

TRICARE

www.tricare.mil

for National Guard and Reserve

Your Passport to Quality Health Care

*For National Guard and Reserve
Members and Their Families*





***An Important Note About
TRICARE Program Changes***

At the time of printing, the information in this passport 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. For the most recent information, contact your regional contractor or local TRICARE Service Center.

More information regarding TRICARE, including the Health Insurance Portability and Accountability Act (HIPAA) Notice of Privacy Practices, can be found online at www.tricare.mil.

For information about Patient Rights and Responsibilities, visit www.tricare.mil/patientrights.



YOUR PASSPORT TO QUALITY HEALTH CARE

TRICARE offers worldwide health care coverage to eligible National Guard and Reserve* members and their families. This passport serves as your quick-reference guide to TRICARE benefits. Take this passport with you whenever you travel or deploy and leave an extra copy at home for your family.


For more information about benefits for National Guard and Reserve members, visit the Guard and Reserve Web Portal at www.dmdc.osd.mil/Guard-ReservePortal or the Reserve Affairs Web site at www.defenselink.mil/ra.

If you have questions or need additional assistance, call your TRICARE regional contractor or overseas TRICARE Area Office (TAO). For a complete list of states or countries in each region, visit www.tricare.mil. For contact information, see the *For Information and Assistance* section of this passport.

* *Includes the Army National Guard, Army Reserve, Navy Reserve, Marine Corps Reserve, Air National Guard, Air Force Reserve, and United States Coast Guard Reserve.*

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TRICARE ELIGIBILITY

Defense Enrollment Eligibility Reporting System

Your Service personnel office is responsible for establishing your eligibility for TRICARE and recording it in the Defense Enrollment Eligibility Reporting System (DEERS). In addition to TRICARE eligibility information, your DEERS record also has your residential address, telephone number, family members, and other information. To remain eligible for TRICARE, **you must keep your information and your family's information in DEERS up to date.**

Your TRICARE regional contractor cannot update your DEERS information. Family members can update addresses, phone numbers, and other personal information, but only you, the sponsor, can add or delete a family member from DEERS.

Always update DEERS information whenever you are activated or deactivated, have changes in your family composition (e.g., marriage, divorce, or birth), travel for more than 30 days, or move.

You may update DEERS in the following ways:

- Visit the nearest uniformed services identification (ID) card-issuing facility. Locate the nearest office online at www.dmdc.osd.mil/rsl.
- Call 1-800-538-9552, or call 1-866-363-2883 (TTY/TDD) if you are hearing impaired.
- Fax address changes to 1-831-655-8317.
- Make address changes online at www.tricare.mil/deers.
- Mail your new information to:

Defense Manpower Data Center Support Office
Attn: COA
400 Gigling Road
Seaside, CA 93955-6771

Line-of-Duty Care

You are covered for any documented service-related injury, illness, or disease you incur or aggravate in the line of duty. This includes inactive duty training (*drill*) and funeral honors duty. You are covered during travel directly to and from the place of duty and during the time you spend overnight in the vicinity between successive periods of inactive duty.

When on orders ...

... for 30 days or less:

- You and your family may continue to access health care under TRICARE Reserve Select (TRS) if TRS benefits are purchased.
- Your family is **not** eligible for active duty TRICARE benefits.
- Your unit coordinates your health care through the Military Medical Support Office (MMSO).
- For more information, you may contact the MMSO at 1-888-MHS-MMSO (1-888-647-6676) or visit <http://mms0.med.navy.mil>.

... for more than 30 consecutive days:

- You are considered an active duty service member (ADSM) and your family members are considered active duty family members (ADFM).
- You and your family may be eligible for active duty TRICARE health benefits.
- Check with your Service personnel office to confirm your TRICARE eligibility.
- You and your family's TRS coverage (*if purchased*) will be automatically terminated.

For information about TRS eligibility before, during, and after being called to active duty, visit the Guard and Reserve Web Portal at www.dmdc.osd.mil/appj/trs/index.jsp.

If you have other health insurance (OHI), you may choose to keep it **for your family** while you are activated. If you do, TRICARE serves as secondary payer for their covered services unless the OHI is a state program (e.g. Medicaid). Contact your TRICARE regional contractor or overseas TAO for more information about using OHI with TRICARE.

Note: All ADSMs are required to enroll in TRICARE Prime.



HEALTH CARE OPTIONS WHEN NOT ACTIVATED

TRICARE is committed to sustaining the health of National Guard and Reserve members and their families before, during, and after activation. TRICARE offers two voluntary, premium-based plans for health and dental services for you and your family when you are not on active duty orders.

