

# TRICARE® and Veterans Affairs

## An Overview of How TRICARE and the U.S. Department of Veterans Affairs Work Together To Provide Health Benefits

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# Today's Agenda

- What Is TRICARE?
- What Is VA?
- TRICARE and VA Eligibility
- VA Facilities
- Pharmacy Options
- Other Important Information
- For Information and Assistance

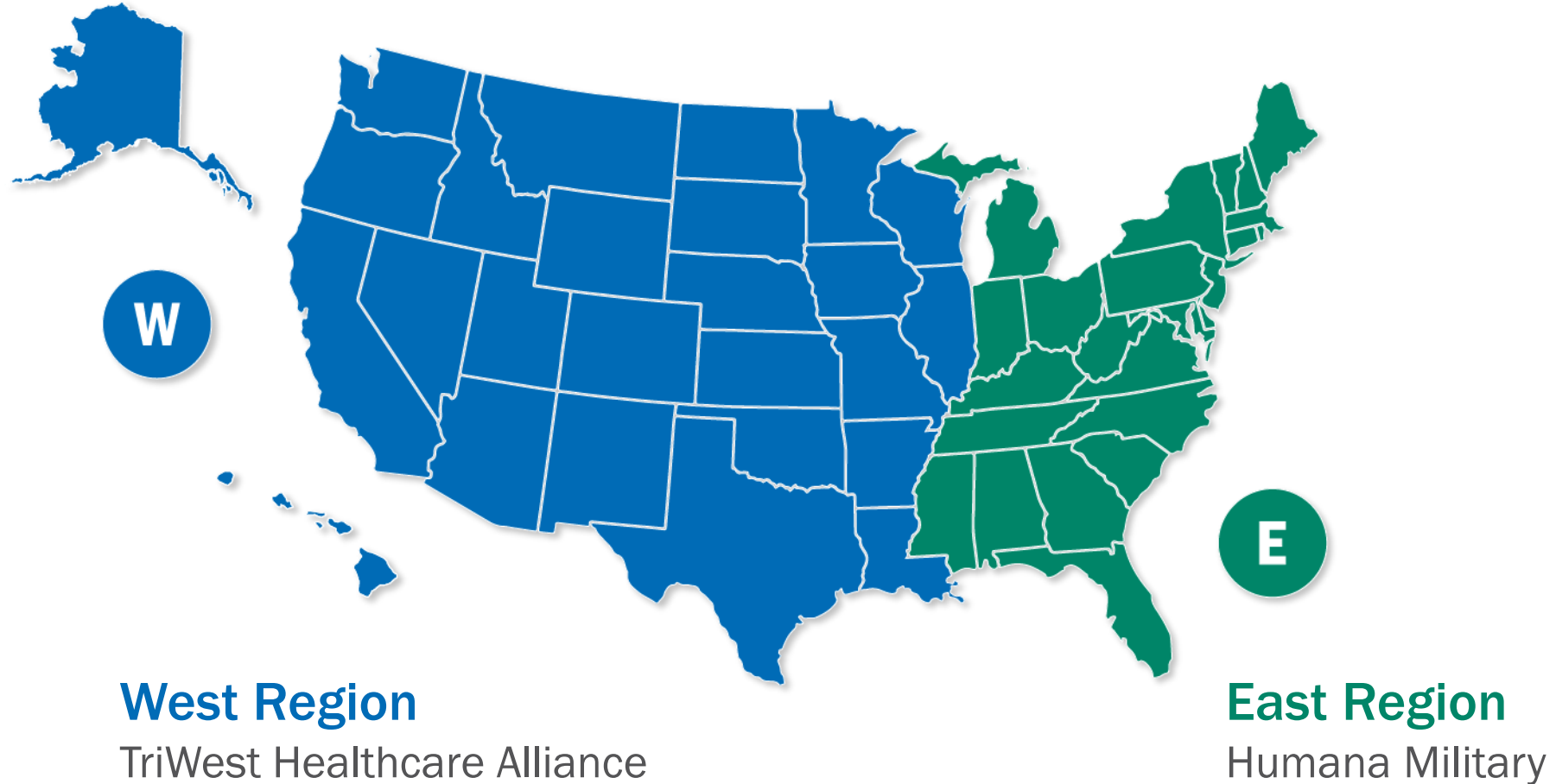
# What Is TRICARE?

# What Is TRICARE?



- TRICARE is the healthcare program for the U.S. Department of Defense. It consists of:
  - Direct care
  - Civilian care
- TRICARE® is the brand name for the U.S. Military Health System.

