

TRICARE Fundamentals Course

**Electronic Resources**  
**(Online and Mobile Applications)**

1

Instructor Guide

**References**

[www.tricare.mil](http://www.tricare.mil)  
[www.health.mil](http://www.health.mil)  
[www.tricareonline.com](http://www.tricareonline.com)  
[www.tricare.mil/tricareu](http://www.tricare.mil/tricareu)  
<http://manuals.tricare.osd.mil>  
[www.TRICARE4u.com](http://www.TRICARE4u.com)  
[www.myTRICARE.com](http://www.myTRICARE.com)  
[www.hnfs.com](http://www.hnfs.com)  
[www.humana-military.com](http://www.humana-military.com)  
[www.triwest.com](http://www.triwest.com)  
[www.tricare.mil/tricaresmart](http://www.tricare.mil/tricaresmart)  
[www.tricare.mil/factsheets](http://www.tricare.mil/factsheets)  
[www.dmdc.osd.mil/milconnect](http://www.dmdc.osd.mil/milconnect)  
<http://metlife.com/tricare/index.html>  
[www.addp-ucci.com](http://www.addp-ucci.com)  
[www.trdp.org](http://www.trdp.org)  
[www.pec.ha.osd.mil/formulary\\_search.php](http://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, which is 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  
 for 1.1



### 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](http://www.tricare.mil/medical) and select the “covered services” tab.)
- News and announcements for 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:

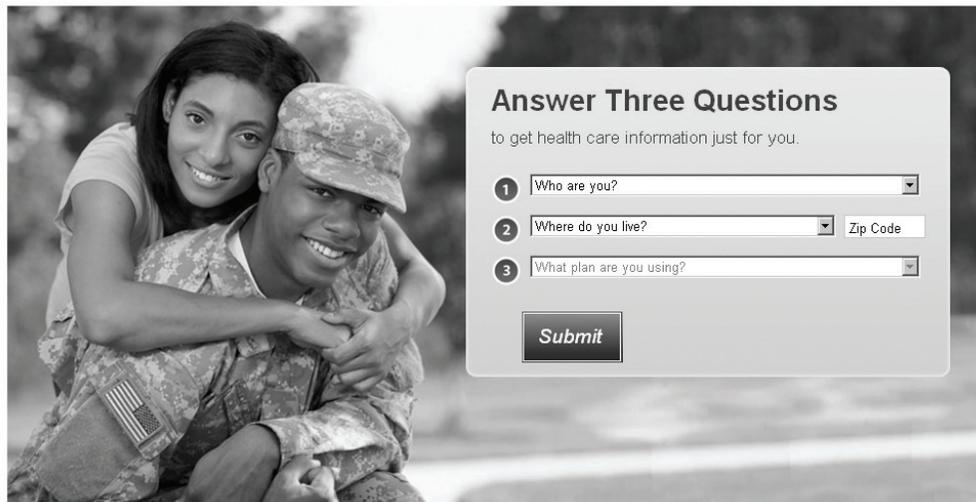
[www.tricare.mil/overview](http://www.tricare.mil/overview)  
[www.tricare.mil/costs](http://www.tricare.mil/costs)  
[www.tricare.mil/medical](http://www.tricare.mil/medical)  
[www.tricare.mil/dental](http://www.tricare.mil/dental)

[www.tricare.mil/vision](http://www.tricare.mil/vision)  
[www.tricare.mil/pharmacy](http://www.tricare.mil/pharmacy)  
[www.tricare.mil/mentalhealth](http://www.tricare.mil/mentalhealth)  
[www.tricare.mil/lifeevents](http://www.tricare.mil/lifeevents)



**Welcome TRICARE Beneficiaries!**

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



Which TRICARE plan is for you?