TRICARE Reserve Select

- Qualified members of the Selected Reserve may purchase TRICARE Reserve Select (TRS) coverage when they are **not** on active duty.
- TRS offers comprehensive health care coverage similar to TRICARE Standard and TRICARE Extra (*deductibles and cost-shares apply*).
- For more information about qualifying for and purchasing TRS, visit www.tricare.mil/reserve/reserveselect or refer to the *Health Care Options When Deactivated* section of this passport.



TRICARE Dental Program

- You may purchase TRICARE Dental Program (TDP) coverage when you are **not** covered by active duty dental benefits.
- When you are activated, family members already enrolled in the TDP pay reduced premiums. Those not enrolled may enroll at that time.
- For more information about enrolling in the TDP, call United Concordia Companies, Inc., at 1-800-866-8499, visit www.TRICAREdentalprogram.com, or refer to the *Dental Options* section of this passport.

Pre-Activation Benefit

If you are issued “delayed-effective-date” active duty orders for more than 30 days in support of a contingency operation, you and your family may become eligible for the TRICARE pre-activation benefit, **beginning on the date your orders were issued or 90 days before you report to active duty, whichever is later**. If your orders are cancelled before you report for active duty, TRICARE coverage ends for you and your family on the date the orders are cancelled.

HEALTH CARE OPTIONS WHEN ACTIVATED IN THE UNITED STATES

This section describes each of your health care options and briefly explains how to access care. When you are activated, you will enroll in one of the TRICARE Prime options described in this passport when you arrive at your final duty station. Your active duty orders and your family's residence will determine which TRICARE health plan options your family may use.

TRICARE Prime

To enroll in TRICARE Prime, submit a *TRICARE Prime Enrollment Application and PCM Change Form* (DD Form 2876) to your TRICARE regional contractor. As an activated National Guard or Reserve member, your TRICARE Prime enrollment is effective when your regional contractor receives the enrollment form. If your family members choose to enroll in TRICARE Prime, their form must be received **by the 20th of the month** for coverage to begin on the first day of the next month. Family members remain covered by TRICARE Standard and TRICARE Extra until TRICARE Prime coverage begins.

Getting Care

You and your enrolled family members will have an assigned primary care manager (PCM) who will provide most of your care. Contact your PCM directly to schedule an appointment.

Specialty Care

Your PCM will provide referrals for specialty care and coordinate prior authorization when necessary. Refer to your regional contractor's Web site for referral and authorization requirements.

Point of Service Care

The point of service (POS) option allows family members to receive nonemergency care from any TRICARE-authorized provider without first requesting a referral from their PCM. **Using the POS option will result in higher out-of-pocket costs.**

Note: Activated National Guard and Reserve members may not exercise the POS option.

Refer to your *TRICARE Prime Handbook* and the *TRICARE: Summary of Beneficiary Costs* brochure or visit your regional contractor's Web site for more information about TRICARE Prime, including costs for covered services and POS fees.

Note: TRICARE is the sole payer for civilian care provided to active duty service members. You must receive prior authorization for any care provided outside of a military treatment facility (MTF), except if you need emergency care.

TRICARE Prime Remote and TRICARE Prime Remote for Active Duty Family Members

TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM) offer TRICARE Prime benefits to beneficiaries who work and live in designated TPR locations—areas that are more than 50 miles or an hour’s drive time from an MTF. Eligibility for TPR and TPRADFM is determined by the ZIP code where you live and the ZIP code where you, the sponsor, work. Visit www.tricare.mil/tptr to see if your work and residence ZIP codes are in a TPR location.

Family members who live with you in a TPR location when you are activated are eligible for TPRADFM. They will remain eligible for TPRADFM as long as they live in the same location throughout your activation period. Family members who choose **not** to enroll in TPRADFM may continue to use TRICARE Standard and TRICARE Extra.

When you report to your final duty station, you will submit a *TRICARE Prime Enrollment Application and PCM Change Form* (DD Form 2876) to your TRICARE regional contractor. If your eligible family members wish to enroll in TPRADFM, you will include them on the enrollment form. Your TPR enrollment is effective when your regional contractor receives your enrollment form. For family members, the form must be received **by the 20th of the month** for coverage to begin on

the first day of the next month. Family members remain covered by TRICARE Standard and TRICARE Extra until TPRADFM coverage begins.

