

### **T-3 North Region - TRICARE Prime Enrollment Fee Payments**

The TRICARE Regional Office – North and Health Net Federal Services (HNFS) developed a plan to address the T-3 requirement that checks, cashier's checks, and money orders would no longer be accepted for ongoing TRICARE Prime enrollment fee payments. Under T-3, checks will be only accepted for initial premium payments.

Continuing enrollment payments must be made by:

- Credit card;
- Electronic Funds Transfer (EFT) from a financial institution;
- Recurring Credit Card (RCC) charge; or
- Allotment/Deduction from Defense Finance and Accounting Service, Coast Guard, or Public Health retirement pay account

HNFS is sending Prime enrollees, who pay by check/money order, letters outlining the payment options policy and telling them they will be disenrolled if they continue to send checks. The following outlines HNFS's approach to educate these enrollees:

- HNFS accepts checks/money orders for the enrollment quarter that starts April 1, but sends a letter about the check acceptance policy, payment options, and possible disenrollment if check payments continue.
- HNFS accepts checks/money orders for the enrollment quarter that starts July 1, but sends a second letter to enrollees (This is the last warning letter; each beneficiary receives a maximum of two letters.)
- If the enrollee sends a third check for the enrollment quarter that starts Sept 1 or HNFS receives a check after August 31, 2011 (whichever comes first), HNFS returns the check to the enrollee. The disenrollment process is enforced if a replacement payment, in an acceptable format, isn't received by the end of the established grace period (through 31 Sept 2011).
- Beneficiaries who pay on an annual basis have one opportunity to make one payment by check. HNFS will accept checks received before September 30, 2011, but after that date they will be returned to the enrollee. These enrollees receive the same letter as outlined above.

Between 1 April and 30 September, HNFS is also phoning enrollees as another way to educate them on available payment options.