• ATTENTION PRESENTER: To ensure that TRICARE beneficiaries receive the most up-to-date information about their health benefit, you must visit www.tricare.mil/briefings for the latest version of all briefings before each presentation. Briefings are continuously updated as benefit changes occur.

• Presenter Tips:
  – Print out and review briefing with notes prior to presentation.
  – Ensure “slide show” setting.
  – You may add slides from other briefings as appropriate for your audience.

• Estimated Briefing Time: 20-25 minutes


• Briefing Objectives:
  – Increase awareness and understanding of the TRICARE benefit
  – Educate beneficiaries on how to coordinate their health care coverage before, during, and after a move
  – Provide additional resources for more information

• Optional Presenter Comments: Welcome to TRICARE’s Permanent Change of Station briefing. The goal of today’s presentation is to give you the information you need to coordinate your medical coverage before, during, and after your move.
• Today, we will discuss what you should do to ensure continuous TRICARE coverage while you move.

• We will also look at your options for getting care while you’re in transit between duty stations as well as what choices you have once you’ve relocated.

• Finally, I’ll provide you with a moving checklist and important contact information so you can get assistance and find answers to any additional questions you may have.
• Optional Presenter Comment: First we will discuss what TRICARE is.
• TRICARE is available worldwide and managed regionally. There are two TRICARE regions in the United States—TRICARE East and TRICARE West—and one overseas region with three areas—TRICARE Eurasia-Africa, TRICARE Latin America and Canada, and TRICARE Pacific. Benefits are the same regardless of where you live, but there are different customer service contacts for each region.

• Health Net Federal Services, LLC administers the benefit in the West Region, and Humana Military administers the benefit in the East Region. Both regional contractors partner with the Military Health System to provide health, medical, and administrative support including customer service, claims processing, and prior authorizations for certain health care services.

• Contact information for each region will be provided at the end of this presentation.
• International SOS Government Services, Inc. administers the TRICARE Overseas Program benefit in the areas shown.
• There are three geographic overseas regions: Latin America and Canada, Eurasia-Africa, and the Pacific.
• Contact information for your area will be provided at the end of the presentation. If you’re relocating overseas, be sure to keep contact information for your region close at hand.
• **Optional Presenter Comment**: We will now discuss planning for your move.
Keep in mind, active duty service members, or ADSMs, must be enrolled in a TRICARE Prime option. When moving to a new duty station, **do not** disenroll from TRICARE Prime, TRICARE Prime Remote or TRICARE Select. Prior to moving, a TRICARE Prime or TRICARE Select enrollee may transfer enrollment by calling his or her current regional contractor; however, the process is not finalized until after moving. If you disenroll before you move:

- You won’t have TRICARE Prime or TRICARE Select coverage during your trip. You will only have access at a military hospital or clinic if space is available.

As long as you do not disenroll, your current coverage will continue until you transfer your enrollment to your new duty location when you arrive. If you are enrolled in the US Family Health Plan and move out of a US Family Health Plan designated service area, you regain eligibility for other TRICARE programs.

Before you leave, make sure to verify your family’s current contact information in the Defense Enrollment Eligibility Reporting System, or DEERS. This will help you avoid problems if you need care while traveling.

**Note:** Do **not** enter your new contact information until you arrive at your new location.

Inform your current regional contractor about your upcoming move.

Before you move, you should also review your TRICARE options (such as TRICARE Prime, TRICARE Prime Remote, or TRICARE Select) in your new location.
• In preparation for your move, sponsors and dependents should request copies of medical and dental records from any civilian facilities, if applicable. Having records will help your new providers understand your health history and better coordinate your care.

• **Note:** HIPAA, or the Health Insurance Portability and Accountability Act, authorization may be required for someone other than the patient to obtain copies of records.

• Fill or refill any prescriptions.

• Plan ahead for routine medical care, such as physicals, well-child care, and care for chronic medical conditions.