# TRICARE Stateside Regions



# Keep DEERS Information Up To Date



Being able to use TRICARE depends on keeping DEERS up to date.

Update DEERS after you have a life event, like getting married or divorced, moving, giving birth, adopting a child, retiring, and other changes.



Go to an ID Card Office  
(<https://idco.dmdc.osd.mil/idco>)

**Note:** You must use this option to add family members in DEERS.



Log in to <https://milconnect.dmdc.osd.mil>.



Call 800-538-9552.



Fax 800-336-4416.

# What Is the VA?

# What Is the VA?

## The U.S. Department of Veterans Affairs:

- Oversees the delivery of patient care and federal benefits to veterans, their dependents, and survivors.

## The Veterans Health Administration:

- Is a component of the VA that is home to the nation's largest integrated healthcare system consisting of VA outpatient clinics, hospitals, medical centers, and long-term healthcare facilities across the U.S. and in American Samoa, Guam, the Philippines, Puerto Rico, and the U.S. Virgin Islands.
- Provides comprehensive health care to more than 8.3 million veterans each year.



# TRICARE and VA Eligibility

# TRICARE and the VA

- Service members who separate from service due to a service-connected injury or illness may be eligible for VA benefits and certain TRICARE benefits depending on the outcome of the medical review board.
- The VA will determine your eligibility. TRICARE- and VA-eligible beneficiaries can choose to use either their TRICARE or VA benefits for each separate episode of care.
- National Guard and Reserve members may also qualify for veteran status and eligibility for VA benefits.
- To apply for VA medical benefits, complete the *Application for Health Benefits* (VA Form 10-10EZ), available at any VA healthcare facility or VA regional office, or online at [www.va.gov](http://www.va.gov).

# TRICARE and the VA (continued)

- Retired service members under age 65 may be eligible for both TRICARE and VA benefits due to medical or regular retirement.
- Retired service members with service-connected conditions receive care for that condition from either TRICARE or VA.
- If service-connected care is received at a VA facility, it's a VA benefit.
- If care is received through TRICARE, it's a TRICARE benefit.

# TRICARE, Medicare and the VA

- Medicare-eligible retired service members may be eligible under TRICARE, Medicare, and the VA.
- Medicare-eligible beneficiaries who use their TRICARE benefit for non-service-connected care at a VA facility will incur out-of-pocket expenses.
- If you receive non-service-connected care at a VA facility, you may be responsible for 80% of the bill. By law, TRICARE can only pay 20% of the TRICARE-allowable amount.
- When using your TRICARE For Life benefit, your least expensive option is to see a Medicare or TRICARE provider who isn't a VA provider.

# Getting Care

- Beneficiaries may receive care for non-service-connected conditions.
- Where you access care depends on which TRICARE option you use:
  - If you're enrolled in TRICARE Prime, you must access care from your primary care manager. If you need care and a VA facility near you can provide that care (within TRICARE access standards), you may be asked to use that VA facility with pre-authorization from your regional contractor.
  - If you're enrolled in TRICARE Select, you may access care from any VA facility if space is available.
  - If you're eligible for Medicare Part A and have Medicare Part B, you're eligible for TFL. You're advised to seek care for non-service-connected conditions outside VA from a Medicare provider to avoid out-of-pocket expenses.

# Line of Duty Care

- Care needed after orders expire
  - If a National Guard or Reserve member lives 50 miles or less from a military hospital or clinic, Line of Duty determination requests go to the military hospital or clinic.
  - If a National Guard or Reserve member lives more than 50 miles from a military hospital or clinic, LOD requests go to the Defense Health Agency—Great Lakes.
    - Find instructions and forms at [www.health.mil/Greatlakes](http://www.health.mil/Greatlakes), or call **888-647-6676**, option 2.

**Note:** Authorized LOD care is limited to the specific injury, illness, or disease that was incurred or aggravated while in a qualified duty status (for example, if your left arm was injured and an LOD determination was approved for that condition, then care for a right knee issue is not authorized under the same LOD).

