



Welcome To The TRICARE Fundamentals Course October–December 2012

The TRICARE Fundamentals Course (TFC) is a three-day basic course designed for those who provide assistance and counseling to TRICARE beneficiaries. It offers training on the most up-to-date TRICARE information from skilled instructors and an opportunity to interact with others associated with the Military Health System (MHS). There are no prerequisites; however, the course is tailored to MHS support staff with less than three years of TRICARE experience.

This TFC Participant Guide serves as your training tool and as a valuable resource after course completion. There are 15 modules with specific learning objectives. Discussion topics include TRICARE eligibility, TRICARE program options, transitional benefits, pharmacy and dental coverage, and more. Where convenient, stateside and overseas is presented in parallel. Application exercises and real-world scenarios are offered to test participant's current and newly acquired knowledge.

Throughout the Guide, resources are identified to aid in understanding the concepts of TRICARE. These resources include websites and other electronic resources, acronyms and a glossary of key terms.

On the final day of the course, instructors administer a 50-question final exam. Participants must score at least 80% to pass. They must also complete an online course evaluation to receive a Certificate of Training, which will be sent via e-mail within seven business days following receipt of the evaluation.

Once participants have returned to the workplace, they should visit www.tricare.mil for any further questions they may have regarding the TRICARE benefit. To receive TRICARE updates focused on customer service and support, participants may visit www.tricare.mil/customerservicecommunity and bcacdcao@tma.osd.mil to be added to the update list serve.

At the time of printing, the information in this Participant Guide is current, but must be read in light of governing statutes and regulations and is not a substitute for legal advice from qualified counsel, as appropriate. 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. For the most recent information, contact the managed care support contractor for your region or a local TRICARE Service Center.

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