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

Show slide #4  
for 1.2



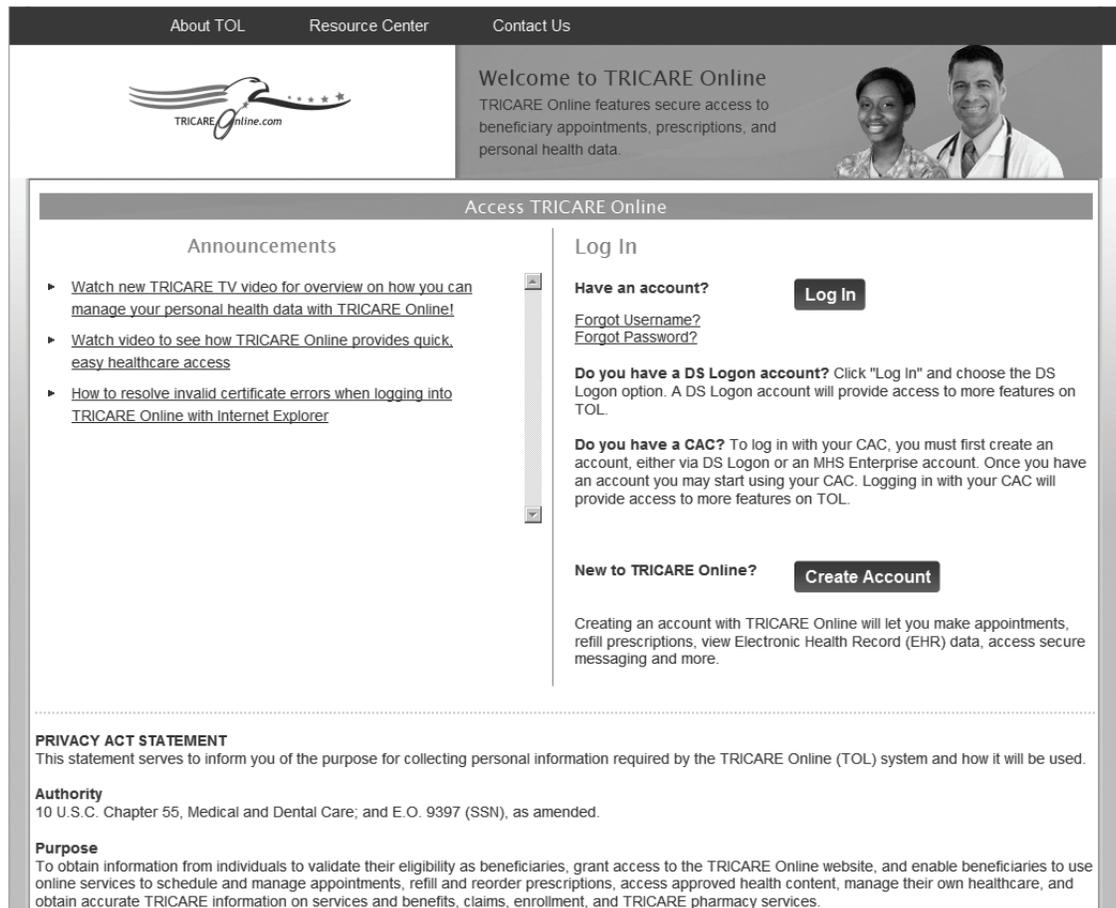
## 1.2 TRICARE Online Website (www.tricareonline.com)

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



TRICARE Online Patient Portal

Home Health Information  
Appointments (MTF Prime & U.S. only)  
Home Features  
General Health Info  
Benefits and services (MTF/Regional info)

Authorized Users  
Personal Health Info  
Pharmacy Tools  
Check Medications  
Military Staff Applications

<https://www.tricareonline.com>

About TOL    Resource Center    Contact Us

TRICARE Online.com

Welcome to TRICARE Online  
TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.

Access TRICARE Online

Announcements

- ▶ [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](#)
- ▶ [How to resolve invalid certificate errors when logging into TRICARE Online with Internet Explorer](#)

Log In

Have an account? **Log In**

[Forgot Username?](#)  
[Forgot Password?](#)

**Do you have a DS Logon account?** Click "Log In" and choose the DS Logon option. A DS Logon account will provide access to more features on TOL.

**Do you have a CAC?** To log in with your CAC, you must first create an account, either via DS Logon or an MHS Enterprise account. Once you have an account you may start using your CAC. Logging in with your CAC will provide access to more features on TOL.