Getting Care

You will receive most care from an assigned PCM, if one is available. If not, primary care may be received from any TRICARE-authorized provider. To locate a provider, visit www.tricare.mil/ProviderDirectory or call your regional contractor. Contact the provider directly to schedule an appointment.

Specialty Care for You

Your specialty care is coordinated through your PCM and a service point of contact (SPOC) who reviews the care for a “Fitness for Duty” determination, and may require you to seek care at an MTF. You **cannot** self-refer to a military or civilian specialist. Refer to the *For Information and Assistance* section of this passport for SPOC contact information.

Specialty Care for Your Family Members

Your family members must have a PCM or primary care provider referral before getting specialty care, and the care may need to be authorized by the regional contractor prior to being received. Family members without an assigned PCM may need to obtain authorization for care directly from the TRICARE regional contractor. Refer to your regional contractor’s Web site for referral and authorization requirements.

Point of Service Care

The point of service (POS) option allows family members to receive nonemergency care from any TRICARE-authorized provider without first requesting a referral from their PCM. **Using the POS option will result in higher out-of-pocket costs.**

Note: Activated National Guard and Reserve members may not exercise the POS option.

Refer to your *TRICARE Prime Remote Handbook* and the *TRICARE: Summary of Beneficiary Costs* brochure or visit your regional contractor's Web site for more information about TPR and TPRADFM, including costs for covered services and POS fees.

TRICARE Standard and TRICARE Extra

Family members are covered by TRICARE Standard and TRICARE Extra as soon as they become eligible in DEERS.

Note: National Guard and Reserve members may not use TRICARE Standard and TRICARE Extra when activated.

With TRICARE Standard, family members may receive care from any non-network, TRICARE-authorized provider. They may need to pay up front and file their own health care claims.

With TRICARE Extra, family members receive care from a TRICARE network provider. The out-of-pocket expense is less than TRICARE Standard, and TRICARE network

providers will file claims on their behalf. TRICARE Extra is not available overseas.

Referrals are not required for care under TRICARE Standard and TRICARE Extra. Family members may schedule an appointment with any TRICARE-authorized provider—network or non-network—but some medical services or procedures may require prior authorization. Visit your TRICARE regional contractor's Web site to learn about prior authorization requirements.

TRICARE Standard and TRICARE Extra can be used interchangeably, but it's important to understand the key differences related to the type of provider used (*non-network or network*). For more information, refer to the *TRICARE Standard Handbook*. A list of network providers can be found on your regional contractor's Web site.

TRICARE Reserve Family Demonstration Project

If your family qualifies for the TRICARE Reserve Family Demonstration Project, some TRICARE Standard and TRICARE Extra costs may be waived. The following benefits apply through October 31, 2008:

- The annual outpatient deductible is waived (*up to \$300*).
- TRICARE will pay up to 15 percent above the TRICARE-allowable charge, less the applicable cost-share, when using a non-network, TRICARE-authorized provider.

Visit www.tricare.mil/reserve for more information about the TRICARE Reserve Family Demonstration Project.

Refer to the *TRICARE Standard Handbook* and the *TRICARE: Summary of Beneficiary Costs* brochure or visit your regional contractor's Web site for more information about TRICARE Standard and TRICARE Extra, including costs for covered services.

TRICARE For Life

TRICARE For Life (TFL) is TRICARE's Medicare-wraparound coverage available to all Medicare/TRICARE beneficiaries, regardless of age, provided they have Medicare Part A and Medicare Part B coverage. TRICARE pays after Medicare for services covered by both TRICARE and Medicare.

TFL is available worldwide. However, because Medicare is not available in most overseas locations, TRICARE is the primary payer and works similar to TRICARE Standard Overseas. Refer to the *TRICARE For Life Handbook* for details.

For assistance with TFL, call Wisconsin Physicians Service TFL Beneficiary Services at 1-866-773-0404 or visit www.tricare.mil/tfl.

US Family Health Plan

US Family Health Plan (USFHP) is an additional TRICARE Prime option available to active duty family members through networks of community-based, not-for-profit health care systems in six areas of the United States.

If enrolled in USFHP, your family members will get all their care from USFHP network of hospitals and physicians. Benefits are the same as TRICARE Prime with added enhancements that vary by geographic region. For more information, visit www.usfamilyhealthplan.org or call 1-800-74-USFHP (1-800-748-7347).

Note: While enrolled in USFHP, your family receives all care through a network of private physicians and hospitals, and cannot use military treatment facilities (MTFs), including MTF pharmacies, except for emergency care when the MTF is the closest emergency facility.

