

1. I'm an active duty service member and am moving to another region. How do I transfer my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TRICARE Overseas Program Prime Remote enrollment?

Remember as an active duty service member you're to enroll in TRICARE Prime or TRICARE Prime Remote (stateside or overseas), unless otherwise directed by your unit.

While traveling, you need to get authorization from the military clinic or hospital where you are enrolled in TRICARE Prime, the regional contractor if enrolled in TRICARE Prime Remote, or International SOS if assigned to or traveling overseas when seeking specialty care services.

You can easily transfer your enrollment by calling your losing contractor and providing information about your upcoming move, whether stateside or overseas. To begin the transfer process the contractor will ask for:

- Your name;
- Your Social Security Number;
- Your cell number;
- Your e-mail address;
- The estimated date of your relocation, i.e. when you will be arriving at your new duty station; and
- Where you are moving— to determine the appropriate TRICARE option

Note: If there are any family members involved in the move, they will ask for their names and possible contact information, i.e. cell number and/or email of your spouse.

To complete the transfer process:

- Your losing contractor shares your information with your gaining contractor;
- Your gaining contractor then contacts you within five business days of your anticipated arrival date.
 - Your gaining contractor verifies your date of arrival, and discusses your TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment options.
 - If during this call, you let the contractor know your arrival date changed, your gaining contractor will contact you at a later time (up to three more times) to confirm your information. (If your arrival date changes, your gaining contractor will then contact you within five days of the new date).
- The date of the call will be your effective enrollment date as long as you agree to the transfer, but your enrollment status is only complete when the contractor has all your enrollment information.

2. I'm an active duty family member. My family and I are moving to a different TRICARE region. How do we transfer our TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment?

You can easily transfer your and your family's enrollment by contacting your losing contractor and providing information about your upcoming move, whether stateside or overseas. To begin the transfer process, your losing contractor will ask for:

- Your sponsor's name;
- Your name and names of family members who are transferring to the new location;
- Your sponsor's Social Security Number;
- Your or your spouse's cell number;
- Your or your spouse's e-mail address;
- The estimated date of relocation;
- Where you are moving—to determine the appropriate TRICARE option

Note: If you would like to transfer to a US Family Health Plan, you will have to call [US Family Health Plan](#) directly to enroll (transfers aren't accepted).

To complete the transfer process:

- Your losing contractor shares your information with your gaining contractor;
- Your gaining contractor then contacts you within five business days of your anticipated arrival date.
 - Your gaining contractor verifies your date of arrival, and discusses your TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment options.
 - If during this call, you let the contractor know your arrival date changed, your gaining contractor will contact you at a later time (up to three more times) to confirm your information. (If your arrival date changes, your gaining contractor will then contact you within five days of the new date).
- The date of the call will be your effective enrollment date as long as you agree to the transfer, but your enrollment status is only complete when the contractor has all your enrollment information.

If no one calls ahead to transfer your and your family's enrollment, please call your gaining contractor upon your arrival at the new location. Your gaining contractor may then transfer enrollment via telephone or direct your family to other enrollment transfer alternatives:

- Online enrollment through [Beneficiary Web Enrollment](#) (Not available for overseas enrollments. Active duty service members may only use it for TRICARE Prime Remote enrollments)
- Submitting a *TRICARE Prime Enrollment and PCM Change Form*:

- To your gaining contractor via mail;
- By visiting a TRICARE Service Center; or
- By having your sponsor follow local in-processing procedures at the new unit/location

3. I am/my sponsor is on active duty. I spoke with my current contractor to tell them I'm moving; when is my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment transfer effective?

Your enrollment transfer is effective the day your gaining contractor contacts you and you agree to the enrollment transfer. Once you agree to the enrollment transfer, your gaining contractor completes the transfer process. This could take up to four business days.

4. I'm an active duty service member. My Unit/Service told me to enroll in TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote when I arrive at my new duty station instead of contacting my losing contractor. What should I do?

Since you are active duty, follow command guidance provided during in-processing at your new duty station.

5. As an active duty service member/active duty family member, how do I transfer my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment if I didn't contact my losing contractor before I moved?