New to TRICARE Online? **Create Account**

Creating an account with TRICARE Online will let you make appointments, refill prescriptions, view Electronic Health Record (EHR) data, access secure messaging and more.

**PRIVACY ACT STATEMENT**  
This statement serves to inform you of the purpose for collecting personal information required by the TRICARE Online (TOL) system and how it will be used.

**Authority**  
10 U.S.C. Chapter 55, Medical and Dental Care; and E.O. 9397 (SSN), as amended.

**Purpose**  
To obtain information from individuals to validate their eligibility as beneficiaries, grant access to the TRICARE Online website, and enable beneficiaries to use online services to schedule and manage appointments, refill and reorder prescriptions, access approved health content, manage their own healthcare, and obtain accurate TRICARE information on services and benefits, claims, enrollment, and TRICARE pharmacy services.

Show slide #5  
for 1.3



### 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  
for 1.4



## 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 header features the TRICARE logo and the text "Welcome to the Media Center" over a background image of military personnel. Below the header, there are three main columns. The left column contains a "Get TRICARE Benefit Updates" section with an email subscription form, a "Connect with Us" section with social media links for Twitter, Facebook (24k likes), YouTube, Flickr, and RSS Feeds, and a "For Journalists" section with links for Media Kits and Resources. The middle column is titled "Featured Benefit Information" and includes three articles: "TRICARE Healthy Living Campaign" with a woman speaking, "TRICARE Healthy Living for you and your family" with an apple icon, and "The Doctor Is In" featuring a doctor's portrait and text about medication take-back day. The right column is titled "News Releases" and lists two recent releases: "New Dental Benefits Coverage for TRICARE Transition Assistance Management Program Beneficiaries" dated 2/23/2012, and "TRICARE Beneficiaries Reassured of Robust Pharmacy Service" dated 1/3/2012. A "See Older Releases &gt;" link is also present.

Show slide #7  
for 1.5



## 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.



**milConnect** Powered by DMDC

About Us | Contact Us | Help | 

Home | Q & A

milConnect is a Web site provided by the DMDC that allows sponsors, spouses, and their children (18 years and older) to access information regarding their personal information, health care eligibility, personnel records, and other information from a centralized location. Each main menu option within this site launches a page of Questions and Answers.

Breaking News: milConnect has a brand new look!

**Life Events that Impact Your Benefits**

- Medicare
- Marriage
- Children
- Divorce
- Death of a Family Member

**Military Transitions**

- I am deploying soon
- AD to TAMP (Transitional Assistance)
- AD to Guard / Reserve
- AD to Retirement
- Reserve Retiree

**Education Benefits**

- Transfer Your Education Benefits in milConnect
- How To Submit a Transfer Request

**DEERS**

- General Information
- DEERS and TRICARE

**ID Cards**

- General Information
- Temporary ID Number (TIN)

**Sign In**

If you have a Common Access Card (CAC), DFAS (myPay) Account or DoD Self-Service (DS) Logon, click the button below to sign in.

**Sign In**

**Sign Up**

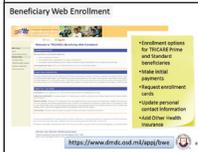
Sponsors can create a DS Logon by clicking the button below. Please have your CAC or DFAS Account ready.

**Sign Up Now**

**Quick Links**

- Go to Transfer Education Benefits (TEB)
- Go to Update Address
- Go to Update GAL
- Go to eCorrespondence

Show slide #8  
for 1.6



## 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 other health insurance 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.

**LOG ON INSTRUCTIONS**

**Manage Medical and Dental Enrollments:**

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.

**Print Enrollment Forms:** Click on the "Get Enrollment Forms" link on the left-hand sidebar.

**AGENCY DISCLOSURE NOTICE**

The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0720-0008). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

**PRIVACY ACT STATEMENT**

**AUTHORITY:** 5 U.S.C. 552a, 10 U.S.C. 1079 and 1086, 58 FR 45318, 65 FR 30966, May 15, 2000.

**PRINCIPAL PURPOSE(S):** To evaluate eligibility for medical care provided by civilian sources to Military Health Services System beneficiaries applying for coverage under the TRICARE Program (32 CFR 199.17).