• Keep a list of providers’ phone numbers. Be sure to have your current primary care manager’s, or PCM’s, phone number—including his or her after-hours contact information.

• If you have a family member with special needs, coordinate with the appropriate Exceptional Family Member Program office and Extended Care Health Option care coordinator prior to your move. The military requires that the exceptional family member’s health care needs are met at the new duty station.
• **Optional Presenter Comment:** We will now discuss getting care while traveling.
This chart shows you how to get care while traveling.

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that someone with an average knowledge of health and medicine believes to be a threat to life, limb, or sight.

- If you or someone you know experiences an emergency while traveling, call 911 or go to the nearest emergency room.
- A TRICARE Prime or TRICARE Prime Remote beneficiary should contact his or her PCM or regional contractor within 24 hours or the next business day to coordinate any ongoing care.
- If admitted, you or someone on your behalf must notify your regional contractor. Additionally, active duty service members, or ADSMs, should notify their chain of command.

Urgent care is covered for any illness or injury that requires attention within 24 hours, such as a severe sprain, sore throat, high temperature, or uncontrolled vomiting.

- If you’re an ADSM, you need a referral for any nonemergency care you get from a civilian provider.
- If you are a non-ADSM enrolled in TRICARE Prime or TRICARE Prime Remote, you can contact your regional contractor for help finding an urgent care facility. You don’t need a referral to get urgent care. You can get urgent care from any TRICARE-authorized urgent care center or network provider.
- If you’re enrolled in TRICARE Select or have purchased any other TRICARE plan, you don’t need a referral to get urgent care. You can get urgent care from any TRICARE-authorized urgent care center or provider. You will pay network or non-network copays or cost-shares, depending on the type of provider you see.
- The easiest and most cost-effective way to have prescriptions filled while on the road is at a military treatment facility pharmacy or a TRICARE retail-network pharmacy.
• Optional Presenter Comment: Now we will discuss your TRICARE benefit at your new location.
• The Defense Enrollment Eligibility Reporting System, or DEERS, is a database of service members and dependents worldwide who are eligible for military benefits, including TRICARE.

• Your TRICARE eligibility shows up in DEERS based on the sponsor’s status. To maintain your eligibility, you must update DEERS after any life event. If you don’t, you may miss important information and enrollment deadlines. This could mean you lose access to care. A life event can include getting married or divorced, moving, giving birth, adopting a child, or retiring.

• Register in DEERS through the milConnect website at https://milconnect.dmdc.osd.mil. The milConnect website is the Defense Manpower Data Center’s online portal that provides access to DEERS information.
  − Information can also be updated by phone, fax, or by visiting a uniformed services identification, or ID, card-issuing facility.

• When making changes, proper documentation, such as a marriage certificate, divorce decree, birth certificate, and/or adoption papers, is required.

  − Note: Only sponsors or sponsor-appointed individuals with valid power of attorney can add a family member. Family members age 18 and older may update their own contact information.

• Remember, providers are legally permitted to copy military and dependent ID cards to verify TRICARE eligibility.

• For more information, visit www.tricare.mil/deers.
• Remember, updating DEERS does not cause your TRICARE Prime enrollment to transfer.

• You may call your current regional contractor to transfer TRICARE Prime enrollment before you move, but transferring enrollment is not complete until after you move.
  – Active duty service members and their family members may transfer their TRICARE Prime enrollment to a new region with a simple phone call before they move, whether stateside or overseas.
  – Once you know you are moving, call your current (losing) contractor and provide the information about your upcoming move. The current contractor will contact your new contractor to begin the enrollment transfer, and your new contractor will contact you within five days of your arrival date to complete the process.
  – In most cases, using this option eliminates the need to submit a new enrollment form.

