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# TRICARE

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*Your Passport to Quality Health Care*

*For Active Duty Service  
Members and Their Families*



## ***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. Changes to TRICARE programs are continually made as public law is amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.*



# YOUR PASSPORT TO QUALITY HEALTH CARE

TRICARE offers worldwide health care coverage for you and your family. You can get care at home, while traveling, or during deployment.

The *TRICARE Passport* highlights how active duty service members and active duty family members get care at home (*where you live or are stationed*) and when traveling based on your TRICARE health care program option. It's important to know which program option you're using. If you're not sure, visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)**.

The *TRICARE Passport* does not describe details about program eligibility or provide specific descriptions. For those details, visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)**. If you live in the United States, you can call your regional contractor for assistance and information. If living overseas, contact your TRICARE Area Office. See the *For Information and Assistance* section for contact information referenced throughout this passport.

Take this *TRICARE Passport* with you when you travel or are deployed to keep health care information at your fingertips. You may also visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)** for more information about TRICARE—your military health plan.

# CONTENTS

<b>GETTING CARE WHERE YOU LIVE</b> . . . . .	<b>4</b>
TRICARE Prime . . . . .	4
TRICARE Prime Remote . . . . .	6
TRICARE Overseas Program Prime . . . . .	8
TRICARE Global Remote Overseas . . . . .	10
Other Options for Family Members . . . . .	12
<b>GETTING CARE WHILE TRAVELING</b> . . . . .	<b>14</b>
Routine Care . . . . .	14
Emergency and Urgent Care . . . . .	15
<b>FILLING PRESCRIPTIONS ON THE ROAD</b> . . . . .	<b>18</b>
When Traveling in the U.S. . . . .	18
When Traveling Overseas . . . . .	19
<b>DENTAL CARE</b> . . . . .	<b>20</b>
Active Duty Service Members . . . . .	20
Active Duty Family Members . . . . .	21
<b>HEALTH CARE WHILE DEPLOYED</b> . . . . .	<b>22</b>
<b>INJURED ON ACTIVE DUTY</b> . . . . .	<b>24</b>
Military Severely Injured Center . . . . .	24
Other Resources . . . . .	24

<b>KEEPING DEERS RECORDS CURRENT . . . . .</b>	<b>26</b>
Creating a Department of Defense Self-Service Logon . . . . .	26
Updating and Verifying DEERS Information . . . . .	28
<b>FOR INFORMATION AND ASSISTANCE . . . . .</b>	<b>30</b>
U.S. Regions . . . . .	30
Service Points of Contact . . . . .	32
Overseas Region . . . . .	32
Pharmacy . . . . .	34
Dental . . . . .	34
Filing Claims . . . . .	35
Additional Resources . . . . .	37
<b>GLOSSARY AND ACRONYMS . . . . .</b>	<b>38</b>
Glossary . . . . .	38
Acronyms . . . . .	41
<b>YOUR TRICARE CONTACTS . . . . .</b>	<b>44</b>
<b>DEPLOYMENT CHECKLISTS . . . . .</b>	<b>46</b>

# GETTING CARE WHERE YOU LIVE

As an active duty service member (ADSM), you **must** be enrolled in one of the TRICARE Prime options\* depending on where you live or are stationed: TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Overseas Program (TOP) Prime, or TRICARE Global Remote Overseas (TGRO).

\* *The US Family Health Plan (USFHP) is a TRICARE Prime option available to active duty family members in six geographic areas across the U.S. The USFHP is not available overseas and enrollees cannot get routine care, urgent care, or pharmacy services at MTFs. For contact details, see the For Information and Assistance section.*

## TRICARE Prime

*(available in many areas in the U.S.)*

You receive most care from your assigned primary care manager (PCM)—usually at a military treatment facility (MTF) or in the TRICARE network.

### For Emergency Care

Dial 911 or go to the nearest emergency room. Prior authorization is not required for emergency care, but you should contact your PCM *(and your regional contractor if you are admitted to the hospital)* as soon as possible after receiving care.

**For Urgent Care** (*e.g., sprain, sore throat, fever*)

Make urgent care appointments with your PCM. If you cannot get care from your PCM, you **must** have a referral from your PCM to see another TRICARE provider.

**For Primary Care** (*routine care*)

Make all primary care appointments with your assigned PCM.

**For Specialty Care** (*care your PCM cannot provide*)

Your PCM coordinates **all** specialty care referrals with your regional contractor. You'll be referred to an MTF, a TRICARE network provider, or a non-network TRICARE-authorized provider. Authorization **is required** for any specialty care received outside of an MTF.

**Special Notes for Family Members Enrolled in TRICARE Prime**

Your family members ...

- Schedule appointments with their PCM.
- Have different authorization requirements than you.
- Must follow all referral/authorization rules to avoid point of service (POS) charges.

To learn more about your TRICARE Prime benefit, visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)**, call your regional contractor, or visit your regional contractor's Web site.

## **TRICARE Prime Remote**

*(available in designated areas in the U.S.)*

You may or may not have an assigned TPR PCM depending on the availability of network providers in your area.

### **For Emergency Care**

Dial 911 or go to the nearest emergency room. Prior authorization is not required for emergency care, but you should contact your PCM (*if one is assigned*) and your regional contractor (*if you are admitted to the hospital*) as soon as possible after receiving care.

