

TRICARE Fundamentals Course

Electronic Resources
(Online and Mobile Applications)

2

Instructor Guide

References

www.tricare.mil
www.health.mil
www.tricareonline.com
www.tricare.mil/tricareu
<http://manuals.tricare.osd.mil>
www.TRICARE4u.com
www.myTRICARE.com
www.hnfs.com
www.humana-military.com
www.triwest.com
www.tricare.mil/tricaresmart
www.tricare.mil/factsheets
www.dmdc.osd.mil/milconnect
<http://metlife.com/tricare/index.html>
www.addp-ucci.com
www.trdp.org
www.pec.ha.osd.mil/formulary_search.php



Brain teaser

What word or phrase is represented below?

My treat



Riddle

What comes once in a minute, twice in a moment, but never in a thousand years?

The letter M

Module Objectives



Show slide #2

Objectives:

- List the online resources available to TRICARE beneficiaries
- Recognize the online resources available to BCACs and other MHS support staff
- Identify the mobile applications available to TRICARE beneficiaries

- **List the online resources available to TRICARE beneficiaries**
- **Recognize the online resources available to BCACs and other MHS support staff**
- **Identify the mobile applications available to TRICARE beneficiaries**

If you serve in a customer service role, you will likely find the following online resources invaluable in finding and providing information and assistance to beneficiaries. Sometimes, you may be looking for benefit information from an official perspective. In these cases, use the TRICARE Manuals website (covered in Section 2.5 of this module). Other times, you may need to help a beneficiary navigate a website or register for self-service options. Please consider the web as the go-to source for help in educating yourself and the beneficiaries you serve.

1.0 General Online Resources for TRICARE Beneficiaries and Customer Service Staff

Show slide #3



1.1 TRICARE Website (www.tricare.mil)

The TRICARE website is the definitive and authoritative online source for TRICARE information. The home page features a simplified profile entry to give beneficiaries the best possible user-experience. After entering their profile by answering three questions, beneficiaries receive health care information that is tailored to them, including sections on Costs, Medical, Dental, Vision, Prescriptions, Mental Health and Behavior, and Life Events.

The home page features:

- Direct access to the Plan Finder for beneficiaries who need help learning what options are available to them
- A search tool for covered services (Visit www.tricare.mil/medical and select the “covered services” tab.)
- News and announcements regarding the latest TRICARE updates
- Quick access to TRICARE’s other web portals which include links for staff, providers, vendors, and the media

Direct links to useful information within the website include:

www.tricare.mil/overview
www.tricare.mil/costs
www.tricare.mil/medical
www.tricare.mil/dental

www.tricare.mil/vision
www.tricare.mil/pharmacy
www.tricare.mil/mentalhealth
www.tricare.mil/lifeevents

TRICARE

Welcome TRICARE Beneficiaries!
TRICARE is the health care program for Uniformed Service members, retirees and their families worldwide.

Answer Three Questions
to get health care information just for you.

- 1 Who are you?
- 2 Where do you live? Zip Code
- 3 What plan are you using?

Submit

Which TRICARE plan is for you?

TRICARE News
→ The Dr. Is In: Medication Take Back Day

Show slide #4



1.2 TRICARE Online Website (www.tricareonline.com)

TRICARE Online is a secure web portal that offers registered users:

- Announcements and news features
- Access to general health information
- Information on available benefits and services
- MTF and regional website information
- Drop-down navigation menus

TRICARE Online authorized users receiving care through a military treatment facility (MTF) can also:

- Schedule MTF appointments online (Prime enrollees only)
- Access personal health information
- Use pharmacy tools
- Check medications
- Access military staff applications

A screenshot of the TRICARE Online website. The top navigation bar includes 'About TOL', 'Resource Center', and 'Contact Us'. Below this is a header with the TRICARE Online logo and a welcome message: 'Welcome to TRICARE Online. TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.' The main content area is titled 'Access TRICARE Online' and is divided into two columns. The left column is 'Announcements' with three links: 'Watch new TRICARE TV video for overview on how you can manage your personal health data with TRICARE Online!', 'Watch video to see how TRICARE Online provides quick, easy healthcare access', and 'How to resolve invalid certificate errors when logging into TRICARE Online with Internet Explorer'. The right column is 'Log In' with a 'Log In' button, links for 'Forgot Username?' and 'Forgot Password?', and instructions for 'Do you have a DS Logon account?' and 'Do you have a CAC?'. Below the 'Log In' section is a 'New to TRICARE Online?' section with a 'Create Account' button and a brief description of account creation. At the bottom, there is a 'PRIVACY ACT STATEMENT' section with 'Authority' and 'Purpose' sub-sections.

Show slide # 5



1.3 Military Health System (MHS) Website (www.health.mil)

Health.mil is the official website for the MHS. It features medical news from the following entities:

- Air Force Medicine
- Army Medicine
- Coast Guard Medicine
- Navy Medicine
- Public Health Service
- TRICARE Management Activity
- Uniformed Services University of Health Sciences
- U.S. Department of Health and Human Services (DHHS)
- Veterans Affairs (VA)

The website also contains a blogging feature that enables MHS support staff and other users to share information online.



Show slide #6

1.4 Media Center (www.tricare.mil/mediacenter)

The TRICARE Media Center is a website for beneficiaries, journalists, and news media to view basic information about TRICARE and changes to the TRICARE benefit. It also serves as an outreach tool through connections to a variety of social media platforms.



A screenshot of the TRICARE Media Center website. The page features a navigation bar with links for Home, TMA, Providers, Acquisition, Media Center, TOL, Publications, and Email Updates. A search bar is located in the top right corner. The main header includes the TRICARE logo and a welcome message: "Welcome to the Media Center". Below the header, there are three main sections: "Get TRICARE Benefit Updates" with an email subscription form, "Featured Benefit Information" with three articles, and "News Releases" with a list of recent releases. The "Connect with Us" section includes links to Twitter, Facebook (with 24k likes), YouTube, Flickr, and RSS Feeds. The "For Journalists" section includes links to Media Kits and Resources.

Show slide #7



1.5 milConnect (<http://milconnect.dmdc.mil>)

The milConnect website is provided by the Defense Manpower Data Center (DMDC) and allows sponsors, spouses, and their children (18 years and older) to view information that goes directly into the Defense Enrollment Eligibility Reporting System (DEERS). Sponsors are able to view all information on family members listed in DEERS, while family members can see their own information only.

- milConnect allows beneficiaries to:
 - Update DEERS contact information
 - Manage health care enrollment
 - Locate the nearest military ID card-issuing facility
 - View personal information
 - Transfer education benefits to eligible family members
 - View group life insurance information
 - Update civilian employment information (only for Army National Guard, Air Force Reserve and Air National Guard beneficiaries)
 - Manage other health insurance information (OHI)
- Users may log on using one of three secure methods:
 - Common Access Card (CAC)
 - Defense Finance and Accounting Services (DFAS) myPay Account
 - Department of Defense Self Service (DS) Logon

Note: Sponsors must request DS Logons for family members. They should select the “Sign Up” tab and then select “Sign Me Up!” for more information.

The screenshot shows the milConnect website interface. At the top, there is a navigation bar with links for 'About Us', 'Contact Us', and 'Help', along with a search icon. Below this is the milConnect logo and the text 'Powered by DMDC'. The main content area is divided into two tabs: 'Home' and 'Q & A'. Under the 'Home' tab, there is a paragraph describing the website's purpose, a 'Breaking News' section, and a grid of five service categories: 'Life Events that Impact Your Benefits', 'Military Transitions', 'Education Benefits', 'DEERS', and 'ID Cards'. Each category has a list of related services. To the right of the main content area is a sidebar with a 'Sign In' section and a 'Sign Up' section. The 'Sign In' section includes a 'Sign In' button, and the 'Sign Up' section includes a 'Sign Up Now' button. Below the 'Sign Up' section is a 'Quick Links' section with several links.

