



TRICARE  
MANAGEMENT  
ACTIVITY

OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS  
7800 IH-10 WEST, SUITE 400  
SAN ANTONIO, TEXAS 78230-4761

December 28, 2011

Dear TRICARE South Prime Beneficiary,

The Coast Guard and TRICARE Regional Office-South are jointly implementing a demonstration project for Active Duty Coast Guard members and their families enrolled in Prime and stationed within the South Region (TN, SC, GA, FL, AL, MS, LA, AR, OK, and TX). The objective of this demonstration is to decrease Emergency Room (ER) costs, increase access to care, and improve patient satisfaction.

**What does this mean for you?** If you are unable to get an appointment to see your Primary Care Manager (PCM) for acute/urgent care, you may utilize, *with no out of pocket costs*, a TRICARE South Network Urgent Care Center (UCC) for each member of your family. Each Active Duty (AD) service member and AD family member will be allowed up to four visits for acute minor illness and/or minor injuries in each period.

The first period **begins January 1, 2012 and ends on September 30, 2012.**

Your clock will restart for another four visits in the second period which **begins October 1, 2012 and ends on May 1, 2013.**

**WE NEED YOUR HELP!** If this pilot program is successful, it may be extended to all service beneficiaries on a permanent basis. This program should significantly reduce the costs of healthcare for the Coast Guard and the U.S. Government and improve services to members and their dependents. Please utilize this opportunity and save yourself unnecessary wait times in ERs.

Important Information:

Active Duty members must schedule a follow-up appointment with their PCM following any UCC utilization and AD family members are encouraged to schedule a follow-up appointment with their PCM.

Participating UCCs may be found by visiting Humana Military's website (<http://www.humana-military.com/>) and additional information on the project is available at the following website link ([www.humana-military/urgentcaredemo](http://www.humana-military/urgentcaredemo)). General information, including governing documentation, about this demonstration may be found by visiting the TRICARE Regional Office-South website (<http://www.tricare.mil/trosouth/>).

Coast Guard Health Safety Work Life points of contact are:

LCDR Leah Preston at (703) 681-8716 or [Leah.Preston@tma.osd.mil](mailto:Leah.Preston@tma.osd.mil).

LT William Chew at (210) 292-3277 or [William.Chew@tros.tma.osd.mil](mailto:William.Chew@tros.tma.osd.mil)

LT Cory McCollow at (510) 326-4032 or [Cory.J.McCollow@uscg.mil](mailto:Cory.J.McCollow@uscg.mil).

Following your visits to an urgent care center, please give us your feedback at the following website: <https://surveys.uscg.mil/Community/se.ashx?s=6F20F77464644EF5>). Thank you for your participation in this demonstration project.

Sincerely,

Mr. William H. Thresher  
Director TRICARE Regional Office-South

Rear Admiral Maura Dollymore  
Chief Medical Officer, USCG