# VA Facilities

# TRICARE Network Providers

- All VA facilities:
  - Sign agreements with regional contractors to become TRICARE network providers. All VA facilities are TRICARE network providers
  - Accept the negotiated rate plus any patient responsibility as payment in full
  - File claims for you
- Provide healthcare services—if space is available—to any TRICARE-eligible beneficiary, not just those with service-connected conditions:
  - TRICARE Prime beneficiaries
  - TRICARE Select
  - TFL beneficiaries



# Getting Care

- Each VA facility has established a TRICARE beneficiary point of contact and check-in process.
- When requesting an appointment or registering for care, tell the VA provider that you're using your TRICARE benefit for your visit.
  - Failure to do so may result in higher out-of-pocket fees and/or denial of payment for services you receive.
- Some services may not be available (for example, obstetrics, pediatrics, adolescent psychiatry).
- To locate a VA facility, contact your regional contractor or your VA regional office:
  - Visit [www.va.gov](http://www.va.gov).
  - Call 877-222-VETS (877-222-8387).

# Primary Care Services

- Some VA facilities have PCMs who see TRICARE beneficiaries.
  - Check with your regional contractor to see if you can enroll with a VA TRICARE provider.
  - TRICARE primary care is separate from VA primary care—you can't use both.
- VA primary care isn't normally available to TRICARE beneficiaries who aren't enrolled with a VA TRICARE provider.

# Referrals for Specialty Care

- TRICARE Prime beneficiaries:
  - You must have a referral to access specialty care at a VA facility.
- TRICARE Select beneficiaries:
  - A referral isn't required for most services.
  - Contact the VA facility to make an appointment.
  - Pre-authorization is required for some services.
- TFL beneficiaries:
  - Seek care for non-service-connected conditions outside the VA to avoid out-of-pocket expenses.

# Pharmacy Options

# Pharmacy Services

- VA pharmacies will only fill prescriptions written by VA providers.
- If you receive primary or specialty care at a VA facility using your VA benefit, fill prescriptions through a VA pharmacy.
- If you receive care through TRICARE for your service-connected condition, fill prescriptions through the TRICARE Pharmacy Program.

# Pharmacy Options

## Military Pharmacy



- Usually inside military hospitals and clinics
- Get up to a 90-day supply

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## TRICARE Pharmacy Home Delivery



- Must use this option for some drugs
- Get up to a 90-day supply

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## TRICARE Retail Network Pharmacy



- Fill prescriptions without submitting a claim
- Get up to a 30-day supply

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## Non-Network Pharmacy

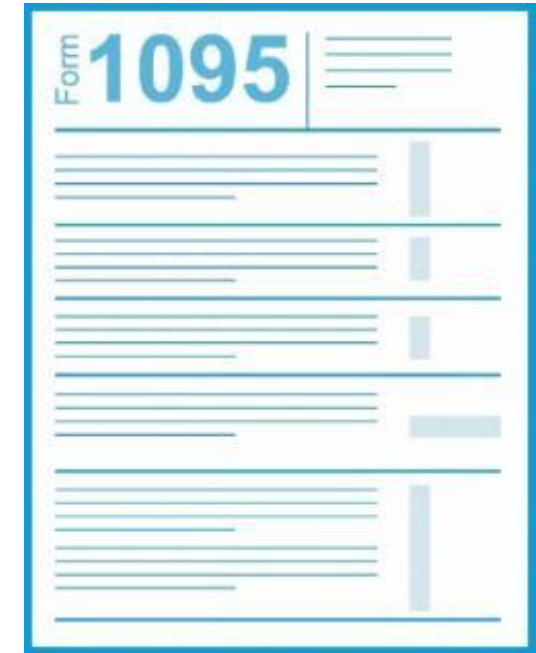


- Pay full price up front and file a claim to get a portion of your money back
- Get up to a 30-day supply

## **Other Important Information**

# The Affordable Care Act

- TRICARE meets the minimum essential coverage requirement under the Affordable Care Act.
- Each tax year, you'll get an IRS Form 1095 from your pay center. It will list your TRICARE coverage for each month.
- Your Social Security number and the Social Security number of each of your covered family members should be included in DEERS for your TRICARE coverage to be reflected accurately.





**For Information and Assistance**

# More Information

## Regional Contractors

- TRICARE East Region  
Humana Military  
800-444-5445  
[www.tricare.mil/east](http://www.tricare.mil/east)
- TRICARE West Region  
TriWest Healthcare Alliance  
888-TRIWEST (888-874-9378)  
[www.tricare.mil/west](http://www.tricare.mil/west)
- U.S. Department of Veterans Affairs  
877-222-VETS (877-222-8387)  
[www.va.gov](http://www.va.gov)

## Resources

- TRICARE Website: [www.tricare.mil](http://www.tricare.mil)



- TRICARE Publications:  
[www.tricare.mil/publications](http://www.tricare.mil/publications)
- milConnect:  
<https://milconnect.dmdc.osd.mil/>