Show slide #8



1.6 Beneficiary Web Enrollment (www.dmdc.osd.mil/appj/bwe)

- The Beneficiary Web Enrollment (BWE) website allows TRICARE Standard and Extra beneficiaries to:
 - Enroll in a TRICARE Prime program (if eligible)
 - Update contact or personal information in DEERS (e.g., home address, phone number, e-mail address)
 - Enroll in the TRICARE Dental Program (if eligible)
- TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Remote for Active Duty Family Members, US Family Health Plan, TRICARE Young Adult, or TRICARE Dental Program beneficiaries may use BWE to:
 - Enroll or disenroll
 - Change active duty enrollment to retiree enrollment and pay Prime enrollment fee
 - Transfer enrollment within a region or to another region in the United States
 - Choose or change a primary care manager (PCM)
 - Request a new enrollment card
 - Make initial enrollment fee payments
 - Update contact information in DEERS (e.g., home address, phone number, e-mail address)
 - Add OHI information
 - Enroll in the TRICARE Dental Program (if eligible)

Note: Beneficiaries living in an overseas location can't use BWE to enroll in a TRICARE Prime option unless they're transferring from an overseas location to the United States. The transfer must be reported in DEERS before using BWE.

The screenshot shows the TRICARE Beneficiary Web Enrollment website. At the top, there is a header with the TRICARE logo and the text "Beneficiary Web Enrollment". Below the header, there are navigation links for "Home" and "Log On". The main content area is titled "Welcome to TRICARE's Beneficiary Web Enrollment". On the left side, there is a sidebar with "BWE Links" including Home, Get Enrollment Forms, Related Sites, TRICARE Online, TRICARE Dental Program, US Family Health Plan, and milConnect Portal. The main content area contains a "LOG ON INSTRUCTIONS" section with three steps: 1. Click on the red "Log On" link above. 2. You are required to log on using either CAC, DS Logon or a DFAS account. 3. Once logged in, select the Medical tab to enroll or update your medical coverage, or the Dental tab to enroll or update your dental coverage. Below this is a "Print Enrollment Forms" section with a link to "Get Enrollment Forms". There are also sections for "AGENCY DISCLOSURE NOTICE" and "PRIVACY ACT STATEMENT".

Show slide #9



1.7 TRICARE Smart (www.tricare.mil/tricaresmart)

The TRICARE Smart site is the main source for viewing and ordering TRICARE print products online.

Beneficiaries and customer service staff can view, print, e-mail or download copies of TRICARE brochures, booklets, handbooks, and other products.

Registration and approval are required to order products from the TRICARE Publications Bulk Order Site. Registered Beneficiary Counseling Assistance Coordinators (BCACs) can serve as bulk order contacts if there is no one else designated at the same location.

After registration, a representative from TMA's Beneficiary Education and Support (BE&S) Division assists with completing quarterly product ordering or providing access to needed products.

Address questions about TRICARE Smart to: tricarebulkorders@tma.osd.mil.

TRICARE Smart

Select One of the TRICARE Smart Sites

TRICARE Products Online
To download, print, or view TRICARE products click here.
-- Public Site --

Bulk Orders
To order TRICARE products in bulk, click here.
-- For Registered POCs --

WEST

OVERSEAS

www.tricare.mil is the official Web site of the TRICARE Management Activity, a component of the Military Health System
Skyline 5, Suite 810, 5111 Leesburg Pike,
Falls Church, VA 22041-3206

Show slide #10



1.8 Frequently Asked Questions (FAQs) (www.tricare.mil/faqs)

The FAQs are a useful tool for TRICARE beneficiaries, as well as those who assist them. Visitors are able to search FAQs by keyword or with a key phrase. The home screen features the “20 Most Recently Added/Updated Questions” and the “Top 20 Most Viewed Questions”.

To remain current on TRICARE program information, be sure to visit FAQs to view added and updated questions and answers.

A screenshot of the TRICARE website's Frequently Asked Questions (FAQs) page. The page features a navigation menu at the top with links for Home, TMA, Providers, Acquisition, Media Center, TOL, Publications, and Email Updates. A search bar is located in the top right corner. The main heading is "Frequently Asked Questions (FAQs)". Below the heading, there is a welcome message: "Welcome to TRICARE's Frequently Asked Questions! Feel free to search for answers to TRICARE benefit questions." The page is divided into several sections: 1. Search: A search bar with the placeholder text "Enter Search Terms" and a "Go" button. Below it, an example search term "(example: Claims Pharmacy)" is shown. 2. Advanced Search: A section with dropdown menus for "Category" (set to "All"), "Sub-Category" (set to "All"), and "Sort By" (set to "Date Modified/Created"). It also includes a search bar and a "Go" button. 3. Search Tips: A section titled "Search Tips" with three sub-sections: "Word Search" (explains that the search engine finds questions containing the search terms), "Searching for a Phrase" (explains that quotes around search terms find questions with the exact phrase), and "Glossary of Terms" (explains that users can find terms in the glossary if they are unsure of the correct terminology). 4. 20 Most Recently Added/Updated Questions: A list of 20 questions, including "Who is eligible for the Chiropractic Health Care Program?", "Which military treatment facilities offer chiropractic care under the Chiropractic Health Care Program?", "What is the Chiropractic Health Care Program?", "Civilian Health and Medical Program of the Veterans Administration (CHAMPVA)", "What is the Civilian Health and Medical Program of the Department of Veterans Affairs?", and "What is the difference between the Civilian Health and Medical Program of the Department of Veterans Affairs and TRICARE?". 5. Top 20 Most Viewed Questions: A list of 20 questions, including "Who is eligible for TRICARE For Life (TFL)?", "Does TRICARE pay for the shingles vaccine?", "Does TRICARE Prime cover routine eye exams?", "Who is eligible for the Chiropractic Health Care Program?", "Who is eligible for the TRICARE Dental Program?", "How much does TRICARE Reserve Select coverage cost?", "Does TRICARE cover long term care?", "How much will I pay for my prescriptions under the TRICARE Pharmacy Program?", and "I thought TRICARE For Life (TFL) was supposed to pay my medical bills in full. Sometimes that doesn't happen. Would you please clarify how the system works?".

Show slide #11
for 1.9 and 1.10



1.9 Wisconsin Physicians Services (WPS) (www.TRICARE4u.com)

WPS is the claims processor for the West region, Overseas region, and TRICARE For Life (TFL).

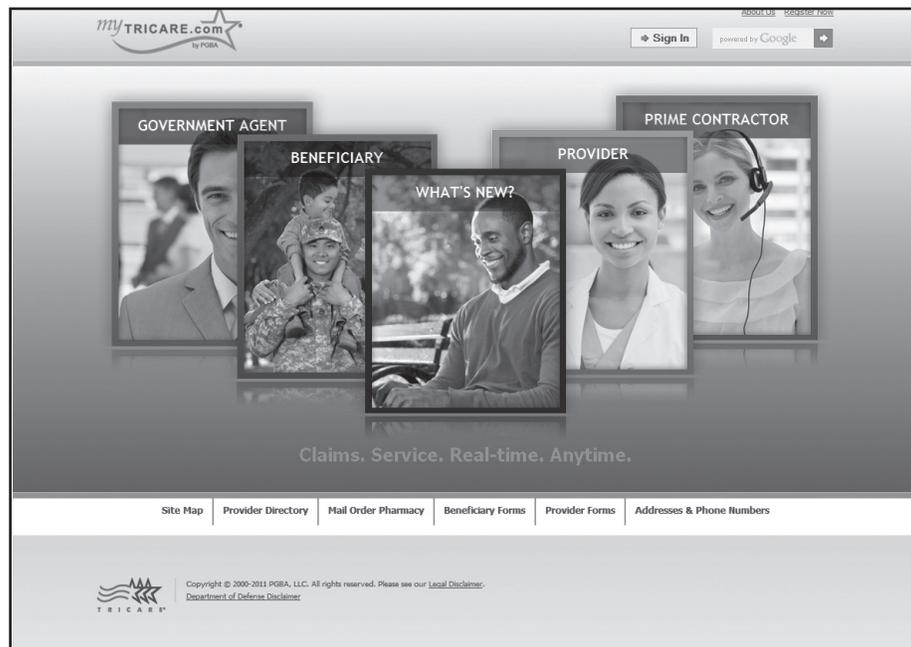
“TRICARE4u.com” is the website where registered users (e.g., beneficiaries, BCACs/DCAOs, physicians) can check the status of claims entered into the WPS system.



1.10 Palmetto Government Benefits Administrators (PGBA) (www.myTRICARE.com)

PGBA is the claims processing contractor for the North and South regions.