**ROUTINE USE(S):** Information from application forms and related documents may be given to the Department of Health and Human Services, and/or the Department of Transportation consistent with their statutory administrative responsibilities under TRICARE; to the Department of Justice for representation of the Secretary of Defense in civil actions. Appropriate disclosures may be made to other Federal, State, local, and foreign government agencies, private business entities, and individual providers of care, on matters relating to entitlement, fraud, program abuse, program integrity, and civil and criminal litigation related to the operation of the TRICARE

Show slide #9  
for 1.7



## 1.7 TRICARE Smart ([www.tricare.mil/tricaresmart](http://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](mailto: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](http://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



**NOTE TO INSTRUCTOR:**  
The TRICARE Fact Sheets were recently migrated to the TRICARE Smart Site, so the Fact Sheets website has been taken down. This occurred after the book went to press, so this page is still here, but there is no slide in the PowerPoint.

## 1.8 Fact Sheets ([www.tricare.mil/factsheets](http://www.tricare.mil/factsheets))

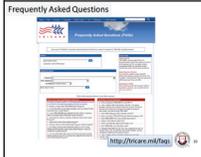
TRICARE Fact Sheets are available to anyone who needs information on TRICARE topics.

Beneficiaries, customer service staff, and others responsible for understanding and explaining TRICARE benefits are encouraged to use fact sheets as an easy reference tool for themselves or when educating beneficiaries.



- The TRICARE Fact Sheets are designed for use by anyone who needs detailed information on particular TRICARE topics.
- Beneficiaries, beneficiary counseling and assistance coordinators, customer service representatives and others responsible for explaining or understanding TRICARE are encouraged to print out and save all the Fact Sheets to assist with questions or issues at hand, or to use for future reference.

