information entered during testing will be valid.

The new BWE Web site will allow TRICARE Prime beneficiaries to:

- Enroll/disenroll
- Make initial payment (ongoing payments are billed separately)
- Transfer enrollment (enrollment portability)
- Update contact information
- Request a new primary care manager (PCM)
- Add other health insurance information
- Request a new TRICARE Prime enrollment card

The site is now available on a limited testing basis for ADSMs and family members at:

- Wright Patterson AFB, Ohio (North Region)
- Ft. Sill/Reynolds Army Community Hospital, Oklahoma (South Region)
- Lemoore Naval Hospital, California (West Region)

To log in, participants need one of the following:

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

For family accounts, the sponsor must log on to the Family Account Manager at <https://sso.dmdc.osd.mil/famAcctMgr> and create separate accounts and passwords for each family member.

Family members can then log in to the BWE using the numbers and passwords. They will be prompted to change temporary passwords at first login. For technical questions, call the Defense Manpower Data Center Support Center at 1-800-538-9552. For other questions about your enrollment, call Humana Military at 1-800-444-5445. ■

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CONTACTS

Humana Military Healthcare Services, Inc.
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 Sites
www.tricare.mil
www.tricareonline.com

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

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



Paying Prime Enrollment Fees by Allotment Easy and Always on Time

If you don't like to think about making payments (or if you sometimes forget), Humana Military's automatic monthly allotment payment method is for you. Choosing to pay monthly with an allotment from your retirement pay is the simple, convenient way to make sure that your TRICARE coverage continues without interruption. Keep in mind that you can only pay fees monthly (as opposed to quarterly or annually) if you select the allotment option.

There are several advantages to selecting an allotment payment plan:

- Deductions are automatic—no bills arriving in the mail
- Easier to budget monthly payments
- No mistaken disenrollments for forgetting a payment

Here's how to get started with your allotment option:

Allotment from Retired Pay

- Complete an *Enrollment Fee Allotment Authorization Letter*.
- Mail the form to the address listed at the bottom of the letter:
Humana Military Healthcare Services
ATTN: PNC Bank
PO Box 105838
Atlanta, GA 30348-5838
- You can also fax it to 1-866-836-9455.
- Once authorized, your monthly TRICARE Prime enrollment fee will be deducted automatically from your retirement pay.

The Allotment Authorization Letter is available by clicking on "TRICARE Forms" in the Beneficiary Resources section of the Humana Military Web site at www.humana-military.com, or by calling 1-800-444-5445.

Choosing the allotment payment option will make paying your enrollment fees easier, and you won't have to worry about your loved ones ever being without their TRICARE coverage. So, don't delay—download your *Allotment Authorization Letter*, fill it out and drop it in the mail or fax it today! ■