On the website “www.myTRICARE.com”, registered users (e.g., beneficiaries, BCACs/DCAOs, physicians) can check the status of claims entered into PGBA’s system.



Show slides 12 and 13 for 1.11.1 through 1.11.6



1.11 TRICARE Regional/Area Offices (TRO/TAO) and Regional Contractors

Each TRICARE Regional and Area Office has a website where beneficiaries and MHS staff can go for region specific information, updates, initiatives, and contact information that the TRO/TAO feel are beneficial to readers.

Each regional contractor hosts a website that provides general and specific information for beneficiaries, providers, and MHS staff. They provide information related to enrollment, authorizations and referrals, claims, and covered services.

1.11.1 TRICARE Regional Office—North (www.tricare.mil/tronorth)

1.11.2 TRICARE Regional Contractor—North Region (www.hnfs.com)

1.11.3 TRICARE Regional Office—South (www.tricare.mil/trosouth)

South

TRICARE Regional Office South

South Region TRICARE Customer Service: (800) 444-5445
www.Humana-Military.com
Monday-Friday, 8 a.m. to 6 p.m.
TTY and IVR also available
[Automated System \(IVR\) Guide](#)

[TRO-South Website Feedback](#)

Naval Health Clinic Charleston Beneficiaries:
Major power outages are reported in the region. For medical and appointing assistance, and physician, nurse and administrative support, contact (843) 794-6001.

TRICARE Eligibility

Eligibility issues are not determined by TRICARE. Rather, these determinations are based on a beneficiary's status in the Defense Enrollment Eligibility Reporting System (DEERS).

DEERS is the DoD database of uniformed service members and their family members entitled under law to TRICARE benefits. If you have questions regarding TRICARE eligibility or need to make changes to your DEERS record (e.g., add/remove family members, address change, etc.) you may visit:

TRICARE Regional Office South

Senior Enlisted Liaison

Regional Contractor

Feedback On TRO-S Staff Assistance Only
Customer Comment Card

Find it Fast

Disaster Information

1.11.4 TRICARE Regional Contractor—South Region (www.humana-military.com)

Humana. Military

The most trusted name in government health solutions.

Log in to MyHMHS For.....

- Beneficiaries
- Providers
- Government

Beneficiary

If you are a TRICARE beneficiary, including active duty, or want to learn more.

[Find a Provider](#)

Provider

If you are a physician, hospital, or other healthcare service provider.

[Find a Provider](#)

Government

If you are an MTF or TRO South employee and need access to reports or have an interest in our services.

Newsroom/Alerts

- Valero Texas Open 2012
- Introducing MyActiveHealth
- New Mentor Protege Announced
- Fl. Campbell Area Beneficiaries
- USCG Urgent Care Demo

Our Partners

VALUEOPTIONS
PGBA, LLC

Products

Consider partnering with Humana Military to achieve your company's goals.

CHCBP

Health benefits while transitioning from military to civilian health plans.

URAC ACCREDITED

TRUSTe CERTIFIED PRIVACY

Make a Payment
Careers

TRO South
TRICARE.mil

TRICARE

1.11.5 TRICARE Regional Office—West (www.tricare.mil/trowest)

The screenshot shows the TRICARE Regional Office West website. The header includes navigation links: TMA Home, About TMA, Conferences, TRICARE Contacts, Feedback, and Site Map. The main content area features a large heading "TRICARE Regional Office West" with a sub-heading "E-mail or call (800) 558-1746". Below this is a welcome message and a section titled "What is a TRO?" which explains the role of TRICARE Regional Offices. To the right, there are several sidebar links: "Customer Comment Card", "TRICARE Prime Travel Benefit", and "TPR Determination of Eligibility Enrollment Request Form". At the bottom, there is a section for "TRICARE Briefing for National Guard and Reserve Units".

1.11.6 TRICARE Regional Contractor—West Region (www.triwest.com)

The screenshot shows the TriWest Healthcare Alliance website. The header includes the TriWest logo and navigation links: Home, Beneficiary, Provider Connection, Government, About TriWest, Find a Provider, and Contact Us. The main content area features a large banner with the text "As You Work to Protect All of Us, TriWest is working to protect your healthcare..." and a "Returning Users" section with a "Login" button. Below this is a "Please Choose What Type of Visitor You Are" section with three options: Beneficiary, Provider, and Government. To the right, there is a "What's New" section with a list of recent news items and a "Follow Us" section with social media icons. At the bottom, there is a "Visitor Feedback" section and a footer with contact information and a copyright notice.

Show slide #14 for 1.11.7, 1.11.8, and 1.11.9



1.11.7 TRICARE Area Office—Eurasia-Africa (www.tricare.mil/eurasiaafrica)

TRICARE Eurasia-Africa

TMA Home > TRICARE Eurasia Africa Home

Training & Conferences

Remote POC Information

Senior Enlisted Liaison

Mental Health Resources

TRICARE Eurasia-Africa Area

Welcome to the TRICARE Area Office (TAO)-Eurasia Africa Web site! This site is designed for TAO staff, military treatment facility (MTF) staff, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Eurasia-Africa Area. The Eurasia-Africa Area includes the European and African continents, all Middle Eastern countries, Pakistan, Russia and several former Soviet Republics including the Baltic States, Ukraine, Georgia, Kazakhstan, Kyrgyzstan and Uzbekistan.

If you are a TRICARE beneficiary, please visit the [TRICARE Beneficiary Web site](#) or contact [International SOS](#) for information about TRICARE benefits and programs.

TRICARE Overseas Program Contractor
 International SOS is the TRICARE Overseas Program contractor and is responsible for

- Benefit and enrollment information
- Claims
- Medical information

TRICARE Eurasia-Africa Information

- TRICARE SERVICE CENTERS (Eurasia-Africa)
- NURSE ADVICE LINE
- TRICARE EURASIA-AFRICA MARKETING
- FACT SHEETS
- FORMS AND DOWNLOADS
- MTF INFORMATION PORTAL
- CLAIMS ADDRESSES
- TRICARE OVERSEAS PROGRAM/INTERNATIONAL SOS
- SEARCH THE EURASIA-AFRICA PROVIDER DIRECTORY
- RELATED LINKS

Quick Links

- U. S. EMBASSIES
- TRICARE BENEFICIARY WEB SITE
- MANUALS
- FREQUENTLY ASKED QUESTIONS
- MTF LOCATOR
- BCAC/DCAO DIRECTORY

1.11.8 TRICARE Area Office—Pacific (www.tricare.mil/pacific)

TRICARE Pacific

TMA Home > TRICARE Pacific Home

Retiree Bulletins

Senior Enlisted Advisor

Training and Conferences

Philippines Certified Provider List

TRICARE Pacific

Welcome to the TRICARE Area Office (TAO)-Pacific Web site! This site is designed for TAO staff, military treatment facility (MTF) staff, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Pacific Area. The Pacific Area includes Guam, Japan, Korea, and Western Pacific Remote countries.

If you are a TRICARE beneficiary, please visit the [TRICARE Beneficiary Web site](#) or contact [International SOS](#) for information about TRICARE benefits and programs.

If you are a TRICARE beneficiary, please visit the [TRICARE Beneficiary Web site](#) or contact [International SOS](#) for information about TRICARE benefits and programs.

Pharmacy Services in the Philippines
 Beginning September 1, 2011, all TRICARE beneficiaries living or traveling in the Philippines must have prescriptions filled at certified

TRICARE Pacific Area Information

- TRICARE SERVICE CENTERS (PACIFIC)
- TRICARE PACIFIC CONTACTS
- STAFF NEWS & ANNOUNCEMENTS
- REMOTE LOCATIONS
- NEWSLETTERS & POLICY DOCUMENTS
- FOREIGN FEES
- CLAIMS ADDRESSES
- INTERNATIONAL SOS

HOT NEWS!

Changes to pharmacy services in Philippines. >>[Learn More](#)

1.11.9 TRICARE Area Office—Latin America and Canada (TLAC) (www.tricare.mil/tlac)

Show slide #15 for 1.11.10

1.11.10 TRICARE Regional Contractor—Overseas Region (www.tricare-overseas.com)



Show slide #16



1.12 TRICARE Pharmacy Program Contractor (www.express-scripts.com/TRICARE)

The Express Scripts website is a useful tool for beneficiaries. Once beneficiaries register they are able to:

- Find a retail pharmacy
- Enroll in Pharmacy Home Delivery
- Order refills
- Check the status of an order
- Setup order refills
- Review and print their Explanation of Benefits (EOB)

(See Section 2.4 of this module for information on the Formulary Search Tool.)