Special Programs

There are a number of special programs that you and your family members may be eligible for while you are on active duty for **more than 30 consecutive days**. For example, the Extended Care Health Option (ECHO) provides financial assistance to active duty family members who have a qualifying mental or physical disability. The DoD/National Cancer Institute Cancer Clinical Trials Demonstration Project offers you and your family members access to the latest in cancer preventive care and treatment.

To learn more about these and other programs that may be available to you and your family members while you are on active duty for **more than 30 consecutive days**, visit the “Overview” section of www.tricare.mil/mybenefit/.

HEALTH CARE OPTIONS WHEN ACTIVATED OR LIVING OVERSEAS

You and your family may be eligible for TRICARE Overseas Program options. If you are on orders for **more than 30 consecutive days**, you are eligible to enroll in TRICARE Prime Overseas, TRICARE Global Remote Overseas (TGRO), or TRICARE Puerto Rico Prime, depending on where you live. Once you arrive at your final overseas duty station, contact your nearest overseas TRICARE Service Center (TSC) or TAO about how to enroll in one of these program options.

TRICARE Prime Overseas

To qualify for TRICARE Prime Overseas, family members must either accompany you on permanent change of station orders or you must have been activated for **more than 30 consecutive days** from an overseas location. To enroll in TRICARE Prime Overseas, submit an enrollment form to your local overseas TSC. Coverage is effective when the TSC receives your enrollment form.

TRICARE Puerto Rico Prime

Contact the TRICARE Puerto Rico Call Center at 1-800-700-7104 or visit www.humana-military.com for details.

TRICARE Global Remote Overseas

TGRO offers TRICARE Prime Overseas in remote overseas locations. To enroll in TGRO, submit an enrollment form to your overseas TAO. Contact the appropriate TGRO Alarm Center for assistance (*you may call collect, if necessary*). See the *For Information and Assistance* section of this passport for contact information.

Always seek emergency care at the nearest emergency care facility. If you are on leave or on temporary duty in a remote location, contact the TGRO Alarm Center to coordinate urgent care or seek assistance for emergency care.

TRICARE Standard Overseas

TRICARE Standard Overseas is available for your family members when you are called to active duty for **more than 30 days**. TRICARE Standard Overseas has the same rules and costs as the stateside TRICARE Standard option.

Additionally, you may be required to pay up front for care and then file a claim. The TRICARE Extra option is not available in overseas locations.



Filing Overseas Claims

Submit overseas claims to Wisconsin Physicians Service (WPS), the TRICARE overseas claims processor, at one of the following addresses:

All Active Duty Claims (*National Guard or Reserve Sponsor*):

WPS—Active Duty Claims

P.O. Box 7968

Madison, WI 53707-7968

Note: Claims for active duty service members require service authorizations SF1034, NAVMED 6320/10, or TGRO contractor authorization.

Family Member Claims (*Europe*):

WPS—Overseas Claims

P.O. Box 8976

Madison, WI 53708-8976

Family Member Claims (*TLAC and Pacific*):

WPS—Overseas Claims

P.O. Box 7985

Madison, WI 53707-7985



USA



USA

USA



USA

USA



USA



HEALTH CARE OPTIONS WHEN DEACTIVATED

To see if you qualify for the programs listed here, contact your Service personnel office or visit the Guard and Reserve Web Portal at www.dmdc.osd.mil/Guard-ReservePortal.

Transitional Assistance Management Program

If you were activated in support of a contingency operation for **more than 30 consecutive days**, you and your family may be entitled to 180 days of transitional health care coverage when you are released from active duty. During the Transitional Assistance Management Program (TAMP) period, you may enroll in TRICARE Prime or TRICARE Prime Overseas, or use TRICARE Standard and TRICARE Extra or TRICARE Standard Overseas.

When your TAMP period begins, you will be automatically disenrolled from your TRICARE Prime option you had during your activation period. In order to continue TRICARE Prime without a break in coverage, you will need to resubmit your *TRICARE Prime Enrollment Application and PCM Change Form* (DD Form 2876) to your TRICARE regional contractor within 30 days of your deactivation date. For family members enrolling in TRICARE Prime for the first time, the form must be received **by the 20th of the month** for coverage to begin on the first day of the next month.

Note: TPR, TPRADFM, and TGRO are not available during the TAMP period. If you and your family members were enrolled in any of these programs during your activation period, you will be disenrolled and covered by TRICARE Standard and TRICARE Extra or TRICARE Standard Overseas.