### **For Urgent Care** (*e.g., sprain, sore throat, fever*)

Make urgent care appointments with your PCM (*if one is assigned*). If you cannot get care from your PCM, you **must** have a referral from your PCM to see another TRICARE provider. Your PCM will coordinate your referral with the regional contractor. If you do not have an assigned PCM, you can receive urgent care from any TRICARE-authorized provider with a referral from your regional contractor.

### **For Primary Care** (*routine care*)

If you have an assigned PCM, contact that provider directly for all primary care appointments. If not, you may receive primary care from a TRICARE network provider or a non-network TRICARE-authorized provider (*if a network provider is unavailable*). To find a provider, visit **[www.tricare.mil/findaprovider](http://www.tricare.mil/findaprovider)**.

**For Specialty Care** (*care your PCM cannot provide*)

Referrals are required for **all** specialty care (*e.g., cardiology, dermatology, orthopedics*).

- If you have an assigned PCM, he or she will coordinate your specialty care referrals with your regional contractor.
- If you don't have an assigned PCM, you must coordinate with your regional contractor for specialty care referrals.

All specialty care requests are coordinated with your Service Point of Contact (SPOC) for a fitness-for-duty review. See the *For Information and Assistance* section for SPOC details.

**Special Notes for Family Members Enrolled in TRICARE Prime Remote for Active Duty Family Members**

Your family members ...

- Follow the same rules for making appointments (*no fitness-for-duty review*).
- Have different authorization requirements than you.
- Must follow all referral/authorization rules to avoid POS charges.

To learn more about benefits under either TPR or TRICARE Prime Remote for Active Duty Family Members, visit [www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit), call your regional contractor, or visit your regional contractor's Web site.

## **TRICARE Overseas Program Prime** *(available outside of the U.S.)*

When using TOP Prime, you receive most care from your assigned PCM at an overseas MTF.

### **For Emergency Care**

Go to the nearest emergency care facility for care and contact your TGRO Alarm Center while still at the facility, when possible, or prior to making payment. While in Puerto Rico, you should contact the Puerto Rico Call Center for assistance. Contact information is listed in the *For Information and Assistance* section.

### **For Urgent Care** *(e.g., sprain, sore throat, fever)*

Make urgent care appointments with your PCM. If overseas on temporary duty (TDY), temporary additional duty (TAD), or leave, contact the TGRO Alarm Center for assistance. If in an MTF service area, the TGRO Alarm Center will contact the MTF to determine if care can be provided there. Otherwise, your care will be coordinated with another authorized provider. In Puerto Rico, contact the Puerto Rico Call Center for assistance.

### **For Primary Care** *(routine care)*

Primary care is received from your PCM. Contact your PCM directly to make an appointment.

**For Specialty Care** (*care your PCM cannot provide*)

Your PCM coordinates all specialty care referrals. You will be referred to an MTF specialist or a host nation provider for the care. Prior authorization **is required**. Check with your TRICARE Service Center (TSC) or TRICARE Area Office (TAO) for prior authorization requirements.

**Special Notes for Family Members Enrolled in TOP Prime\***

Your family members ...

- Follow the same rules for making appointments.
- Must follow all referral/authorization rules to avoid POS charges. **Note:** The TGRO Alarm Center cannot assist TOP Prime ADFMs with urgent care. ADFMs referred by their PCM to a host nation provider may be required to pay for care and file a claim for reimbursement.

*\* Family member eligibility is usually contingent upon command sponsorship.*

To learn more about your TOP Prime benefit, contact your local TSC or TAO, or visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)**.

## **TRICARE Global Remote Overseas** *(available outside of the U.S.)*

The TGRO Alarm Center in your area coordinates all of your care with providers from an approved list of host nation providers and may be able to assist with payment arrangements to the provider before care is received.

### **For Emergency Care**

Go to the nearest emergency care facility for care and contact your TGRO Alarm Center while still at the facility, when possible, or prior to making payment. In Puerto Rico, contact the Puerto Rico Call Center for assistance. Contact information is listed in the *For Information and Assistance* section.

### **For Urgent Care** *(e.g., sprain, sore throat, fever)*

Call the TGRO Alarm Center to coordinate your urgent care. See the *For Information and Assistance* section for information about finding an MTF or network provider.

### **For Primary Care** *(routine care)*

Coordinate all of your primary care through the TGRO Alarm Center, except when visiting the U.S. See the *Getting Care While Traveling* section for U.S. travel details.

**For Specialty Care** (*care your PCM cannot provide*)

All specialty care must be coordinated through the TGRO Alarm Center. Prior authorization **is required**. Check with your TGRO Alarm Center for prior authorization requirements.

**Special Notes for Family Members Enrolled in TGRO\***

Your family members ...

- Follow the same rules for making appointments.
- Must follow all referral/authorization rules to avoid POS charges.

*\* Family member eligibility is usually contingent upon command sponsorship.*

To learn more about your TGRO benefit, visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)**, call your TAO, visit your TAO's Web site, or call the TGRO Alarm Center in your area.



## Other Options for Family Members

If your family members decide not to enroll in one of the TRICARE Prime options, they may choose coverage from these other health care program options.

### TRICARE Standard and TRICARE Extra

TRICARE Standard and TRICARE Extra are available anywhere in the U.S. If using TRICARE Standard or TRICARE Extra, family members manage their own health care and may visit any provider at any time. Referrals are not required, but some services may require prior authorization.