EXPRESS SCRIPTS® Change Text Size Bookmark & Share **TRICARE®**

TRICARE Pharmacy Program
Thank You for Serving Our Great Nation

NOT REGISTERED?
Create your online account now to:
• Start Home Delivery
• Order refills
• Check order status
• Setup auto refills
• Get an EOB
[Create Your Account](#)

SIGN IN NOW
Username
OR Password
[Sign In](#)
Forgot your Username or Password?

RESOURCES

- ★ [Find a Pharmacy](#)
- ★ [Formulary Search Tool](#)
- ★ [Recent Formulary Changes](#)
- ★ [FAQ](#)
- ★ [Contact Us](#)

NEWS FROM THE DOD

- [Updated Information about Immunizations \(PDF file\)](#)
- [TRICARE Promotes Mail-Order Pharmacy Option](#)
- [Learn About Medical Necessity for Non-Formulary Medications](#)
- [Get Answers to Common Questions about TRICARE Pharmacy Home Delivery](#)

Get Specialty Medications at Home with Extra Care
TRICARE's Specialty Medication Care Management Program complements the care provided by your doctor.
[See how this free program can help](#)

[New Pharmacy Copayments for TRICARE Beneficiaries Effective Oct. 1, 2011](#)
[Express Scripts Acquires Medco: What This Means for You](#)

TRICARE Pharmacy Home Delivery
When using Home Delivery, you'll get savings, safety and the confidence of having your medications now.
Find out:
• How to get started with Home Delivery
• How much you could save on your copayments
• How it works
• and much more
[Learn all about Home Delivery.](#)

Do Your Part to Save 49,500 lbs of Paper this Month
Get your Explanation of Benefits by email and together we can eliminate 2.2 million paper statements each month.

Our Community Giving
Find out [how we've given back](#) to the military community.

Looking for a Job?
We're committed to making Express Scripts a great place to work for our men and women who serve. [Find a career at Express Scripts.](#)

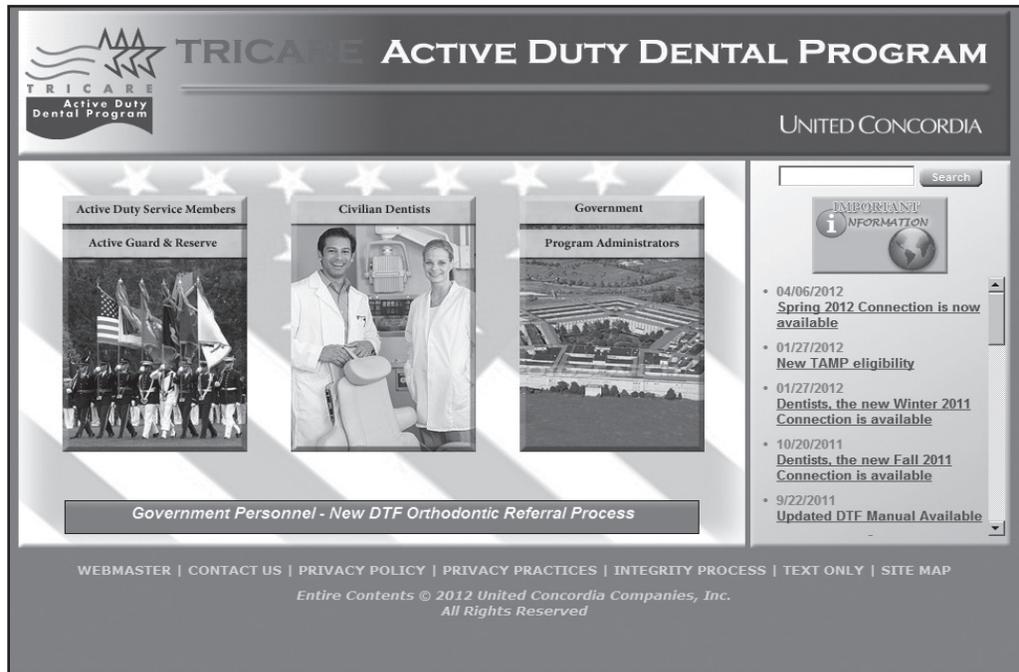
[Feedback](#)

Show slide #17



1.13 Active Duty Dental Program (ADDP) Contractor (www.addp-ucci.com)

The ADDP website is designed for active duty service members and provides information about eligibility, benefits, finding a dentist, and making an appointment.

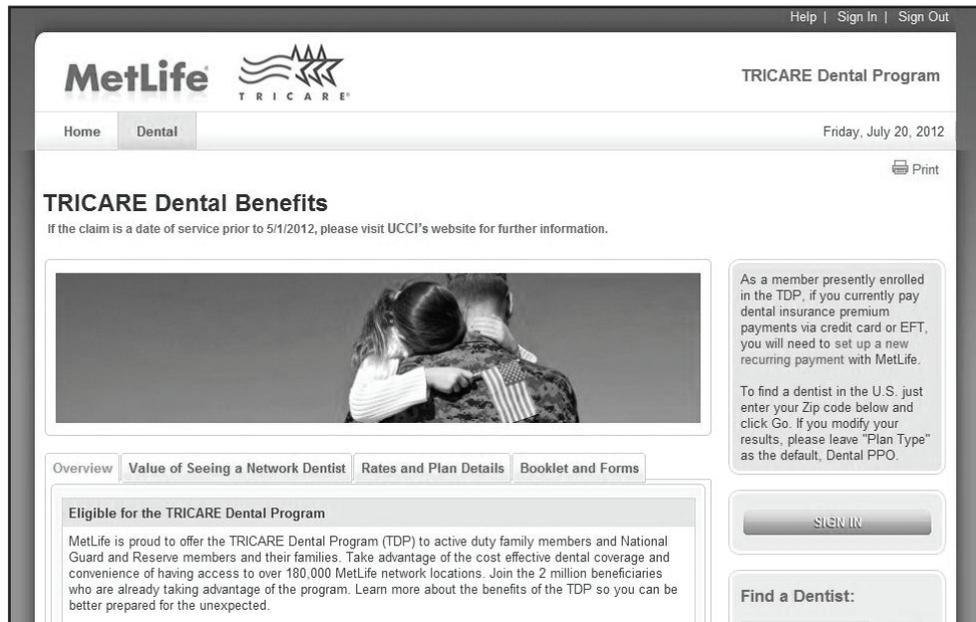


Show slide #18



1.14 TRICARE Dental Program (TDP) Contractor (http://mybenefits.metlife.com/tricare)

The TDP website provides beneficiaries an online benefit booklet, forms to download (including a recurring payment/change authorization document), details on rates, and a stateside dentist finder.



Show slide #19

1.15 TRICARE Retiree Dental Program (TRDP) Contractor (www.trdp.org)

The TRDP website provides information about the program, eligibility, premiums, finding a dentist, and claims. A self-service option is also available for online enrollment.



A screenshot of the TRICARE Retiree Dental Program website home page. The page features the Delta Dental logo at the top left. The main heading is "TRICARE Retiree Dental Program" next to a photograph of an elderly couple smiling. Below the heading is a navigation menu with links: "Current Enrollees", "Prospective Enrollees", "Dentists", "Beneficiary Liaisons", "Program News", "Oral Health", and "Related Sites". To the right of the menu is a descriptive paragraph: "This is the home page for the TRICARE Retiree Dental Program, the first and only dental benefits plan created by Congress especially for Uniformed Services retirees and their family members and administered by Delta Dental of California." Below this text are four large buttons: "Current Enrollee", "Prospective Enrollee", "Dentist", and "Beneficiary Liaison". At the bottom right, there is the TRICARE logo and a footer with links: "Site Map | Contact Us | Small Business Opportunities", "HIPAA Notice of Privacy Practices | Website Privacy Notice", and "© 2011 Delta Dental".