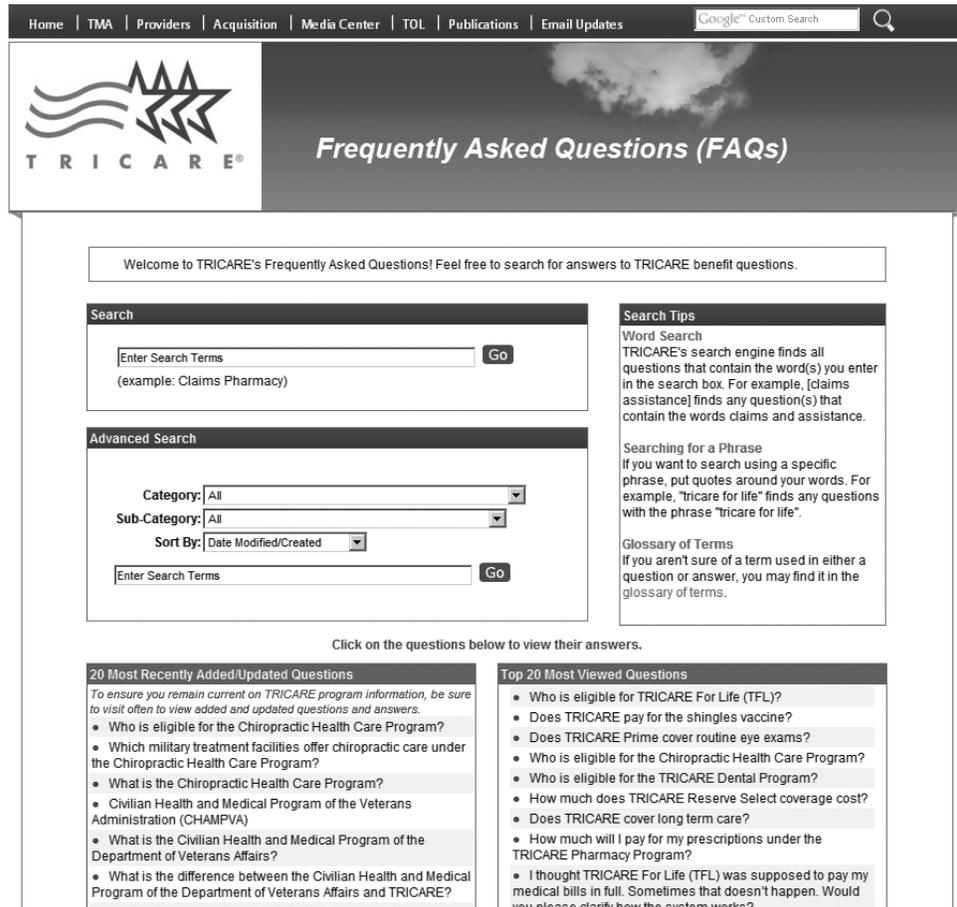
Show slide #10  
for 1.9



## 1.9 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.



The screenshot shows the TRICARE website's Frequently Asked Questions (FAQs) page. At the top, there is a navigation bar with links for Home, TMA, Providers, Acquisition, Media Center, TOL, Publications, and Email Updates, along with a Google Custom Search box. The TRICARE logo is prominently displayed on the left, and the page title "Frequently Asked Questions (FAQs)" is centered. Below the header, a welcome message reads: "Welcome to TRICARE's Frequently Asked Questions! Feel free to search for answers to TRICARE benefit questions." The page is divided into several sections: a "Search" section with a text input field and a "Go" button; an "Advanced Search" section with dropdown menus for "Category" and "Sub-Category", a "Sort By" dropdown, and another "Go" button; a "Search Tips" section providing guidance on word and phrase searches; a "20 Most Recently Added/Updated Questions" section with a list of questions; and a "Top 20 Most Viewed Questions" section with a list of frequently asked questions.

Show slide #11  
for 1.10 & 1.11:



## 1.10 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.



## 1.11 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 slide #12 for regional offices, 1.12.1, 1.12.3, & 1.12.5

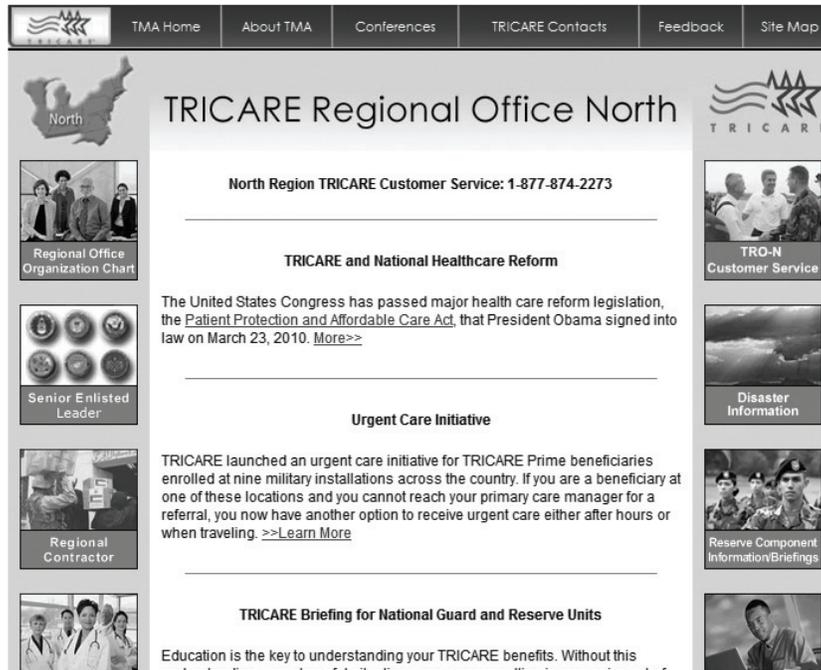


## 1.12 TRICARE Regional/Area Offices (TRO/TAO) and Regional Contractors

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.