• If you choose not to use the phone option:
  – Complete the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876), and submit it to the TRICARE representative at your new duty station.
  – You can also transfer your enrollment through the milConnect website or by downloading *DD Form 2876* from the TRICARE website and mailing the completed form to your current TRICARE regional contractor.
  – As soon as the enrollment form is submitted to your new duty station or the phone transfer is complete, you will begin to follow the appointment guidelines at your new duty station and no longer contact your previous duty station.
• If you and your family live near a military hospital or clinic or another area where a TRICARE Prime Service Area has been established, you can enroll in TRICARE Prime.

• If you live and work more than 50 miles or a one-hour drive from a military hospital or clinic, you and your eligible family members can enroll in TRICARE Prime, or TPR, and TRICARE Prime Remote for Active Duty Family members, or TPRADFM.
  – Find out if you live in a designated remote area by visiting www.tricare.mil/tprzipcode.

• With TRICARE Prime or TPR, the majority of care is provided by a primary care manager, or PCM, who is a military or family doctor dedicated to your care.
  – If your family is currently enrolled in TRICARE Select and you meet all eligibility criteria and TRICARE Prime is available where you live, enrolling them in TRICARE Prime may reduce out-of-pocket costs.
  – Remember, ADSMs must enroll in TRICARE Prime or TRICARE Prime Remote.

• If your family members choose to remain in or enroll in TRICARE Select, visit your regional contractor’s website for help finding a new provider and for region-specific information about authorizations and claims.
• Family members living in certain areas in the Northeast, Washington state, and along the Gulf Coast can enroll in the US Family Health Plan, or USFHP, a TRICARE Prime program option offered in six service areas across the United States. USFHP is not available to ADSMs.

• USFHP provides comprehensive coverage, but it’s important to note that beneficiaries enrolled in USFHP must get all care through the USFHP network in their areas; they may not use MTFs, MTF pharmacies, TRICARE retail network pharmacies, or TRICARE Pharmacy Home Delivery. Like other TRICARE Prime enrollees, they are subject to point-of-service charges if they seek care without an appropriate referral from their primary care physician.

• Visit the USFHP Web site at www.usfhp.com to find out if you are in a designated area or to enroll online.
• The TRICARE Overseas Program, or TOP, options are similar to the stateside program options.

• ADSMs and command-sponsored family members may enroll in one of the following TRICARE Prime options, depending on your location:
  – TOP Prime
  – TOP Prime Remote

• Family members who are not command sponsored:
  – TOP Select

• International SOS Government Services, Inc. administers the overseas program benefit.

• Web site: www.tricare-overseas.com

• Under these program options, you will most likely have a primary care manager, or PCM, dedicated to your care.

• If you’re an active duty family member, you’ll save money and have priority for care if you enroll in either TOP Prime or TOP Prime Remote. Only command-sponsored family members have these options.

• Family members who do not receive command sponsorship will need to enroll in TOP Select.
  – TOP Select works much like TRICARE Select does in the United States, and beneficiaries can see any TRICARE-authorized provider for care.

• Note: If you live in the Philippines, you are encouraged to visit a TRICARE preferred provider. For more information, contact your TOP Regional Call Center.

• International SOS Government Services, Inc. administers the TRICARE Overseas Program benefit for all areas outside the United States. Visit www.tricare-overseas.com for the most up-to-date information.
Let’s talk about your dental program options.

ADSMs are automatically covered by TRICARE dental benefits, and there is no need to transfer enrollment.

If you live **and** work within 50 miles of a military dental treatment facility, or DTF, you **must** seek care from a military dentist. Visit the base Web site or check with your command unit to find a DTF.

The Active Duty Dental Program, or ADDP, provides civilian dental care to service members who are unable to receive care from a DTF. Administered by United Concordia Companies, Inc. (United Concordia), the ADDP is available to service members who either:

– Receive referrals from military dentists, or
– Live and work in remote locations that are more than 50 miles from a DTF.

**Note:** If your new location is more than 50 miles from a DTF, it is your responsibility to ensure that you are properly coded as “Remote” in DEERS. Work with your unit to make changes in DEERS.

To get care through ADDP, you will need an Appointment Control Number, or ACN, from United Concordia.