The type of provider determines your family's out-of-pocket cost-shares, which are applied after the annual deductible is met. The table lists cost-shares by provider type.

Provider Type	Program Option	Cost-Share
Network	TRICARE Extra	15% of the negotiated rate
Non-Network	TRICARE Standard	20% of the TRICARE-allowable charge <sup>1</sup>

*1. Non-network providers may also charge up to 15 percent above the TRICARE-allowable charge. Family members are responsible to pay these additional amounts.*

Your family may use either option—TRICARE Standard or TRICARE Extra. If a family member sees multiple providers for different conditions or treatments, some could be network providers while others could be non-network providers.

To find a network or non-network provider, visit **[www.tricare.mil/findaprovider](http://www.tricare.mil/findaprovider)**.

To learn more about the TRICARE Standard and TRICARE Extra benefit, your family members can visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)**, call their regional contractor, or visit the regional contractor's Web site.

### **TRICARE Overseas Program Standard**

TOP Standard is available anywhere outside of the U.S. TOP Standard is the same as the stateside TRICARE Standard program, except that care is received from host nation providers. **Note:** TRICARE Extra is **not** available overseas.

To learn more about the TOP Standard benefit, family members can visit **[www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit)** or call their local TSC or TAO.

# GETTING CARE WHILE TRAVELING

## Routine Care

### Active Duty Service Members

If traveling on temporary duty (TDY), temporary additional duty (TAD), or between duty stations, you **must** receive all routine (*nonemergency*) care at a military treatment facility (MTF) if one is available. If an MTF is not available, prior authorization from your primary care manager (PCM) **is required** for nonemergency care. If you're not enrolled in a TRICARE Prime option while traveling in the U.S., you or your provider should call your regional contractor, who will coordinate the authorization with the Military Medical Support Office (MMSO).

### Active Duty Family Members

Active duty family members (ADFM)s should try to get all routine care before traveling or postpone it until they return, if possible. If enrolled in a TRICARE Prime option, a PCM referral **is required** to avoid point of service (POS) charges.\* ADFMs not enrolled in a TRICARE Prime option (*stateside or overseas*) can make an appointment with any TRICARE-authorized or host nation provider.

\* *Authorizations or referrals are not required for overseas-enrolled ADFMs traveling in the U.S., except for nonemergency inpatient behavioral health care and outpatient behavioral health care visits beyond the first eight self-referred visits.*

## Emergency and Urgent Care

### U.S. TRICARE Beneficiaries

While traveling in the U.S., use the same rules that you use in the region where you live for emergency and urgent care. See the *Getting Care Where You Live* section for your program option's details. If traveling overseas, follow these guidelines:

- **Active duty service members (ADSMs):** Contact the TRICARE Global Remote Overseas (TGRO) Alarm Center for emergency or urgent care assistance.<sup>†</sup>
- **ADFM's enrolled in a TRICARE Prime option:** Contact the TGRO Alarm Center for emergency care assistance.<sup>†</sup>
- **ADFM's not enrolled in a TRICARE Prime option:** In an emergency, go to the nearest emergency care facility. For urgent care, contact the local MTF, TRICARE Service Center, or the U.S. Embassy or Consulate in the country you are visiting for assistance with finding a host nation provider. To locate a U.S. Embassy or Consulate, visit **[www.usembassy.gov](http://www.usembassy.gov)**. In most cases, you must pay for services and file a claim for reimbursement in the region where you reside. For claims information, see "Filing Claims" in the *For Information and Assistance* section.

<sup>†</sup> *In Puerto Rico, contact the Puerto Rico Call Center. Note: The TGRO Alarm Center cannot assist ADFM's with urgent care unless they are enrolled in TGRO. The TGRO Alarm Center will assist in arranging care and/or transport, but will not guarantee payment to any provider for beneficiaries who have other health insurance (OHI). Contact your OHI carrier to arrange payment for overseas services.*

## Overseas TRICARE Beneficiaries Traveling in the U.S.

- **TRICARE Overseas Program (TOP) Prime and TGRO enrollees:**\* In an emergency, call 911 or go to the nearest emergency room. For urgent care, seek treatment from a TRICARE network provider.† Use your overseas residential address and file claims in the area **where you live** not where you received the care. **Note:** ADSMs on leave or TDY/TAD should obtain urgent care from the nearest MTF or a TRICARE network provider.
- **TOP Standard beneficiaries:**‡ Seek care from any TRICARE-authorized provider.†

\* *Referrals and authorizations for care are not required for ADFMs visiting the U.S., except for nonemergency inpatient behavioral health care admissions and outpatient behavioral health care visits beyond the first eight self-referred visits. Behavioral health care authorizations for overseas beneficiaries receiving care in the U.S. are provided through ValueOptions. See the For Information and Assistance section for contact information.*

† *To find a provider, visit [www.tricare.mil/findaprovider](http://www.tricare.mil/findaprovider).*

‡ *Referrals and authorizations for care are not required for TOP Standard beneficiaries visiting the U.S., except for nonemergency inpatient behavioral health care admissions (pre-admission and continued stay). Behavioral health care authorizations for overseas beneficiaries receiving care in the U.S. are provided through ValueOptions. See the For Information and Assistance section for contact information.*



# FILLING PRESCRIPTIONS ON THE ROAD

Try to get your prescriptions filled **before** traveling.