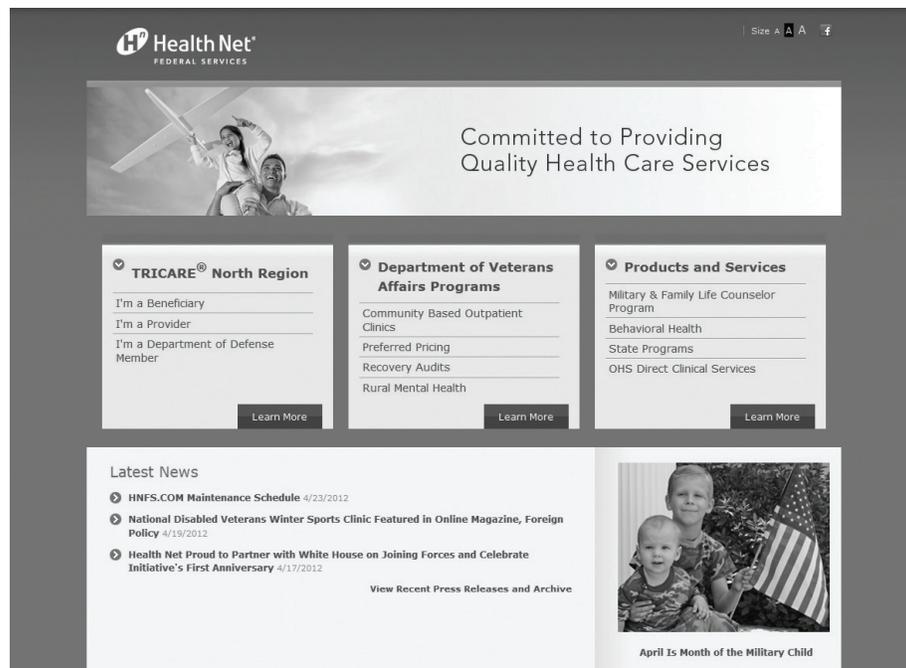
### 1.12.1 TRICARE Regional Office—North (www.tricare.mil/tronorth)



Show slide #13 for regional contractors, 1.12.2, 1.12.4, & 1.12.6



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



1.12.3 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](http://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 (i.e. address/move family members, address change, etc.) you may visit

1.12.4 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
- Ft. 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

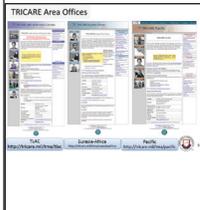
### 1.12.5 TRICARE Regional Office—West (www.tricare.mil/trowest)

The screenshot shows the TRICARE Regional Office West website. At the top, there is a navigation menu with links: TMA Home, About TMA, Conferences, TRICARE Contacts, Feedback, and Site Map. Below the menu, the page title is "TRICARE Regional Office West" with a sub-header "E-mail or call (800) 558-1746". A map of the West region is shown on the left. The main content area includes a welcome message: "Welcome to the new and improved TRICARE West Region Web site!". Below this is a section titled "What is a TRO?" which explains that TRICARE Regional Offices (TROs) manage regional contractors and oversee an integrated health care delivery system. It lists the three TRICARE regions: North, South, and West. A link "More>>" is provided. Below this is a link for "TRICARE Standard E-Newsletter". A news item titled "Statewide Epidemic of Whooping Cough in California" reports that the CDC reports a statewide epidemic and reminds beneficiaries to get immunized, with a "More>>" link. At the bottom of the main content is a section for "TRICARE Briefing for National Guard and Reserve Units" with a sub-header "Education is the key to understanding your TRICARE benefits." The right sidebar contains several links: "Customer Comment Card", "TRICARE Prime Travel Benefit", and "TPR Determination of Eligibility Enrollment Request Form". There are also several small images and icons throughout the page.