When you arrive in the new region all you have to do is contact your gaining contractor. Your gaining contractor works to transfer your enrollment via telephone or provides you with other alternatives. Options may include:

- Online enrollment through [Beneficiary Web Enrollment](#) (Not available for overseas enrollments. Active duty service members may only use it for TRICARE Prime Remote enrollments)
- Submitting a *TRICARE Prime Enrollment and PCM Change Form*:
 - To your gaining contractor via mail;
 - By visiting a TRICARE Service Center; or
 - By having the sponsor following local in processing procedures at the new unit/location

Note: If you're an active duty service member you may be walked through the enrollment process during in-processing.

- 6. I'm an active duty service member/family member. How long does it take to transfer my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment from one region to another?**

It should take four calendar days after your gaining contractor has all of the necessary information to transfer your enrollment

- 7. I'm an active duty service member/active duty family member; can I transfer my TRICARE Prime/TRICARE Prime Remote enrollment even though I'm moving overseas?**

Yes. Tell your losing contractor of your upcoming move so the TRICARE Prime enrollment transfer process can begin. Remember, eligible family members must be command-sponsored to enroll in TRICARE Overseas Program (TOP) Prime or TOP Prime Remote.

- 8. I'm an active duty service member/active duty family member moving to a different region. Do I have to fill-out a TRICARE Prime enrollment [form](#)?**

If you contact your losing contractor before you move, you don't need to submit an enrollment form.

- 9. I'm an active duty service member and I contacted my losing contractor to notify them of my upcoming move to another region. When will my gaining contractor contact me to complete my TRICARE Prime/TRICARE Prime Remote/ TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment transfer?**

Your gaining contractor should contact you within five business days after your arrival at the new location based on the date you provided when you called your losing contractor.

- 10. I gave my losing contractor all the necessary information to transfer my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment to a new region. Why is my gaining contractor asking for additional information?**

Your gaining contractor needs the additional information to re-confirm your arrival date, and to provide you and your family with information about your enrollment options.

- 11. I'm an active duty family member moving to another TRICARE region. Does my sponsor have to start the TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment transfer process?**

Either you or your sponsor may initiate an enrollment transfer. When transferring to an overseas location, your sponsor is required to provide a copy of the orders to verify that

you and your family are command-sponsored and eligible to enroll in TRICARE Overseas Program (TOP) Prime or TOP Prime Remote.

12. I'm an active duty service member. I gave my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment transfer information to my losing contractor and want to know should I follow up to check on its status?

No, you don't have to follow up with your gaining contractor to check on the status of your enrollment transfer. If you have a question on your final enrollment status, you may call your gaining contractor or check the [Beneficiary Web Enrollment \(BWE\)](#) website to confirm coverage.

13. What does my gaining contractor do with my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment transfer information?

Your gaining contractor uses your information to:

- Transfer your enrollment to the appropriate TRICARE Prime option;
- Assign a primary care manager, and
- Record your transfer and new address in the Defense Enrollment Eligibility Reporting System (DEERS).

14. I'm a retiree. Can I use the new telephone enrollment process to transfer my TRICARE Prime enrollment?

Regrettably, this option is only available to active duty service members and their families.

15. I'm interested in enrolling in the US Family Health Plan. What do I need to do to transfer my TRICARE Prime/TRICARE Prime Remote/TRICARE Overseas Program (TOP) Prime/TOP Prime Remote enrollment to their plan?

Regrettably, you can't transfer your enrollment to the US Family Health Plan; you have to submit a US Family Health Plan enrollment application.

You may enroll in US Family Health Plan at any time during the year. For more information, visit www.usfhp.com, call 1-800-748-7347, or visit the US Family Health Plan [information page](#).

Stateside/Overseas Contact Information:

- TRICARE North Region 1-877-874-2273 www.hnfs.net
- TRICARE South Region 1-800-444-5445 www.humana-military.com

- TRICARE West Region 1-888-874-9378 www.triwest.com
- TRICARE Overseas 1-877-451-8659 www.tricare-overseas.com

Policy information can be found in the TRICARE Operations Manual Chapter 6, Section 2 (Versions 2002 and 2008)