

USCG Demonstration Project FAQs

Q. What is the demonstration project about?

A. TRICARE is implementing a demonstration project to determine better options for urgent care services to beneficiaries. The objective is to direct beneficiaries to Urgent Care Centers for low to moderate emergency services sought through Emergency Room visits. The goal is to provide more efficient access to timely care when the Active Duty Coast Guard or family member cannot get an appointment with their PCM.

Q. Who is involved with the demonstration project?

A. This is a TRICARE South Region demonstration project for Coast Guard and their families utilizing network Urgent Care Centers. Humana Military is working with the Department of Defense to test this option with the network Urgent Care Centers in the 10 states that make up the South Region.

Q. Is there a co-pay?

A. For Active Duty and active duty family members, there is no copay.

Q. What if a USCG beneficiary travels outside of the South Region?

A. The rules for the demonstration project are still in effect.

See: <http://www.humana-military.com/south/bene/tools-resources/bulletins-newsletters/i4-10/travel.asp>

Q. What if a USCG beneficiary travels OCONUS?

A. The rules for traveling OCONUS would apply.

See: <http://www.humana-military.com/south/bene/tools-resources/bulletins-newsletters/i4-10/travel.asp>

Q. What about USCG beneficiaries who are located or travel to one of the three PSAs (Albany, Dyess, and Ft. Stewart) where the other Urgent Care Demo is active? Do they follow the USCG rules?

A. Yes, you would follow the USCG rules here regardless of the area you are traveling in.

Q. What if my first visit was during the first phase, but the follow up visit to the UCC is in the second?

A. There are 4 visits allowed within each phase or time period.

Q. How will I know if the care I need isn't considered 'specialty' care?

A. This demonstration project was intended for care that your PCM would otherwise normally handle during office hours or for minor emergencies.

Q. Do the visits roll over from one phase to the next?

A. No.

Q. Can the visits be transferred or shared between family members?

A. No.

Q. Can I use a non-network provider?

A. It is best to utilize network providers first, then non-network providers that will accept TRICARE.

Q. Can a non-network provider require that I pay up front?

A. Yes, this is why it is preferable and ideal for you to use a network provider. If you have to pay up front, keep your receipts and file a claim to get reimbursed.

Q: If I am active duty and the condition is minor or self-limiting, do I still have to follow-up with my PCM?

A. Yes.

Q: Who keeps track of the number of visits I have made?

A. It is the beneficiary's responsibility to keep track of the number of visits utilized within a time period.