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

The screenshot shows the TriWest Healthcare Alliance website. At the top, there is a navigation menu with links: Home, Beneficiary, Provider Connection, Government, About TriWest, Find a Provider, and Contact Us. Below the menu, the page title is "TriWest HEALTHCARE ALLIANCE" with the TRICARE logo. The main content area includes a section titled "As You Work to Protect All of Us," with a sub-header "TriWest is working to protect your healthcare..." and a link "Click for Latest News on TriWest's Protest of TRICARE Contract Award". Below this is a section titled "Please Choose What Type of Visitor You Are" with three options: "Beneficiary", "Provider", and "Government". The right sidebar contains a "Returning Users" section with a "Login" button and a "Forgot Username and/or Password" link. Below this is a "Not a Registered User?" section with a "Register Now" button. Below that is a "What's New" section with news items: "TriWest's Customer Service Receives 5th Consecutive J.D. Power Certification 04/23/2012", "Latest News on TRICARE West Region Contract 04/16/2012", and "TriWest Makes it Easier to Find TRICARE Docs via Mobile Devices 04/16/2012". Below this is a "Follow Us" section with social media icons for Facebook and Twitter. At the bottom of the sidebar is a "Visitor Feedback" section with a "Visitor Feedback" button and a sub-header "Your opinion is important to us! Let us know how we're doing." The footer includes a copyright notice "Copyright 2012 © - TriWest Healthcare Alliance" and various links: Home, Beneficiary, Provider, Government, About TriWest, Employment, Contact Us, Terms and Conditions, Privacy Policy, Security Statement, Site Map, News Room, and TRICARE.mil. There are also several small images and icons throughout the page.

Show slide #14 for 1.12.7, 1.12.8, & 1.12.9



### 1.12.7 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
- International SOS Medical Assistance

#### 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

### 1.12.8 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 pharmacies. [Learn More](#)

#### 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](#)

1.12.9 TRICARE Area Office—Latin America and Canada (TLAC) ([www.tricare.mil/tlac](http://www.tricare.mil/tlac))

**TRICARE Latin America & Canada**

TMA Home > TRICARE Latin America & Canada Home

**TRICARE Latin America & Canada Area**

FOR EMERGENCIES WHILE DEPLOYED, TDY, ON LEAVE STATUS, OR TRAVELING OCONUS PLEASE CONTACT INTERNATIONAL SOS AT 1-877-451-8659.

Welcome to the TRICARE Area Office (TAO)-Latin America & Canada 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 Latin America & Canada Area. The Latin America & Canada Area includes Latin America (including the Caribbean Basin), Canada, Puerto Rico and the Virgin Islands.

**HOT NEWS!**  
 New TRICARE Overseas Program contract began on Sept. 1st. >> [More](#)

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

Latin America & Canada Health Facilities  
 Panama FAQs  
 Senior Enlisted Liaison  
 Mental Health Resources

TLAC Area Information  
 TRICARE Service Centers  
 Remote Locations  
 Physical Exam Forms  
 Claims Addresses  
 International SOS

Show slide #15 for 1.12.10

1.12.10 TRICARE Regional Contractor—Overseas Region ([www.tricare-overseas.com](http://www.tricare-overseas.com))

**TRICARE** International SOS

Home Beneficiaries Providers Government Users

**Welcome to the TRICARE Overseas Program**  
 International SOS administers the TRICARE Overseas Program for uniformed service members, retirees, and families.  
[Read more](#)

**Beneficiaries**  
 Get the help you need when you are living or traveling overseas.  
[Read More](#)

**Providers**  
 International SOS provides the support you need to care for TRICARE beneficiaries.  
[Read More](#)

**Government Users**  
 Providing you with secure, encrypted access to information you need.  
[Read More](#)

© 2011 AEA, International Holdings Pte. Ltd. [About Us](#) | [Report Fraud & Abuse](#) | [Contact Us](#)