## When Traveling in the U.S.

You have four options for filling prescriptions:

- **Military Treatment Facility (MTF) Pharmacy:** If traveling near an MTF, fill the prescription at the MTF pharmacy.\* Check with the MTF pharmacy for availability of your prescription.
- **Retail Network Pharmacy:** Choose from more than 54,000 network pharmacies.\*
- **Retail Non-Network Pharmacy:** If a network pharmacy is not available, visit a non-network pharmacy. This is the most expensive option. You will have to pay for the prescription and file a claim for reimbursement. See “Filing Claims” in the *For Information and Assistance* section for details.
- **Mail-Order Pharmacy:**<sup>†</sup> This option is not recommended for a prescription you need right away, but if you’re taking a long vacation, you can arrange for a temporary change of address.

\* See “Additional Resources” in the *For Information and Assistance* section for details about finding MTFs and network pharmacies.

† Call the Member Choice Center at **1-877-363-1433** to convert your retail pharmacy prescriptions to the mail-order pharmacy.

## When Traveling Overseas

Overseas pharmacy coverage is available through:

- **MTF Pharmacy:** If traveling near an MTF, fill the prescription at the MTF pharmacy.<sup>‡</sup> Check with the MTF pharmacy for availability of your prescription.
- **Retail Network Pharmacy:** TRICARE network pharmacies are only located in the U.S., Puerto Rico, Guam, and the U.S. Virgin Islands.<sup>‡</sup>
- **Host Nation Pharmacy:** If an MTF or network pharmacy is not available, you may visit a host nation pharmacy.<sup>§</sup>
- **Mail-Order Pharmacy:** The prescription must be from a U.S. licensed provider and you must have an APO or FPO address to use the mail-order pharmacy overseas.

<sup>‡</sup> See “Additional Resources” in the For Information and Assistance section for details about finding MTFs and network pharmacies.

<sup>§</sup> You will have to pay for the prescription and file a claim with TRICARE for reimbursement in the region where you reside. For your area’s claims-filing address, see “Filing Claims” in the For Information and Assistance section. Unless you request U.S. currency reimbursement, you will be reimbursed in the same currency with which the prescription was paid.

# DENTAL CARE

## Active Duty Service Members

As an active duty service member, you usually receive dental care at a military dental treatment facility (DTF) located on base or sometimes co-located at a military treatment facility.

- If traveling in the U.S., your dental care will be coordinated through the Military Medical Support Office (MMSO). Visit [www.tricare.mil/mmso](http://www.tricare.mil/mmso) for details.
- If traveling overseas, your emergency and urgent dental care is coordinated by the TRICARE Global Remote Overseas (TGRO) Alarm Center in your area. Obtain nonemergency dental care from the nearest DTF or contact your TRICARE Area Office for assistance.

When enrolled in TRICARE Prime Remote, you're automatically eligible for the TRICARE Remote Active Duty Dental Program (Remote ADDP) administered by the TRICARE Dental Service Points of Contact, who handle all dental treatment preauthorizations. With Remote ADDP, you can access dental care through local civilian dental professionals rather than at military DTFs.

For more information about the Remote ADDP or if you need emergency dental care while traveling, contact your local DTF or visit [www.tricare.mil](http://www.tricare.mil).

## Active Duty Family Members

Active duty family members (ADFM)s may enroll in the TRICARE Dental Program (TDP), a voluntary, premium-based dental insurance plan.

For information about the TDP, or if already enrolled and family members need assistance finding a dentist at home or while traveling, contact the TDP administrator in one of the following ways:

- Online: **[www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com)**
- Phone: **1-800-866-8499** (*stateside*)
- Phone: **1-888-418-0466** (*overseas*)



# HEALTH CARE WHILE DEPLOYED

How you receive care when you're deployed differs from how you receive care at home.

While deployed, you'll get most of your care "in theater" at a troop medical clinic, combat hospital, or similar military-operated health care facility. If you need specialized care, you may be transported to a military treatment facility. Any care you need will be coordinated by your unit medical representative because you'll no longer be using TRICARE in the same manner as you did before deployment. If you have questions, contact your unit medical representative for assistance.

Your family's health care needs will continue to be met through one of TRICARE's health care program options. See the *Deployment Checklists* section for information you can use to get your family "TRICARE-ready" during your extended absence.

To learn more, visit [www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit) or contact your unit medical representative, regional contractor, or your local TRICARE Service Center or TRICARE Area Office.



## INJURED ON ACTIVE DUTY

If you're injured while on active duty, your care is coordinated through your unit, primary care manager, regional contractor, or TRICARE Area Office. Many additional programs and resources are also available to assist you and your family.

### Military Severely Injured Center

You can get personalized service from ombudsmen through the Military Severely Injured Center. Cost-free services are available worldwide 24 hours a day, seven days a week.

- Phone (*in the U.S.*): Call toll-free **1-888-774-1361**
- Phone (*outside of the U.S.*): Call **0-800-888-0013**, press "05" then enter **1-888-774-1361** to be connected
- E-mail: **severelyinjured@militaryonesource.com**
- Online: **www.military.com/support**

### Other Resources

Other resources include but are not limited to:

- **Department of Veterans Affairs Resources:** Veterans Affairs offers many resources for injured or disabled veterans and their families. For details, visit **www.va.gov** or call **1-800-733-3647**.

