

Traveling with TRICARE® Prime



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This flyer is **not** all-inclusive. For additional information, please contact your regional contractor, local military treatment facility, or overseas contractor.

TRICARE has you covered if you become ill or injured while traveling to another state or overseas. Follow these guidelines to receive maximum TRICARE benefits at the lowest cost. See the *For Information and Assistance* section of this flyer for contact information.

Maintain Your TRICARE Eligibility

Keep all Defense Enrollment Eligibility Reporting System (DEERS) information current for you and your family members. Otherwise, care may be denied or claims payment delayed.

Get Routine Care Before You Leave

Routine care, which includes general office visits for treatment and ongoing care, should be handled before you travel or postponed until you return. You must obtain all routine care from your primary care manager (PCM) unless you have been referred to another provider. If you anticipate being out of the area for more than 60 days, consider transferring your TRICARE Prime enrollment to your new region and obtaining a new PCM (if TRICARE Prime is available). Your regional contractor can help you make this transition. Routine dental care is not authorized while traveling.

During an Emergency

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a “prudent layperson” (someone with an average knowledge of health and medicine) to believe that a serious medical condition exists; that the

absence of immediate medical attention would result in a threat to life, limb or sight; when a person has severe, painful symptoms requiring immediate attention to relieve suffering; or when a person is at immediate risk to self or others.

If you require emergency care, call 911 or go to the nearest emergency room. If you are admitted, you must notify your PCM or regional contractor within 24 hours or on the next business day to coordinate ongoing care and make sure you receive proper authorization. **Note:** Prior authorization is not required for emergency care (including overseas care) before receiving treatment.

Overseas Emergency Care

Seek treatment immediately. You can obtain assistance with locating an emergency facility or emergency number for the country you are visiting by calling the Medical Assistance line or contacting the U.S. Embassy or Consulate. When seeking care from a host nation (overseas) provider, you should be prepared to pay up front for services and then file a claim with the TRICARE Overseas Program (TOP) claims processor. Active duty service members (ADSMs) should contact the TOP Regional Call Center in your area prior to seeking care when possible or prior to making payment.

Emergency Dental Treatment

- **ADSMs:** Contact the Active Duty Dental Program (ADDP) contractor or, if overseas, the TOP Regional Call Center.
- **TRICARE Dental Program (TDP) Enrollees:** You may visit any dentist for emergency treatment, but you will save money if you select a TDP network dentist.
- **TRICARE Retiree Dental Program (TRDP) Enrollees:** You may visit any dentist for emergency treatment, but you will save money if you select a TRDP network dentist.



Receiving Urgent Care

Urgent care* is a medical service needed within 24 hours when an illness or injury would not result in further disability or death if not treated immediately. If urgent treatment cannot wait until you return home to see your PCM, you must contact your PCM for a referral or call your regional contractor for assistance before receiving care. Failure to obtain a referral may cause your care to be covered under the point-of-service (POS) option,[†] and you will incur higher costs.

* ADMSMs should seek urgent care at a military treatment facility (MTF). ADMSMs located overseas who are unable to seek urgent care at an MTF should contact the TOP Regional Call Center.

† The POS option does not apply to ADMSMs, newborn or adopted children in their first 60 days, emergency care, or if you have other health insurance. Visit www.tricare.mil/costs for POS details.

Nonemergency Care for ADMSMs

If traveling or between duty stations, you must receive all nonemergency care at a military treatment facility (MTF) if one is available. If an MTF is not available, prior authorization from your PCM is required before receiving nonemergency care.

Filling Prescriptions

You may use any TRICARE pharmacy option when you are traveling, but be sure your DEERS information is current. To fill a prescription, you need a valid uniformed services identification card. At overseas host nation pharmacies, you will pay up front and file for reimbursement of covered charges with the overseas claims processor. For assistance, contact the TOP Regional Call Center. To locate a pharmacy or for additional details, visit www.tricare.mil/pharmacy.

Enrollment Portability

TRICARE Prime enrollment is portable, meaning you can transfer your coverage when you move if TRICARE Prime is available in your new location. Your regional contractor can help you make this transition. Retirees and their dependents are limited to two enrollment transfers each enrollment year, as long as the second transfer is back to the original enrollment region. To avoid a lock-out, retirees and their dependents should not disenroll from TRICARE Prime before they move. If family members live in different regions, you may enroll them in multiple regions and pay only one family enrollment fee.

For Information and Assistance

TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com	TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445 Active duty programs: 1-877-249-9179 www.humana-military.com	TRICARE West Region TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) www.triwest.com
TOP Regional Call Center—Eurasia-Africa¹ +44-20-8762-8384 tricarelon@internationalsos.com Medical Assistance¹ +44-20-8762-8133	TOP Regional Call Center—Latin America and Canada¹ +215-942-8393 tricarephl@internationalsos.com Medical Assistance¹ +215-942-8320	TOP Regional Call Center—Pacific¹ Singapore: +65-6339-2676 sin.tricare@internationalsos.com Sydney: +61-2-9273-2710 sydricare@internationalsos.com Medical Assistance¹ Singapore: +65-6338-9277 Sydney: +61-2-9273-2760
Defense Enrollment Eligibility Reporting System (DEERS)—Update Information Phone: 1-800-538-9552 Fax: 1-831-655-8317 www.tricare.mil/deers Beneficiary Web Enrollment (BWE) Web Site (Update DEERS) https://www.dmdc.osd.mil/appj/bwe/	Military Medical Support Office (MMSO) 1-888-647-MMSO (1-888-647-6676) www.tricare.mil/mmso	TRICARE Pharmacy Program 1-877-363-1303 Member Choice Center (convert retail prescriptions to home delivery): 1-877-363-1433 www.tricare.mil/pharmacy www.express-scripts.com/TRICARE
TRICARE Dental Program 1-800-866-8499 (stateside) +1-888-418-0466 (overseas) www.TRICAREdentalprogram.com	TRICARE Retiree Dental Program 1-888-838-8737 www.trdp.org	Active Duty Dental Program 1-866-984-2337 www.addp-ucci.com

1. For toll-free contact numbers, visit www.tricare-overseas.com. Only call Medical Assistance numbers to coordinate overseas emergency care.

An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are 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.

Please provide feedback on this flyer at www.tricare.mil/evaluations/feedback.

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