ADDP is only available in the United States and U.S. territories (American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands).

Visit the ADDP website for more information.

Overseas, International SOS Government Services, Inc. coordinates dental care for ADSMs in remote locations.
• If your family is enrolled in the TRICARE Dental Program, or TDP, it is **not** necessary to disenroll them when you move. The TDP is a worldwide program.

• When you arrive at your new duty station, you or your family members should notify the TDP plan administrator, United Concordia, of your new address and other contact information.

• You can find a TDP participating dentist by visiting the website or calling United Concordia.
• Optional Presenter Comment: We will now discuss other important information.
• TRICARE offers prescription drug coverage and many options for filling your prescriptions. Your options depend on the type of drug your provider prescribes. The TRICARE pharmacy benefit is administered by Express Scripts. To learn more, visit www.express-scripts.com/TRICARE or call 1-877-363-1303.

• You have the same pharmacy coverage with any TRICARE program option. If you have USFHP, you have separate pharmacy coverage.

• To fill a prescription, you need a prescription and a valid uniformed services ID card or Common Access Card.

• This slide shows the options that may be available for filling your prescriptions:
  – Military pharmacies are usually inside military hospitals and clinics. Call your local military pharmacy to check if your drug is available. Visit www.tricare.mil/militarypharmacy for more information.
  – The TRICARE Pharmacy Home Delivery option must be used for some drugs. You will pay one copayment for each 90-day supply. For more information on switching to home delivery, visit www.express-scripts.com/TRICARE or call 1-877-363-1303.
  – You may fill prescriptions at TRICARE retail network pharmacies without having to submit a claim. You will pay one copayment for each 30-day supply. Visit www.tricare.mil/networkpharmacy to find a TRICARE retail network pharmacy.
  – At non-network pharmacies, you pay the full price for your drug up front and file a claim to get a portion of your money back.

• Your pharmacy will most often fill your prescription with a generic drug. If you need a brand-name drug, your provider can send a request to Express Scripts.

• For more information and costs, visit www.tricare.mil/pharmacy.
• The Affordable Care Act, or ACA, requires most Americans to maintain basic health care coverage, called minimum essential coverage. Most TRICARE programs meet the minimum essential coverage requirement under the ACA.

• You’ll get an Internal Revenue Service Form 1095 from your pay center in January each year listing the coverage you had during the previous tax year. It will list your TRICARE coverage status for each month.

• Each tax year, you will get an IRS Form 1095 from your pay center. It will list your TRICARE coverage status for each month.
  – If your military pay is administered by the Defense Finance and Accounting Service, or DFAS, you can opt in to get your tax forms electronically through your DFAS myPay account. For more information, visit https://mypay.dfas.mil.
  – For more information about the IRS tax forms, visit www.irs.gov.

• Note: The IRS will use information from DEERS to verify your coverage. It is important for sponsors to keep their information and their family members’ information up to date in DEERS, including Social Security numbers. It is also important to update DEERS when personal eligibility information changes, including military career status and family status (for example, marriage, divorce, birth or adoption).

• If you are losing TRICARE or are not TRICARE-eligible, you can find other health care coverage options through the Health Insurance Marketplace at www.healthcare.gov.
  – Premium assistance or state Medicaid coverage may be available based on income, family size, and the state you live in.

• For more information, visit www.tricare.mil/aca.
• **Optional Presenter Comment:** We will now discuss your checklist.
• The checklist shown here summarizes the key steps you need to take before a permanent change-of-station move.

• **Note to Presenter:** It is recommended that you walk through this list with your audience to review the key action items.
• To maintain your TRICARE coverage, you must take these key steps during and after a permanent change-of-station move.

• Note to Presenter: It is recommended that you walk through this list with your audience to review the key action items.
• **Optional Presenter Comment:** The next slide provides contact information that may be helpful to you for using your TRICARE benefit.
This slide shows contact information for stateside and overseas regional contractors, as well as other important information sources.

Remember, your contractor point of contact is based on where you live.