- **Fisher House™ Foundation:** Fisher House provides free or low-cost housing for military families of seriously ill or injured service members receiving treatment at military treatment facilities. For details, visit [www.fisherhouse.org](http://www.fisherhouse.org) or call **1-888-294-8560**.
- **MilitaryHOMEFRONT:** Web site for reliable quality-of-life information designed to help troops, their families, commanders, and service providers. For details, visit [www.militaryhomefront.com](http://www.militaryhomefront.com).
- **Military OneSource:** Cost-free resource for military members and their families offering information and assistance on child care, personal finances, emotional support during deployments, relocation, and more. Help and information are available online or by phone with professionally trained consultants. For details, visit [www.militaryonesource.com](http://www.militaryonesource.com) or call **1-800-342-9647**.
- **Wounded Soldier and Family Hotline:** Injured or ill soldiers and their family members can share any concerns they may have about the quality of patient care with high-ranking Army leaders who are responsible for the quality of medical care. For details, call **1-800-984-8523**.

Each military service branch also has service-specific programs for wounded, ill, or injured service members. Check with your unit for details. If you're a service member residing in the U.S., contact your regional contractor for details on its applicable program for wounded, ill, or injured service members.

# KEEPING DEERS RECORDS CURRENT

Before traveling or deployment, make sure Defense Enrollment Eligibility Reporting System (DEERS) records are updated for you and your family members.

## Creating a Department of Defense Self-Service Logon *(sponsors only)*

The easiest way to keep everyone's DEERS records current is to create a Department of Defense (DoD) Self-Service Logon for each of your family members.

To create a DoD Self-Service Logon, just:

- Log on to the DoD Self-Service Access Center at **<https://sso.dmdc.osd.mil/famAcctMgr>** using your Common Access Card (CAC).
- Select which of your family members should receive a DoD Self-Service Logon.
- Create a separate logon and a temporary password for each selected family member by following the online prompts.
- Once you establish the DoD Self-Service Logons and temporary passwords, give each family member his or her individual logon and temporary password.

- Using the logon and temporary password, each family member can then log on to the Beneficiary Web Enrollment (BWE) application at <https://www.dmdc.osd.mil/appj/bwe/>.
- During the first logon, your family member will be prompted to change his or her temporary password.



## Updating and Verifying DEERS Information

You have several options for updating and verifying DEERS information:

<b>In Person<sup>1</sup></b> (add or delete a family member or update contact information)	<ul style="list-style-type: none"><li>• Visiting a local ID card-issuing facility is the preferred method to add or delete a family member.</li><li>• Find the nearest location at <a href="http://www.dmdc.osd.mil/rsl/owa/home">www.dmdc.osd.mil/rsl/owa/home</a>.</li><li>• Call to verify location and business hours.</li></ul>
<b>Online<sup>2</sup></b>	<ul style="list-style-type: none"><li>• <b>DEERS Web Site:</b> <a href="https://www.dmdc.osd.mil/appj/address/index.jsp">https://www.dmdc.osd.mil/appj/address/index.jsp</a></li><li>• <b>BWE Web Site:</b> <a href="https://www.dmdc.osd.mil/appj/bwe/">https://www.dmdc.osd.mil/appj/bwe/</a></li></ul>
<b>Phone<sup>2</sup></b>	<ul style="list-style-type: none"><li>• 1-800-538-9552</li><li>• 1-866-363-2883 (TTY/TDD)</li></ul>
<b>Fax<sup>2</sup></b>	<ul style="list-style-type: none"><li>• 1-831-655-8317</li></ul>
<b>Mail</b> (when necessary)	<ul style="list-style-type: none"><li>• Defense Manpower Data Center Support Office Attn: COA 400 Gigling Road Seaside, CA 93955-6771</li></ul> <p>Include supporting documentation when adding or deleting a family member.</p>

1. Only sponsors (or appointed power of attorney) can add or delete a family member. Family members age 18 and older may update their own contact information.
2. Use these methods to change contact information only.

**If your address or telephone number has changed, you should also:**

- Verify your enrollment information with your regional contractor.
- Contact the outpatient medical records department of your provider's office to update your information.
- Verify your new address when making an appointment.
- Contact all providers from whom you receive care.
- Complete a U.S. Postal Service change-of-address form.



# FOR INFORMATION AND ASSISTANCE

The TRICARE program is managed in four regions—three U.S. regions and one overseas region divided into three areas.

## U.S. Regions

TRICARE regional contractors or US Family Health Plan (USFHP) administrators can assist you with enrollment, claims processing, and customer service. For states served in each TRICARE region, visit [www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit). See the table below for your regional contractor's contact information.

U.S. Region	Regional Contractor
TRICARE North	Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.healthnetfederalservices.com">www.healthnetfederalservices.com</a>
TRICARE South	Humana Military Healthcare Services, Inc. General: 1-800-444-5445 Active duty programs: 1-877-249-9179 Warrior Navigation and Assistance Program: 1-888-4GO-WNAP (1-888-446-9627) <a href="http://www.humana-military.com">www.humana-military.com</a>
TRICARE West	TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) <a href="http://www.triwest.com">www.triwest.com</a>

For USFHP information, see the table below, visit [www.usfamilyhealthplan.org](http://www.usfamilyhealthplan.org), or call **1-800-74-USFHP (1-800-748-7347)**.