Show slide #20



2.0 Online Resources for Customer Service Staff

2.1 TRICARE Management Activity Corporate Website (www.tricare.mil/tma)

The TRICARE Management Activity (TMA) corporate website is for TMA staff, stakeholders, and business partners. The website includes details about the TMA organization, its mission, and those of its directorates. Customer service staff will find useful information on this website about beneficiary education and support, policy, rates, and reimbursement.

A screenshot of the TRICARE Management Activity corporate website. The page features a dark header with the TRICARE logo and navigation links: TMA Home, About TMA, Conferences, Contact Us, FOIA, and Site Map. A search bar with 'Google Custom Search' is also present. Below the header, the main content area is titled 'TRICARE Management Activity A component of the Military Health System'. A secondary navigation bar lists various departments: Clinical Operations / Patient Care, Beneficiary Education and Support, TRICARE Acquisitions, Financial Operations, Information Systems, Policy, Rates and Reimbursement, and Studies and Evaluation. The main content area is divided into two columns. The left column is titled 'Announcements' and features a 'TRICARE Spotlight' graphic with a circular logo. The right column is titled 'TRICARE Spotlight Page' and contains text describing the new page, which showcases staff accomplishments and stories. A link is provided to view the new page. At the bottom of the page, there is a footer with the website's address and a disclaimer about external links.

Show slide #21



2.2 Customer Service Community Website (www.tricare.mil/customerservicecommunity)

The Customer Service Community Toolkit is an internal resource for BCACs/DCAOs and others who work in a TRICARE customer service capacity.

Do not share this URL with beneficiaries. It is not to be publicly accessible.

It features links to:

- Online tools and resources and hosts TRICARE updates
- Source documents (e.g., copies of letters, confirmations sent)
- TRICARE reimbursement information
- Assistance Reporting Tool (ART)
- Training and education resources
- Beneficiary website updates
- BE&S Training Seminar information
- Assistance for BCACs, DCAOs and other MHS support staff who have TRICARE or ART-related questions via bcacdcao@tma.osd.mil (Select "Contact Us" at the bottom of the page to send an e-mail to TMA.)

A screenshot of the Customer Service Community Website homepage. The page features a navigation bar with links to TRICARE.mil, Contacts, FAQs, Glossary, Forms, TRICARE Manuals, Factsheets, and BCAC/DCAO Directory. Below the navigation bar is a large banner with the TRICARE logo and the text "Welcome Customer Service Community". A secondary navigation bar contains links for Home, About, Team, RSS Feed, Tools & Resources, Source Documents, Rates, Assistance Reporting Tool (ART), Training and Education, Conferences, and Using the Beneficiary Web Site. The main content area includes a quote "I put the CARE in TRICARE", a disclaimer about unauthorized linking, a search bar, and a section titled "The Update April 20- May 4, 2012" which contains information about TRICARE Management Activity (TMA) moving to the Defense Health Headquarters (DHHQ). The page also includes a "PRINT VERSION" button and a video player.

Show slide #22



2.3 TRICARE University (www.tricare.mil/tricareu)

TRICARE University supports the training and education of MHS support staff who work directly with TRICARE beneficiaries. TRICARE University's core mission is to deliver accurate classroom and online instruction to ensure that a well-informed staff is able to transfer their knowledge to TRICARE beneficiaries.

2.3.1 Classroom Training

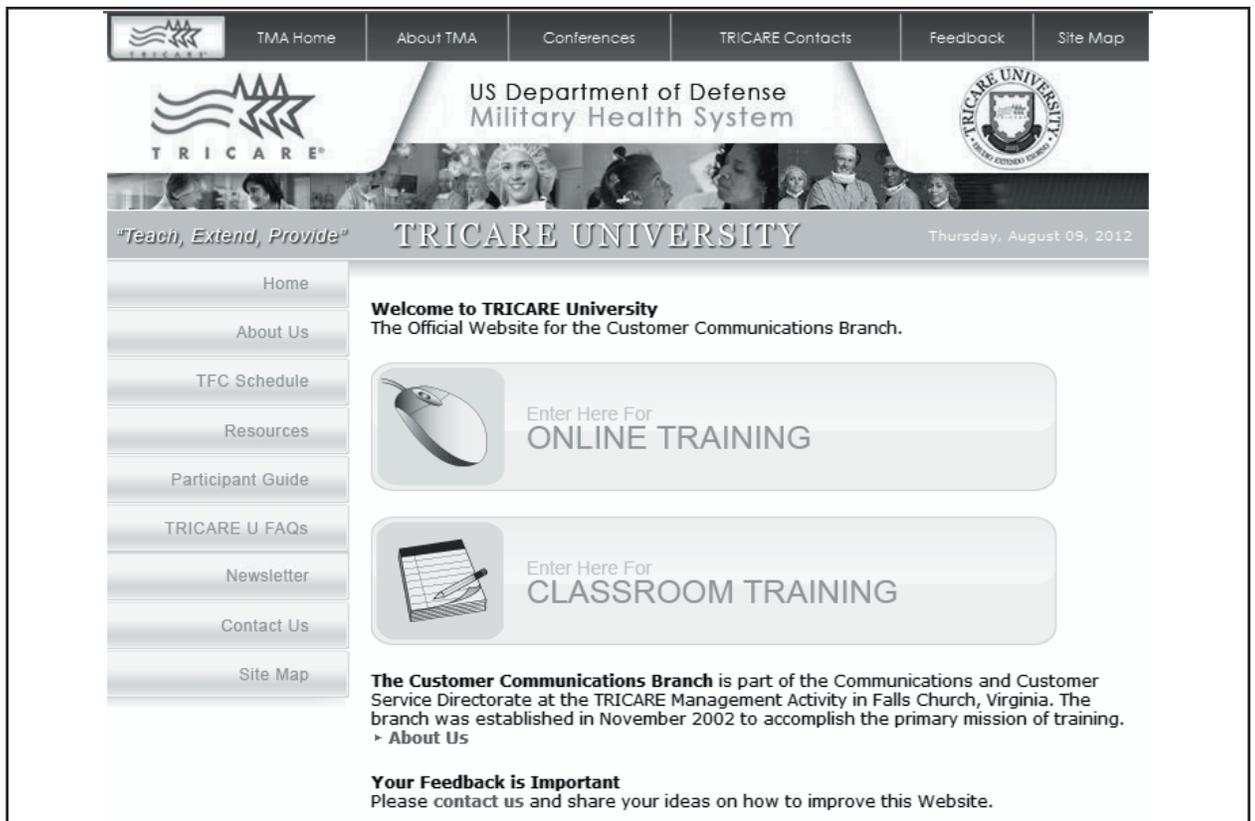
The three-day, in-residence TRICARE Fundamentals Course (TFC) covers the TRICARE program in a broad, yet detailed manner. The course is designed for BCACs, DCAOs, and other MHS support staff who have fewer than three years of TRICARE experience. To register for classroom training visit www.tricare.mil/tricareu.

2.3.2 Online Training

- The online courses cover much of the same content as the classroom course. They are convenient alternatives to the classroom course for those unable to travel or who prefer to work at their own pace.
 - The TRICARE Fundamentals Online Certification Course requires registration and includes an end of course exam.
 - The TRICARE Fundamentals Public Course is less in-depth and provides quick instruction on the basics of TRICARE. No registration is required and the course does not have a final exam.

2.3.3 TRICARE Fundamentals Course Participant Guide

- An electronic version of the TRICARE Fundamentals Course Participant Guide (this book) is available on the TRICARE University website as a PDF. The PDF allows users to easily browse or search the entire book for specific information and is a great reference tool for those who work in a TRICARE customer service capacity.
- The TRICARE Fundamentals Course Participant Guide is updated on a quarterly basis with new policies, programs, and other important information. Users should consider downloading quarterly versions to ensure they have the most current and accurate information.



The screenshot shows the TRICARE University website homepage. At the top, there is a navigation bar with links for TMA Home, About TMA, Conferences, TRICARE Contacts, Feedback, and Site Map. Below this is a banner for the US Department of Defense Military Health System, featuring the TRICARE logo and the TRICARE University seal. The main heading reads "TRICARE UNIVERSITY" with the tagline "Teach, Extend, Provide" and the date "Thursday, August 09, 2012". A left sidebar contains a vertical menu with links: Home, About Us, TFC Schedule, Resources, Participant Guide, TRICARE U FAQs, Newsletter, Contact Us, and Site Map. The main content area includes a "Welcome to TRICARE University" message, identifying it as the official website for the Customer Communications Branch. Two large buttons are present: "Enter Here For ONLINE TRAINING" (with a mouse icon) and "Enter Here For CLASSROOM TRAINING" (with a notepad icon). At the bottom, there is a section titled "The Customer Communications Branch" which is part of the Communications and Customer Service Directorate at the TRICARE Management Activity in Falls Church, Virginia, established in November 2002. A final section titled "Your Feedback is Important" encourages users to contact the website for improvement ideas.