TRICARE Reserve Select

TRICARE Reserve Select (TRS) is a voluntary, premium-based TRICARE health plan available for purchase by qualified National Guard and Reserve members. If you qualify, you may purchase TRS for you and your family at any time when you are not on active duty orders. When you and your family members are covered under TRS, you receive health care coverage similar to TRICARE Standard and TRICARE Extra (*deductibles and cost-shares apply*). For more information about TRS, refer to the *TRICARE Reserve Select* flyer or visit www.tricare.mil/reserve/reserveselect.

If you lose coverage under a non-premium TRICARE health plan due to a status change (*e.g., deactivation*) and you qualify for TRS, you may purchase TRS with no break in coverage. Your TRS coverage will begin the day after your previous TRICARE coverage ends, as long as you submit your completed *TRS Request Form* (DD Form 2896-1) with the first month's premium payment **postmarked no later than 60 days** after the loss of your non-premium TRICARE coverage. To qualify for and purchase TRS, visit the Guard and Reserve Web Portal at www.dmdc.osd.mil/appj/trs/index.jsp.

Continued Health Care Benefit Program

The Continued Health Care Benefit Program (CHCBP) is a premium-based health care program available for purchase by qualified members. CHCBP provides medical coverage following the loss of entitlement to military medical benefits (*similar to COBRA**). Enrollment and payment of quarterly premiums are required.

There is a limit on the amount of time you and your family may be covered under CHCBP. For more information about CHCBP and to download an enrollment application, visit www.humana-military.com/chcbp/main.htm.

** The Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA) gives workers and their families who lose their health benefits the right to continue employer-provided health coverage for limited periods of time and under certain circumstances.*





USA



USA

USA



USA

USA



USA



PHARMACY OPTIONS

When eligible for TRICARE, you and your family members are also eligible for a robust pharmacy benefit with flexible, convenient, and affordable options for filling prescriptions.

MTF Pharmacy

You may fill prescriptions at any MTF pharmacy free of charge. Visit www.tricare.mil/mtf to locate the nearest MTF. You may want to contact the MTF pharmacy first to ask if they have the medication you need.

TRICARE Mail Order Pharmacy

The TRICARE mail-order option is safe, convenient, and saves you the most money if you're not using the MTF. You can fill up to a 90-day supply of your routine prescriptions by mail and order refills by mail, phone, or online.

Note: The mail-order pharmacy is only available overseas if you have an APO or FPO address. Prescriptions from a host-nation provider **cannot** be filled.

For more information or to register, call toll-free at 1-866-DoD-TMOP (1-866-363-8667).

TRICARE Retail Network Pharmacy

Fill up to a 30-day supply of your prescriptions at one of more than 54,000 TRICARE retail network pharmacies in the United States or at a pharmacy in Guam, Puerto Rico, or the U.S. Virgin Islands. To find a TRICARE retail network pharmacy, call toll-free at 1-866-DoD-TRRX (1-866-363-8779).

Non-Network Pharmacy

Filling prescriptions at a non-network pharmacy is the most expensive option. You will pay for your medications at the time of purchase and then file a claim with TRICARE for reimbursement. Visit www.tricare.mil/pharmacy for information about filing a pharmacy claim.

When using a non-network pharmacy overseas, file the claim with the overseas claims processor, Wisconsin Physicians Service.

For more information about TRICARE's pharmacy benefit, including a list of covered medications and costs, visit www.tricare.mil/pharmacy.



DENTAL OPTIONS

TRICARE Dental Program

The TRICARE Dental Program (TDP) is a premium-based, worldwide dental insurance plan that you or your family members may purchase.

National Guard and Reserve Members

You are eligible to enroll in the TDP only when you are not on active duty orders. If you enroll, you will be automatically disenrolled when activated and then reenrolled when deactivated. Your enrollment is separate from your family's plan and has a separate premium payment.

Family Members

Family members may enroll in the TDP at any time, regardless of your duty status. The plan offers continuous coverage when your status changes—from inactive duty to active duty and back again. Family members will pay reduced monthly premiums when you are activated.

Note: Active duty family members enrolled in the TDP in overseas areas must submit a *Non-Availability Referral Form (NARF)* before obtaining dental implants or orthodontic care from a host-nation provider.

For more information, call 1-800-866-8499 (*CONUS, toll-free*), 1-888-418-0466 (*OCONUS, toll-free*), or

1-717-975-5017 (*OCONUS, not toll-free*), or visit www.TRICAREdentalprogram.com.