<b>USFHP Designated Providers</b>	
<b>Brighton Marine Health Center</b>	Serving Massachusetts ( <i>including Cape Cod</i> ) and Rhode Island <ul style="list-style-type: none"> <li>• 1-800-818-8589</li> </ul>
<b>CHRISTUS Health</b>	Serving southeast Texas and southwest Louisiana <ul style="list-style-type: none"> <li>• 1-800-678-7347</li> </ul>
<b>Johns Hopkins Medicine</b>	Serving Maryland, Pennsylvania, Virginia, Washington, D.C., and West Virginia <ul style="list-style-type: none"> <li>• Prospective members: 1-800-801-9322</li> <li>• Existing members: 1-800-808-7347</li> </ul>
<b>Martin's Point Health Care</b>	Serving Maine, New Hampshire, northeastern New York, and Vermont <ul style="list-style-type: none"> <li>• 1-888-241-4556</li> </ul>
<b>Pacific Medical Centers (Pacmed Clinics)</b>	Serving the Puget Sound area of Washington <ul style="list-style-type: none"> <li>• 1-888-958-7347</li> </ul>
<b>St. Vincent Catholic Medical Centers</b>	Serving parts of New York ( <i>including New York City</i> ), New Jersey, southeastern Pennsylvania, and western Connecticut <ul style="list-style-type: none"> <li>• 1-800-241-4848</li> </ul>

## Service Points of Contact

The following table lists the various Service Points of Contact.

<b>Army, Air Force, Navy, Marine Corps</b>	1-888-MHS-MMSO (1-888-647-6676)
<b>Coast Guard</b>	1-888-MHS-MMSO (1-888-647-6676) 1-800-9HBA-HBA (1-800-942-2422)
<b>National Oceanic and Atmospheric Administration</b>	1-800-662-2267
<b>U.S. Public Health Service</b>	1-800-368-2777, option 2

## Overseas Region

The TRICARE overseas region is divided into three areas: TRICARE Europe, TRICARE Latin America and Canada (TLAC), and TRICARE Pacific.

Except in Puerto Rico, regional contractors are not available to assist you in overseas areas. Instead, contact the nearest military treatment facility, TRICARE Area Office (TAO), or TRICARE Global Remote Overseas (TGRO) Alarm Center (*if eligible*) for assistance. In Puerto Rico, contact the Puerto Rico Call Center. See the following table for your area's contact information.

<p><b>TRICARE Europe</b> (Europe, Africa, and the Middle East)</p>	<p><b>TAO—Europe</b> Stateside: 1-888-777-8343, option 1 Comm.: 011-49-6302-67-7433 DSN: 496-7433 E-mail: teurope@europe.tricare.osd.mil Web Site: www.europe.tricare.osd.mil</p>
<p><b>TRICARE Latin America and Canada</b> (Central and South America, the Caribbean Basin, Canada, Puerto Rico, and the Virgin Islands)</p>	<p><b>TAO—TLAC</b> Stateside: 1-888-777-8343, option 3 Comm.: 1-706-787-2424 DSN: 773-2424 E-mail: tricare15@amedd.army.mil Web Site: www.tricare.mil/tlac</p>
<p><b>TRICARE Pacific</b> (Guam, Japan, Korea, and Western Pacific Remote countries)</p>	<p><b>TAO—Pacific</b> Stateside: 1-888-777-8343, option 4 Comm.: 011-81-6117-43-2036 DSN: 643-2036 E-mail: TPAO.CSC@med.navy.mil Web Site: www.tricare.mil/pacific</p>
<p><b>Europe TGRO Alarm Center</b></p>	<p>Comm.: 011-44-20-8762-8133 E-mail: tricarelon@internationalsos.com</p>
<p><b>TLAC TGRO Alarm Center</b></p>	<p>Stateside: 1-800-834-5514 E-mail: tricarephl@internationalsos.com</p>
<p><b>Pacific TGRO Alarm Centers</b></p>	<p><b>Singapore</b> Comm.: 011-65-6-338-9277 E-mail: sin.tricare@internationalsos.com</p>
	<p><b>Sydney</b> Comm.: 011-61-2-9273-2760 E-mail: sydtricare@internationalsos.com</p>
<p><b>Puerto Rico Call Center</b></p>	<p>Stateside: 1-800-700-7104</p>

## Pharmacy

Use these resources to learn more about your TRICARE pharmacy benefit. For claims-filing details, see “Filing Claims” later in this section.

<b>TRICARE Retail Pharmacy Program</b>	1-866-DoD-TRRX (1-866-363-8779) <a href="http://www.tricare.mil/pharmacy">www.tricare.mil/pharmacy</a>
<b>TRICARE Mail Order Pharmacy Program</b>	1-866-DoD-TMOP (1-866-363-8667) Member Choice Center ( <i>convert retail prescriptions to mail-order</i> ): 1-877-363-1433 <a href="http://www.tricare.mil/pharmacy">www.tricare.mil/pharmacy</a>

## Dental

Your dental benefit is based on your beneficiary type.

<b>Active Duty Service Members</b> (enrolled in TRICARE Prime Remote)	<b>TRICARE Remote Active Duty Dental Program</b> Contact your local dental treatment facility or visit <a href="http://www.tricare.mil">www.tricare.mil</a> .
<b>Active Duty Family Members</b>	<b>TRICARE Dental Program</b> Stateside: 1-800-866-8499 Overseas: 1-888-418-0466 <a href="http://www.TRICAREdentalprogram.com">www.TRICAREdentalprogram.com</a>

## Filing Claims

You may be required to pay for your care at the time of service and then file a claim with TRICARE for reimbursement. Visit [www.tricare.mil/claims](http://www.tricare.mil/claims) for details.