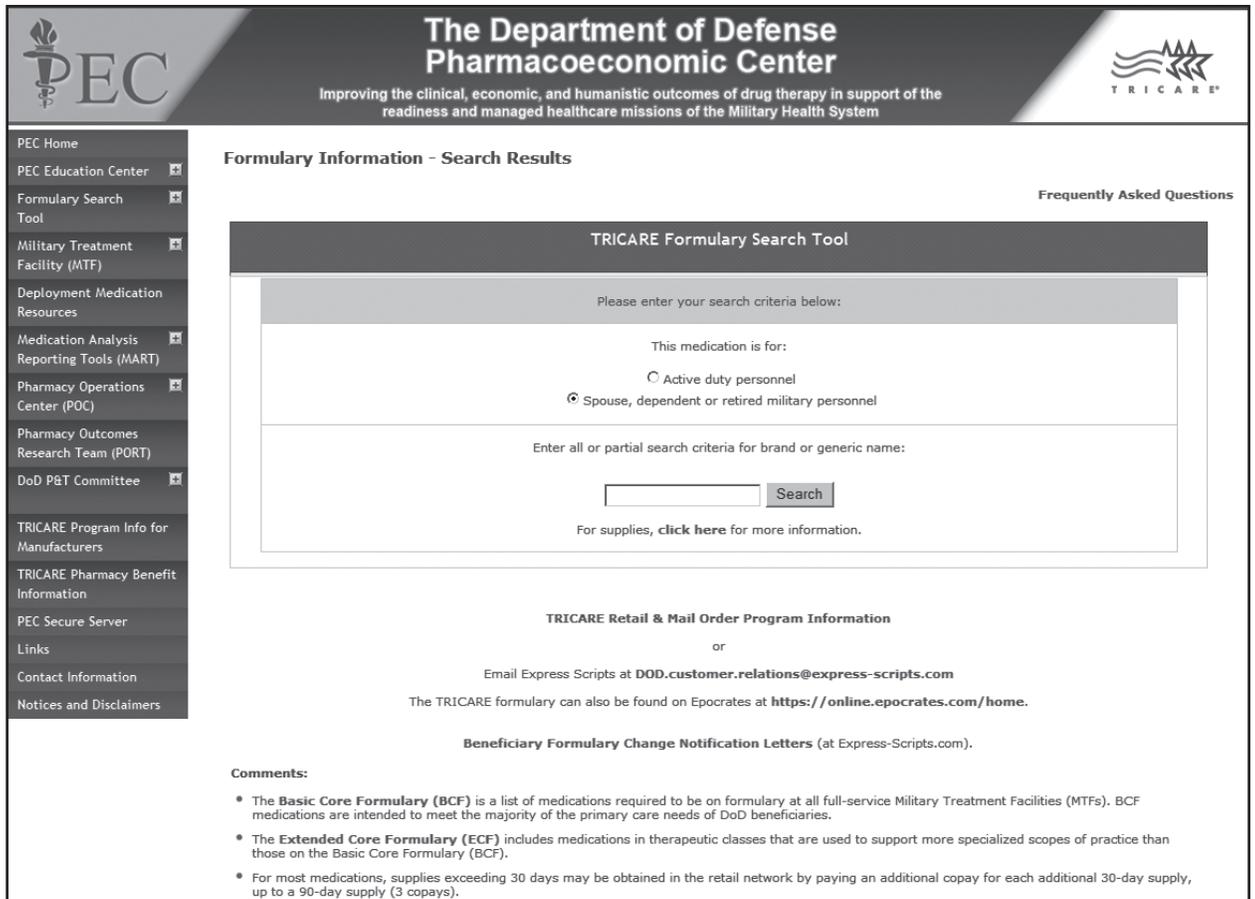
Show slide #23



2.4 Formulary Search Tool (www.pec.ha.osd.mil/formulary_search.php)

TRICARE's Formulary Search Tool is a database that allows TRICARE beneficiaries and other users to search for TRICARE prescription medication coverage information. The tool is a listing of medicines and other authorized supplies that are available with a prescription. Simply type in the name of a medication to see information about that prescription including generic names, cost-shares, drug warnings, alternative prescription options, and links to forms that are required to obtain certain medications (i.e., quantity limits, prior authorization, and medical necessity).

The formulary is managed by the DoD Pharmacy and Therapeutics Committee, with clinical guidance from the DoD Pharmacoeconomic Center (PEC).



The screenshot shows the TRICARE Formulary Search Tool interface. At the top, it features the PEC logo and the Department of Defense Pharmacoeconomic Center header, along with the TRICARE logo. A navigation menu on the left lists various services like PEC Home, Education Center, and Search Tool. The main content area is titled 'Formulary Information - Search Results' and contains a search form with a dropdown menu for 'This medication is for:' (with 'Spouse, dependent or retired military personnel' selected) and a text input field for 'Enter all or partial search criteria for brand or generic name:'. Below the search form, there are links for 'Frequently Asked Questions', 'TRICARE Retail & Mail Order Program Information', and 'Beneficiary Formulary Change Notification Letters'. A 'Comments' section at the bottom provides details about the Basic Core Formulary (BCF) and Extended Core Formulary (ECF).

PEC
Improving the clinical, economic, and humanistic outcomes of drug therapy in support of the readiness and managed healthcare missions of the Military Health System

The Department of Defense Pharmacoeconomic Center

TRICARE

PEC Home
PEC Education Center
Formulary Search Tool
Military Treatment Facility (MTF)
Deployment Medication Resources
Medication Analysis Reporting Tools (MART)
Pharmacy Operations Center (POC)
Pharmacy Outcomes Research Team (PORT)
DoD P&T Committee
TRICARE Program Info for Manufacturers
TRICARE Pharmacy Benefit Information
PEC Secure Server
Links
Contact Information
Notices and Disclaimers

Formulary Information - Search Results

Frequently Asked Questions

TRICARE Formulary Search Tool

Please enter your search criteria below:

This medication is for:

Active duty personnel
 Spouse, dependent or retired military personnel

Enter all or partial search criteria for brand or generic name:

For supplies, [click here](#) for more information.

TRICARE Retail & Mail Order Program Information

or

Email Express Scripts at DOD.customer.relations@express-scripts.com

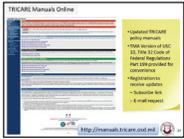
The TRICARE formulary can also be found on Epocrates at <https://online.epocrates.com/home>.

Beneficiary Formulary Change Notification Letters (at Express-Scripts.com).

Comments:

- The **Basic Core Formulary (BCF)** is a list of medications required to be on formulary at all full-service Military Treatment Facilities (MTFs). BCF medications are intended to meet the majority of the primary care needs of DoD beneficiaries.
- The **Extended Core Formulary (ECF)** includes medications in therapeutic classes that are used to support more specialized scopes of practice than those on the Basic Core Formulary (BCF).
- For most medications, supplies exceeding 30 days may be obtained in the retail network by paying an additional copay for each additional 30-day supply, up to a 90-day supply (3 copays).

Show slide #24



2.5 TRICARE Manuals (<http://manuals.tricare.osd.mil>)

TRICARE Manuals are, in most cases, your primary resource for locating official TRICARE policy and benefit information. Each TRICARE manual posted on the website incorporates updated, published changes. Although changes may be published, they are not implemented by contractors until they receive direction from the TMA Contracting Officer.

Authority for the TRICARE program is Title 32 to the Code of Federal Regulations, Part 199 (32 CFR 199) and USC 10, Chapter 55.