If you are already enrolled in the TDP, refer to the *TRICARE Dental Program Benefit Booklet* for specific coverage, cost, and administrative details.

Active Duty Dental Benefits

When activated for **more than 30 consecutive days**, you are eligible for active duty dental benefits. When enrolled in TRICARE Prime, you will receive dental care from military dental treatment facilities, and care is coordinated through your unit.

When enrolled in TPR, you are automatically eligible for the Tri-Service Remote Dental Program (RDP) administered by the Military Medical Support Office (MMSO). The RDP provides for routine, specialty, and emergency dental services. For information, call 1-888-MHS-MMSO (1-888-647-6676) or visit <http://mms0.med.navy.mil>.

If overseas and enrolled in TRICARE Prime Overseas, you will receive dental care at overseas dental treatment facilities. If you are enrolled in TRICARE Puerto Rico Prime or TRICARE Global Remote Overseas (TGRO), the TRICARE Puerto Rico Call Center or TGRO Alarm Center will coordinate your dental care.

EMERGENCY AND URGENT CARE

In Case of an Emergency

In the case of an emergency (*a life-, limb-, or eyesight-threatening condition, or a condition that requires relief from excessive pain*), dial 911 or go immediately to the nearest emergency room. No referral or prior authorization is required for emergency care for either you or your family members.

If enrolled in TRICARE Prime, TPR, or TPRADFM, contact your PCM within 24 hours or as soon as possible after the emergency care is received. ADSMs who have an emergency overseas, and those enrolled in TGRO, may contact the TGRO Alarm Center. If you become an inpatient as a result of an emergency, contact the appropriate emergency point of contact for your area (*i.e., TAO, PCM, TGRO Alarm Center or the TRICARE Puerto Rico Call Center*) as soon as possible.

When You Need Urgent Care

Urgent care is care for an illness or injury that has the potential to become an emergency if not treated within 24 hours (e.g., *sore throat, rising temperature, etc.*). If you or a family member requires urgent care, contact your PCM (*if in a TRICARE Prime program*) to make an appointment. If an appointment is not immediately available, you may be directed to an Urgent Care Center. **Always** contact your PCM before receiving care outside your PCM's office.

Family members using TRICARE Standard, TRICARE Extra, or TRICARE Standard Overseas may make an appointment with any TRICARE-authorized provider after checking with their TRICARE regional contactor to see if the service requires prior authorization.

See the *Getting Care While Traveling* section of this passport for information about obtaining urgent care when you are traveling.



GETTING CARE WHILE TRAVELING

You should obtain all routine care and fill your prescriptions before traveling. However, if you do need care while traveling, here are some simple guidelines for getting care when you are on the road. Remember, you never require a referral or authorization for emergency care.

Emergency Care in the United States

Call 911 or go to the nearest emergency room.

If you're traveling near a military treatment facility (MTF), you should go to the MTF or military dental treatment facility for emergency services. If you are enrolled in a TRICARE Prime option, you should contact your PCM as soon as possible to coordinate care and authorization.

Urgent Care in the United States

Call your PCM and/or TRICARE regional contractor.

If you are enrolled in a TRICARE Prime option, you must coordinate urgent care with your primary care manager and/or TRICARE regional contractor **before** receiving care. If you are using TRICARE Standard, TRICARE Extra, or TRICARE For Life, you can receive care as you normally would. You should, however, contact your regional contractor as soon as possible to coordinate any prior authorizations that may be needed for ongoing care.

Emergency or Urgent Care Overseas

Contact the closest TRICARE Area Office or TRICARE Global Remote Overseas Alarm Center.

You don't need prior authorization for emergency or urgent care, but the overseas TRICARE Area Office (TAO) or TRICARE Global Remote Overseas (TGRO) Alarm Center will help you find the best care available in the overseas area in which you are traveling. The TGRO contractor will work with the provider to arrange a guarantee of payment, but you should be prepared to pay for your care at the time of service and file a claim with TRICARE for reimbursement. ADFMs enrolled in any TRICARE Prime option may contact the TGRO Alarm Center for emergency care assistance.

Note: If you or your family visits a host-nation provider when out of the area, 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 or contact your regional contractor or overseas TAO for information about filing a claim.



GLOSSARY

Activation

When you are called or ordered to active duty. If activated for more than 30 consecutive days, you and your family may be eligible for active duty TRICARE health benefits.

Deactivation

When you are released from active duty orders. Upon deactivation, you may be eligible for transitional health benefits from TRICARE.