If you must file a claim for services received while traveling, send your claim form with attachments to the address for the region **where you live**, not where you received the care. If you live in the U.S., file your medical claims with your regional contractor:

<b>North Region</b>	Health Net Federal Services, LLC c/o PGBA, LLC/TRICARE P.O. Box 870140 Surfside Beach, SC 29587-9740
<b>South Region</b>	PGBA South Region Claims P.O. Box 7031 Camden, SC 29020-7031
<b>West Region</b>	West Region Claims P.O. Box 77028 Madison, WI 53707-1028

If you fill a prescription at a non-network pharmacy, send those claims to:

<b>Non-Network Pharmacy Claims</b> <i>(U.S. and its territories)</i>	Attn: TRICARE Claims P.O. Box 66518 St. Louis, MO 63166-6518
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If you live overseas, send your medical and pharmacy claims to:

<b>Active Duty Service Member Claims<sup>1,2</sup></b>	Wisconsin Physicians Service P.O. Box 7968 Madison, WI 53707-7968
<b>Family Member Claims</b> <i>(Latin America and Canada and Pacific)</i>	Wisconsin Physicians Service Overseas Claims P.O. Box 7985 Madison, WI 53707-7985
<b>Family Member Claims</b> <i>(Europe)</i>	Wisconsin Physicians Service Overseas Claims P.O. Box 8976 Madison, WI 53708-8976

- 1. Claims for active duty service members (ADSMs) with Puerto Rico addresses should be forwarded to the South Region claims address listed previously in the U.S. regional contractor table.*
- 2. Overseas claims for ADSMs require service authorizations SF1034, NAVMED 6320/10, ENAS/EWRAS, or TGRO contractor authorization (depending on the overseas area where you reside).*

## Additional Resources

For questions or more information, use these helpful resources:

<b>Beneficiary Web Enrollment</b>	<a href="https://www.dmdc.osd.mil/appj/bwe/">https://www.dmdc.osd.mil/appj/bwe/</a>
<b>Defense Enrollment Eligibility Reporting System</b>	<a href="http://www.tricare.mil/DEERS">www.tricare.mil/DEERS</a>
<b>Department of Defense Self-Service Access Center</b>	<a href="https://sso.dmdc.osd.mil/famAcctMgr">https://sso.dmdc.osd.mil/famAcctMgr</a>
<b>Find a Beneficiary Counseling and Assistance Coordinator or Debt Collection Assistance Officer</b>	<a href="http://www.tricare.mil/bcacdcao">www.tricare.mil/bcacdcao</a>
<b>Find a Military Treatment Facility</b>	<a href="http://www.tricare.mil/mtf">www.tricare.mil/mtf</a>
<b>Find a Provider</b>	<a href="http://www.tricare.mil/findaprovider">www.tricare.mil/findaprovider</a>
<b>Find a U.S. Embassy or Consulate</b>	<a href="http://www.usembassy.gov">www.usembassy.gov</a>
<b>Military Health System (MHS) Web Site</b>	<a href="http://www.health.mil">www.health.mil</a>
<b>Military Medical Support Office (MMSO)</b>	1-888-MHS-MMSO (1-888-647-6676) <a href="http://www.tricare.mil/mmso">www.tricare.mil/mmso</a>
<b>TRICARE Web Site</b>	<a href="http://www.tricare.mil">www.tricare.mil</a>
<b>ValueOptions</b>	Stateside: 1-800-700-8646

# GLOSSARY AND ACRONYMS

## Glossary

### ***Command-Sponsored***

Entitled to travel to overseas commands at government expense and endorsed by the appropriate military commander to be present in a family member status. Family members must be command-sponsored to enroll in TRICARE Overseas Program (TOP) Prime or TRICARE Global Remote Overseas (TGRO) unless they are already living with their active duty sponsor who is activated for a period of 30 consecutive days or more.

### ***Defense Enrollment Eligibility Reporting System (DEERS)***

A database of uniformed services members (*sponsors*), family members, and others worldwide who are entitled under the law to military benefits, including TRICARE.

### ***Military Treatment Facility (MTF)***

A medical facility (*hospital, clinic, etc.*) owned and operated by the uniformed services—usually located on or near a military base.

***Other Health Insurance (OHI)***

Any non-TRICARE health insurance that is not considered a supplement acquired through an employer, entitlement program, or other source. TRICARE pays second after all other health plans except for Medicaid, TRICARE supplements, the Indian Health Service, or other programs or plans as identified by the TRICARE Management Activity (TMA).

***Point of Service Option***

The point of service (POS) option allows TRICARE Prime enrollees to receive nonemergency care from any TRICARE-authorized provider without receiving a primary care manager (PCM) referral. The POS option has higher out-of-pocket costs and is not available to active duty service members (ADSMs).

***Prime Service Area***

A geographic area where TRICARE Prime benefits are offered. Regional contractors are required to establish a sufficient number of TRICARE network providers in Prime Service Areas.

***Service Point of Contact***

The uniformed services office or individual responsible for authorizing civilian health care for active duty service members (ADSMs) enrolled in TRICARE Prime Remote (TPR).

### **TRICARE Area Office (TAO)**

Located in each overseas area to assist you with TRICARE overseas programs.