TRICARE® Manuals Online

<p>TRICARE Home Site Map Help Search</p> <p>TRICARE Manuals Home TRICARE Program Manuals - 2008 Edition</p> <ul style="list-style-type: none"> ■ Operations (TOM) ■ Policy (TPM) ■ Reimbursement (TRM) ■ Systems (TSM) <p>Other TRICARE Manuals</p> <ul style="list-style-type: none"> ■ 32 CFR 199 ■ 10 USC 55 <p>TRICARE Program Manuals - 2002 Edition</p> <ul style="list-style-type: none"> ■ Operations (TOM) ■ Policy (TPM) ■ Reimbursement (TRM) ■ Systems (TSM) <p>Change Packages</p> <ul style="list-style-type: none"> ■ Published Changes ■ View Change History ■ Subscribe <p>Manuals by Date</p>	<p>NOTICE</p> <p>NOTICE TO USERS: The TRICARE Management Activity maintains two sets of TRICARE Manuals displayed on this web site. The current 2008 edition (commonly referred to as T3) is now listed at the top of this page and applies to contracts awarded after June 27, 2008. The 2002 edition (commonly referred to as TNEX) follows and applies to contracts awarded earlier. This change only affects the relative positioning of these manuals displayed on this web page.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Copyright Statement</td> <td>CPT only © 2006 American Medical Association (or such other date of publication of CPT). All Rights Reserved.</td> </tr> <tr> <td>Disclaimer</td> <td>Links from documents contained within this web site may include links providing direct access to other Internet resources, including web sites. Because of the dynamic nature of the Internet, TMA cannot be responsible for the accuracy of or content of information contained in the links to other web sites.</td> </tr> </table> <p>TRICARE Program Manuals - 2008 Edition</p> <p>These manuals serve for contracts awarded on or after 06/27/2008 for the North, South, and West Regions along with TQMC, CARS, TOP, and TPharm. The manuals will apply to the TDEFIC contract upon direction of the Contracting Officer.</p> <p>TRICARE Operations Manual 6010.56-M, February 2008</p> <p>TRICARE Policy Manual 6010.57-M, February 2008</p> <p>TRICARE Reimbursement Manual 6010.58-M, February 2008</p> <p>TRICARE Systems Manual 7950.2-M, February 2008</p> <p>Other TRICARE Manuals</p> <p>Authority for the TRICARE Program is the 32 CFR 199. TMA is providing a version of Title 32 to the Code of Federal Regulations, Part 199 (32 CFR 199) as a convenience for the TMA community.</p> <p>32 CFR 199 (TMA Version), April 2005</p> <p>10 USC 55 (TMA Version), January 2007</p> <p>TRICARE Program Manuals - 2002 Edition</p> <p>These manuals serve for contracts awarded on or after 05/01/2003 for the North, South, and West Regions along with TDEFIC, NQMC, CARS, Retail, and TMOP.</p> <p>The MCS Manuals for contracts prior to 04/30/2004 are now superseded and can be found in the "Superseded" portion (indicated by a red banner) of each manual's web page. Select the desired manual below, then proceed to the "Superseded" manual(s) that exist below the "Current" manual. For the ADP Manual, select the TSM Manual.</p> <p>TRICARE Operations Manual 6010.51-M, August 2002</p> <p>TRICARE Policy Manual 6010.54-M, August 2002</p> <p>TRICARE Reimbursement Manual 6010.55-M, August 2002</p> <p>TRICARE Systems Manual 7950.1-M, August 2002</p> <p>Also Available For TRICARE Manuals</p> <p>Manuals Mailing List</p> <p>You can subscribe to a mailing list that will provide the latest information on manual updates and revisions. Information on using the Manuals mailing list is available on our Help page.</p> <p>Adobe Acrobat</p> <p>The TRICARE Manuals website requires Adobe Acrobat/Reader 5.0 (or higher) for viewing the manuals. /Note: Acrobat must be configured to display PDF files in the browser window in order for the document links to function properly. If you are having trouble viewing the manuals, try checking the Adobe Acrobat setting under Edit Preferences in Acrobat. Select "Internet" on the left side. On the right side, make sure the option "Display PDF in Browser" is checked. The web site will not work properly if this is not checked.</p>	Copyright Statement	CPT only © 2006 American Medical Association (or such other date of publication of CPT). All Rights Reserved.	Disclaimer	Links from documents contained within this web site may include links providing direct access to other Internet resources, including web sites. Because of the dynamic nature of the Internet, TMA cannot be responsible for the accuracy of or content of information contained in the links to other web sites.
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Disclaimer	Links from documents contained within this web site may include links providing direct access to other Internet resources, including web sites. Because of the dynamic nature of the Internet, TMA cannot be responsible for the accuracy of or content of information contained in the links to other web sites.				

2.5.1 Basic Search

The TRICARE Manuals website includes features for searching the TRICARE manuals. Currently, there are two program manuals available: the 2002 and 2008 editions. Customer support staff should search the appropriate manual version when verifying benefit information.

- TRICARE Program Manuals—2002 Edition: Serves only for contracts awarded between 05/01/2003–06/27/2008.
- TRICARE Program Manuals—2008 Edition: Serves for contracts awarded on or after 06/27/2008.

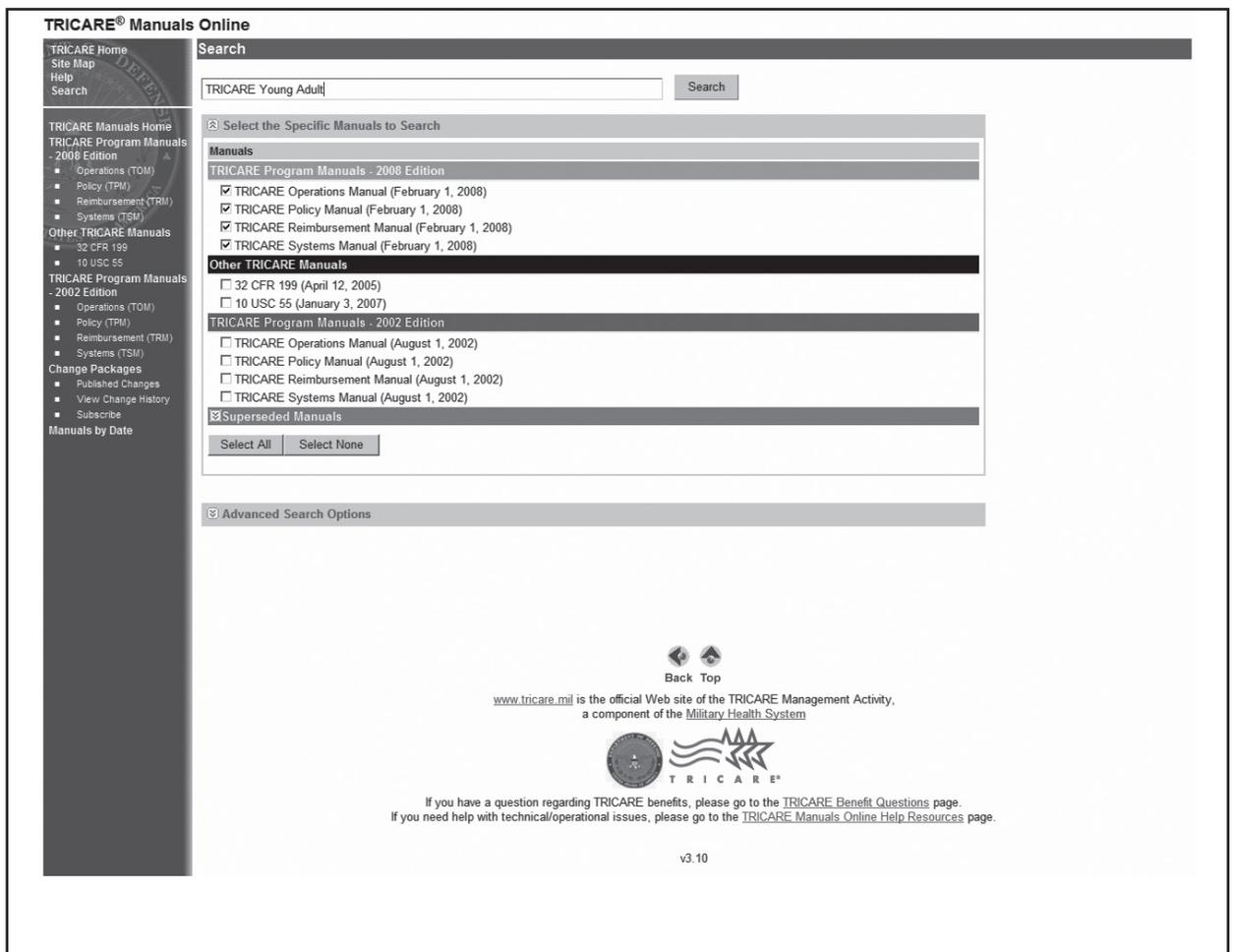
Show slide #25



2.5.2 Enter a search string (e.g., TYA) and select the manual(s) you want to search

- To locate the most current benefit information, use the default search setting “Search most recent version of the selected manuals” located in the Advanced Search Options drop down.
- Try to make the search string as specific and simple as possible. The more words you enter in the search function, the less likely you are to get results, as the search engine looks specifically for the string you enter. You are more likely to find the information you are looking for by using short entries and words that are unique to your search.