Defense Enrollment Eligibility Reporting System (DEERS)

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

Host-Nation Provider

An individual health care provider or medical facility in an overseas area licensed to practice or deliver health care.

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.

Point of Service (POS) Option

An option that allows a TRICARE Prime or TPRADFM beneficiary to receive nonemergency care from any

TRICARE-authorized provider without first obtaining a referral from his or her primary care manager. Using the POS option results in higher out-of-pocket expenses. This option is not available to ADSMs.

Prior Authorization

A process of reviewing certain medical, surgical, and behavioral health services to ensure medical necessity and appropriateness of care prior to services being rendered or within 24 hours of an emergency admission. Visit your TRICARE regional contractor's Web site for a list of services that require prior authorization.

TRICARE Area Office (TAO)

Located in each overseas area to assist you with the TRICARE program overseas.

TRICARE Regional Contractor

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

ACRONYMS

ADFM	Active Duty Family Member
ADSM	Active Duty Service Member
CHCBP	Continued Health Care Benefit Program
CONUS	Continental United States
DEERS	Defense Enrollment Eligibility Reporting System
ECHO	Extended Care Health Option
ID	Identification (card)
MMSO	Military Medical Support Office
MTF	Military Treatment Facility
OCONUS	Outside the Continental United States (overseas)
OHI	Other Health Insurance
PCM	Primary Care Manager
POS	Point of Service
RDP	(Tri-Service) Remote Dental Program
SPOC	Service Point of Contact
TAMP	Transitional Assistance Management Program
TAO	TRICARE Area Office
TDP	TRICARE Dental Program
TFL	TRICARE For Life
TGRO	TRICARE Global Remote Overseas
TLAC	TRICARE Latin America and Canada
TPR	TRICARE Prime Remote

<i>TPRADFM</i>	TRICARE Prime Remote for Active Duty Family Members
<i>TRRx</i>	TRICARE Retail Pharmacy Program
<i>TRS</i>	TRICARE Reserve Select
<i>TSC</i>	TRICARE Service Center
<i>USFHP</i>	US Family Health Plan
<i>WPS</i>	Wisconsin Physicians Service



FOR INFORMATION AND ASSISTANCE

TRICARE Regional Contractors

TRICARE North Region Contractor

Health Net Federal Services, LLC

1-877-TRICARE (1-877-874-2273)

1-800-555-2605 (*TRICARE Reserve Select*)

www.healthnetfederalservices.com

TRICARE South Region Contractor

Humana Military Healthcare Services, Inc.

1-800-444-5445

1-877-249-9179 (*active duty programs*)

www.humana-military.com

TRICARE West Region Contractor

TriWest Healthcare Alliance Corp.

1-888-TRIWEST (1-888-874-9378)

www.triwest.com

TRICARE Area Offices

TRICARE Europe

(Africa, Europe, and the Middle East)

TRICARE Europe Area Office

Toll-free: 1-888-777-8343, option #1

Commercial: 011-49-6302-67-7432

DSN: 496-7432

www.tricare.mil/europe

TRICARE Latin America and Canada (TLAC)

(Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the Virgin Islands)

TLAC Area Office

Toll-free: 1-888-777-8343, option #3

Commercial: 1-706-787-2424

DSN: 773-2424

www.tricare.mil/tlac

TRICARE Pacific

(Asia, Australia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries)

TRICARE Pacific Area Office

Toll-free: 1-888-777-8343, option #4

Commercial: 011-81-6117-43-2036

DSN: 643-2036

www.tricare.mil/pacific

Service Points of Contact

DoD (*Army, Navy, Air Force, Marine Corps*)

1-888-MHS-MMSO (1-888-647-6676)

Coast Guard

1-888-MHS-MMSO (1-888-647-6676)

1-800-9HBA-HBA (1-800-942-2422)

TGRO Alarm Centers

TRICARE Europe

Collect: 011-44-20-8762-8133 Fax: 011-44-20-8762-8125

tricarelon@internationalsos.com

TRICARE Latin America & Canada (TLAC)

Toll-free: 1-800-834-5514

Collect: 1-215-701-2800 Fax: 1-215-244-9617

tricarephl@internationalsos.com

TRICARE Pacific

Singapore:

Collect: 011-65-6338-9277 Fax: 011-65-6338-7611

sin.tricare@internationalsos.com

Sydney:

Collect: 011-61-2-9273-2760 Fax: 011-61-2-9372-2457

sydricare@internationalsos.com

Dental

TRICARE Dental Program

1-800-866-8499 (*CONUS*)