### **TRICARE Regional Contractors**

Civilian partners who provide health care services in the TRICARE regions (*e.g., Health Net Federal Services, LLC, Humana Military Healthcare Services, Inc., TriWest Healthcare Alliance Corp.*).

### **US Family Health Plan (USFHP)**

Provides the TRICARE Prime managed care option through networks of community-based, not-for-profit health care systems in six areas of the United States. USFHP is not available overseas and enrollment is required. You must be registered in the Defense Enrollment Eligibility Reporting System (DEERS) and reside in one of the designated USFHP service areas. USFHP enrollees are not eligible for care at military treatment facilities (*includes pharmacy services*).



## Acronyms

<b>ADFM</b>	Active Duty Family Member
<b>ADSM</b>	Active Duty Service Member
<b>BCAC</b>	Beneficiary Counseling and Assistance Coordinator
<b>DCAO</b>	Debt Collection Assistance Officer
<b>DEERS</b>	Defense Enrollment Eligibility Reporting System
<b>DTF</b>	Dental Treatment Facility
<b>ID</b>	Identification ( <i>card</i> )
<b>MMSO</b>	Military Medical Support Office
<b>MTF</b>	Military Treatment Facility
<b>OHI</b>	Other Health Insurance
<b>PCM</b>	Primary Care Manager
<b>POS</b>	Point of Service
<b>SPOC</b>	Service Point of Contact
<b>TAD</b>	Temporary Additional Duty
<b>TAO</b>	TRICARE Area Office
<b>TDP</b>	TRICARE Dental Program
<b>TDY</b>	Temporary Duty
<b>TGRO</b>	TRICARE Global Remote Overseas
<b>TLAC</b>	TRICARE Latin America and Canada
<b>TOP</b>	TRICARE Overseas Program

<b><i>TPR</i></b>	TRICARE Prime Remote
<b><i>TPRADFM</i></b>	TRICARE Prime Remote for Active Duty Family Members
<b><i>TSC</i></b>	TRICARE Service Center
<b><i>USFHP</i></b>	US Family Health Plan



# YOUR TRICARE CONTACTS

Fill in the blanks below, where appropriate.

## **Your Regional Contractor/USFHP Contact**

Name \_\_\_\_\_

Phone \_\_\_\_\_

Web Site \_\_\_\_\_

## **Your Military Treatment Facility (MTF)**

Name \_\_\_\_\_

Phone \_\_\_\_\_

Web Site \_\_\_\_\_

## **Your Primary Care Manager (PCM)**

Name \_\_\_\_\_

Phone \_\_\_\_\_

## **Your MTF Pharmacy**

Phone \_\_\_\_\_

Refills \_\_\_\_\_

## **Medical Appointments**

Phone \_\_\_\_\_

24/7 Access \_\_\_\_\_

## Dental Appointments

Your Dental Facility \_\_\_\_\_

Phone \_\_\_\_\_

Location \_\_\_\_\_

## Your TRICARE Service Center

Name \_\_\_\_\_

Phone \_\_\_\_\_

Web Site \_\_\_\_\_

For assistance and information about your TRICARE benefit and other health-related details, contact a Beneficiary Counseling and Assistance Coordinator (BCAC). If you require assistance with debt-collection issues, contact a Debt Collection Assistance Officer (DCAO). Find a BCAC or DCAO by visiting [www.tricare.mil/bcacdcao](http://www.tricare.mil/bcacdcao).

## Your BCAC

Name \_\_\_\_\_

Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

## Your DCAO

Name \_\_\_\_\_

Phone \_\_\_\_\_

E-Mail \_\_\_\_\_

# DEPLOYMENT CHECKLISTS

## Before Receiving Deployment Orders

- Register family members in the Defense Enrollment Eligibility Reporting System (DEERS) and update information as needed. See the *Keeping DEERS Records Current* section for details.
- Show family members how to make changes in DEERS in the event they must make changes in your absence.
- Get your will and other legal documents in order.
- Contact your command or unit family readiness representative for help with completing your family care plan.
- Review your TRICARE options.

## Upon Receiving Deployment Orders

- Confirm that your family's DEERS information is current.
- Update military ID cards for eligible family members if they are about to expire.
- Ensure that eligible family members have current program enrollment cards (*if applicable*).
- Leave a copy of your orders at home.
- Contact your unit commander for information on TRICARE.

- Contact your military legal assistance office to appoint your power of attorney, update your will, and prepare any advance directives.
- Contact your command or unit family readiness representative for help in updating your family care plan.
- Make any necessary financial arrangements (*allotments, automatic bill paying, etc*).
- Complete necessary paperwork if you want your spouse (*or legal representative*) to have access to your medical records and personal health information while you are away.
- Review life insurance for your spouse and yourself.
- Make a list of important phone numbers:
  - Primary care manager (PCM) or provider to call for appointments for you or your family members
  - Regional contractor, TRICARE Area Office (TAO), or TRICARE Global Remote Overseas (TGRO) Alarm Center
  - US Family Health Plan (USFHP) contractor (*if applicable*)
  - Emergency room
  - Beneficiary Counseling and Assistance Coordinator
  - Debt Collection Assistance Officer
- Review your family's TRICARE program information.
- Discuss how and where prescriptions can be filled.

For information about patient rights and responsibilities, visit [\*\*www.tricare.mil/patientrights\*\*](http://www.tricare.mil/patientrights).





**Please provide feedback on this booklet at:**

[www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback)

[www.tricare.mil](http://www.tricare.mil)

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