Show slide #26



The screenshot displays the TRICARE Manuals Online search page. On the left is a navigation menu with links to Home, Site Map, Help, and Search. Below these are sections for 'TRICARE Manuals Home' (listing 2008 and 2002 editions with sub-categories like Operations, Policy, Reimbursement, and Systems), 'Other TRICARE Manuals' (listing 32 CFR 199 and 10 USC 55), 'TRICARE Program Manuals - 2002 Edition' (with sub-categories), 'Change Packages' (with sub-categories), and 'Manuals by Date'. The main content area features a search bar with the text 'TRICARE Young Adult|' and a 'Search' button. Below the search bar is a section titled 'Select the Specific Manuals to Search' with a 'Manuals' sub-section. This section lists 'TRICARE Program Manuals - 2008 Edition' with four checked items: 'TRICARE Operations Manual (February 1, 2008)', 'TRICARE Policy Manual (February 1, 2008)', 'TRICARE Reimbursement Manual (February 1, 2008)', and 'TRICARE Systems Manual (February 1, 2008)'. It also lists 'Other TRICARE Manuals' with two unchecked items: '32 CFR 199 (April 12, 2005)' and '10 USC 55 (January 3, 2007)'. Below this is 'TRICARE Program Manuals - 2002 Edition' with four unchecked items: 'TRICARE Operations Manual (August 1, 2002)', 'TRICARE Policy Manual (August 1, 2002)', 'TRICARE Reimbursement Manual (August 1, 2002)', and 'TRICARE Systems Manual (August 1, 2002)'. There is also a 'Superseded Manuals' section with 'Select All' and 'Select None' buttons. At the bottom of the main content area is an 'Advanced Search Options' section. The footer contains a 'Back Top' link, a statement that 'www.tricare.mil' is the official website of the TRICARE Management Activity, a component of the Military Health System, the TRICARE logo, and a note that users should go to the 'TRICARE Benefit Questions' page for benefit questions and the 'TRICARE Manuals Online Help Resources' page for technical/operational issues. The version number 'v3.10' is also present.

Show slide #27

2.5.3 The website displays the selected manual section

The screenshot displays the TRICARE Manuals Online interface. On the left is a navigation menu with categories like 'TRICARE Program Manuals - 2008 Edition' and 'Other TRICARE Manuals'. The main content area is titled 'View Manual File' and shows the document title 'TRICARE Operations Manual 6010.56-M, February 1, 2008' and 'TRICARE Young Adult (TYA)'. Below this, it indicates 'Chapter 25' and 'Section 1'. The main heading is 'TRICARE Young Adult (TYA)'. The first section is '1.0 GENERAL', which contains two paragraphs of text. The second section is '1.1 Benefits/Scope Of Care', which contains one paragraph of text. The interface includes a search bar, a toolbar with navigation icons, and a 'Collaborate' button.

2.5.4 Subscribing to Manual Updates

Users may register to receive updates about changes to the TRICARE Operations, Policy, Reimbursement, and Systems manuals, and 32 CFR 199 and 10 USC 55. To subscribe to published manual update releases, go to <http://manuals.tricare.osd.mil/maillingListRegistration.aspx>.

Show slide #28
for 3.1 and 3.2



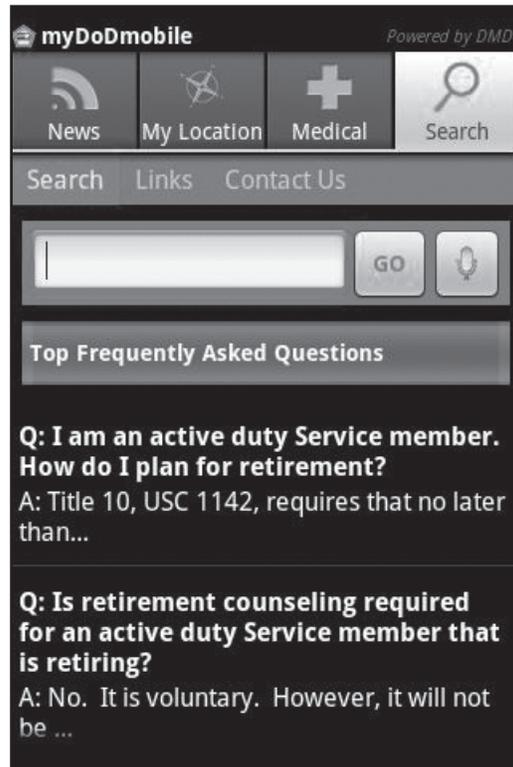
3.0 Mobile Applications

3.1 milConnect Mobile

The milConnect mobile application is provided by the Defense Manpower Data Center (DMDC). Beneficiaries can use the milConnect application to:

- Locate Real-time Automated Personnel Identification System (RAPIDS) ID card issuing facilities
- Find contact information for TRICARE Regional Offices (TROs)
- View a searchable selection of the most Frequently Asked Questions (FAQs)

The free milConnect mobile application is currently available only for Android smart phones.



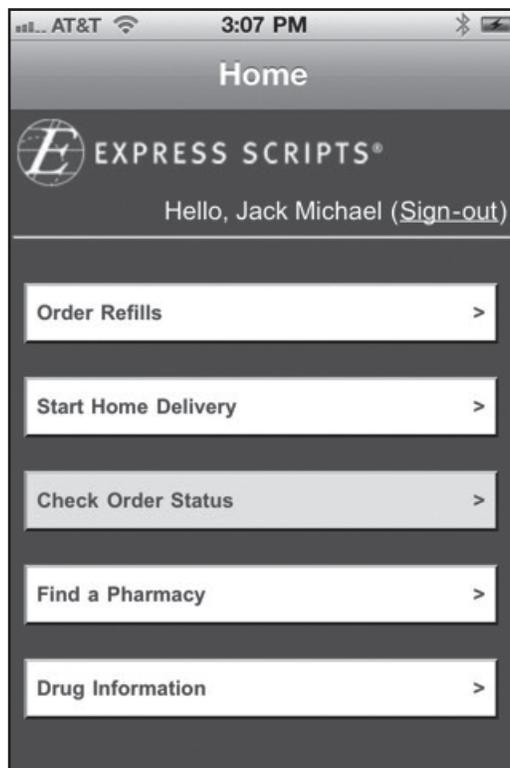
3.2 Express Scripts Mobile

The Express Scripts Mobile site (Express Rx) makes it easier than ever for beneficiaries to take control of their pharmacy benefit. The mobile application is available for both iPhone and Android, and can be downloaded by visiting the iTunes App Store or the Android Marketplace. Beneficiaries with a Blackberry, Windows Phone, or other mobile device with web browsing capabilities can access the Express Scripts mobile optimized site at <http://m.esrx.com>.

With the Express Scripts mobile app, beneficiaries can:

- Register for an Express Scripts web account
- Enroll in home delivery
- Order refills
- Check order status
- Find a pharmacy
- Get drug information
- Set up reminders for daily medication alerts

Beneficiaries must be registered on www.express-scripts.com before using the mobile website. Beneficiaries can register by visiting www.express-scripts.com/activate and following the instructions for TRICARE beneficiaries.



Module Objectives



Show slide #29

Summary:



- **List the online resources available to TRICARE beneficiaries**
- **Recognize the online resources available to BCACs and other MHS support staff**
- **Identify the mobile applications available to TRICARE beneficiaries**