1-888-418-0466 (*OCONUS, toll-free*)

1-717-975-5017 (*OCONUS, not toll-free*)

www.TRICAREdentalprogram.com

Tri-Service Remote Dental Program

1-888-MHS-MMSO (1-888-647-6676)

<http://mms0.med.navy.mil>

Pharmacy

TRICARE Retail Network Pharmacy

1-866-DoD-TRRX (1-866-363-8779)

TRICARE Mail Order Pharmacy

1-866-DoD-TMOP (1-866-363-8667)

www.tricare.mil

For more information about your TRICARE benefits and how they change during periods of activation and deactivation, visit the TRICARE Web site at www.tricare.mil. Once you have entered your profile, you can explore the plan you are using and see how the benefits change when you are activated, deactivated, and deployed.

Customer Service

If you have additional questions not addressed in this passport, please contact a National Guard or Reserve Beneficiary Counseling and Assistance Coordinator (BCAC), your TRICARE regional contractor, or your overseas TRICARE Area Office (TAO). You can locate a BCAC near you by visiting www.tricare.mil/bcacdcao.



IMPORTANT INFORMATION

Use the space below to keep important phone numbers and information.

Your PCM _____

Your MTF _____

Your Regional Contractor/Overseas TAO _____

Your Service Point of Contact _____

Your TGRO Alarm Center _____

Dental Appointments _____

Prescriptions _____

MOBILIZATION CHECKLISTS

Here's a quick checklist for your convenience. You can find a complete mobilization guide and other family readiness information at www.defenselink.mil/ra.

Before Receiving Active Duty Orders:

- Register your family members in DEERS.
- Compare TRICARE and your civilian health care options.

Upon Receiving Active Duty Orders:

- Update DEERS information for you and your family.
- Get new uniformed services ID cards showing active duty status for eligible family members.
- Give your family copies of your orders.
- Contact your civilian employer to continue/discontinue your employer health and/or dental coverage.
- Give a copy of this passport to your family.

When Deactivated:

- Update DEERS information for you and your family.
- Determine if you qualify for TAMP, TRS, or CHCBP.
- If you decide to purchase TRS, complete and submit your *TRS Request Form* by the appropriate deadline.
- If you are purchasing CHCBP, submit an enrollment form by the appropriate deadline.



Please provide feedback on this booklet at:

www.tricare.mil/evaluations/feedback

August 2007

TRICARE Contacts

Pharmacy ♦ www.tricare.mil/pharmacy

Find a retail network pharmacy:

1-866-DoD-TRRX (1-866-363-8779)

TRICARE Mail Order Pharmacy:

1-866-DoD-TMOP (1-866-363-8667)

Dental ♦ www.tricare.mil/dental

(Tri-Service) Remote Dental Program (RDP)

1-888-MHS-MMSO (1-888-647-6676)

TRICARE Dental Program (TDP)

1-800-866-8499 (*CONUS*)

1-800-418-0466 (*OCONUS, toll-free*)

1-717-975-5017 (*OCONUS, not toll-free*)

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1-866-DoD-TMOP (1-866-363-8667)

Dental ♦ www.tricare.mil/dental

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1-888-MHS-MMSO (1-888-647-6676)

TRICARE Dental Program (TDP)

1-800-866-8499 (*CONUS*)

1-800-418-0466 (*OCONUS, toll-free*)

1-717-975-5017 (*OCONUS, not toll-free*)

Using These Cards

These contact information wallet cards, provided for you and a family member, list key numbers to call when you have questions about your TRICARE benefits. They do not replace any TRICARE enrollment card or military ID card.

TRICARE Contacts



United States ♦ www.tricare.mil

North: 1-877-TRICARE (1-877-874-2273)
1-800-555-2605 (*TRICARE Reserve Select*)
South: 1-800-444-5445
1-877-249-9179 (*active duty programs*)
West: 1-888-TRIWEST (1-888-874-9378)

Overseas ♦ www.tricare.mil/overseas

All overseas areas toll-free: 1-888-777-8343
Europe: 011-49-6302-67-7432
Latin America/Canada: 1-706-787-2424
Pacific: 011-81-6117-43-2036

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www.humana-military.com

TRICARE West Region Contractor

TriWest Healthcare Alliance Corp.

1-888-TRIWEST (1-888-874-9378)

www.triwest.com

Guard and Reserve Web Portal

www.dmdc.osd.mil/Guard-ReservePortal

Reserve Affairs Web Site

www.defenselink.mil/ra