TRICARE Overseas Program Contractor

International SOS  
<http://www.tricare-overseas.com>

Show slide #16  
for 1.13



### 1.13 TRICARE Pharmacy Program Contractor ([www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE))

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

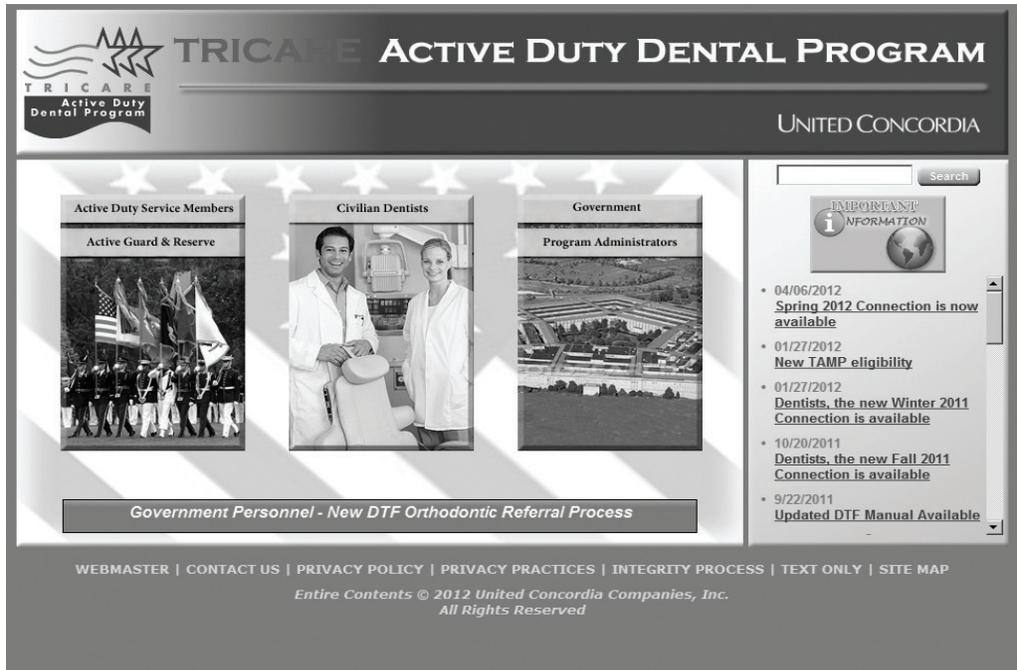
- Find a retail pharmacy
- Enroll in Pharmacy Home Delivery
- Order refills
- Check the status of an order
- Setup order refills
- Review and print their Explanation of Benefits (EOB)

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

Show slide #17  
 for 1.14

### 1.14 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  
 for 1.15

### 1.15 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  
for 1.16

## 1.16 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. At the top left is the Delta Dental logo. The main heading reads "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". A descriptive paragraph states: "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 are four large buttons: "Current Enrollee", "Prospective Enrollee", "Dentist", and "Beneficiary Liaison". At the bottom right is the TRICARE logo and a footer with links for "Site Map", "Contact Us", "Small Business Opportunities", "HIPAA Notice of Privacy Practices", and "Website Privacy Notice", along with a copyright notice for 2011 Delta Dental.

Show slide #20  
for 2.1



## 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, and rates and reimbursement.



Show slide #21  
for 2.2



## 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 conference 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.)

TRICARE.mil | Contacts | FAQs | Glossary | Forms | TRICARE Manuals | Factsheets | BCAC/DCAO Directory

TRICARE®

Welcome Customer Service Community

Home | About | Team

Tools & Resources | Source Documents | Rates | Assistance Reporting Tool (ART) | Training and Education | Conferences | Using the Beneficiary Web Site

RSS Feed

*I put the I CARE in TRICARE*

PRINT VERSION

The Customer Service Community Web site is an internal resource and external Web sites are not authorized to link to this site.

Updated (April 20, 2012)

Enter Search Terms: [ ] Search

Archives: 20 April 2012 [v] Search

**The Update April 20- May 4, 2012**

**TRICARE Management Activity (TMA) is Moving!** It's finally happening! TMA is moving to a new, fancy, and secure location lovingly called the Defense Health Headquarters (DHHQ)! With this move there are going to be some changes! If you need assistance from us about a case, please refer it in the Assistance Reporting Tool (ART)! It's too easy! If you don't know how to refer a case just call us for help! Our phone numbers won't change. If you don't have an ART account, please call any of the individuals listed in the BCAC/DCAO Priority Contact List. Look for us on the very last page! With the move we obviously have a new mailing address. After April 24, 2012, please send written correspondence for us to:

TRICARE Management Activity  
Beneficiary Education & Support Division  
Customer Service and Support Branch  
7700 Arlington Blvd., Suite 5101  
Falls Church, Virginia 22042-5101

Show slide #22  
for 2.3



## 2.3 TRICARE University ([www.tricare.mil/tricareu](http://www.tricare.mil/tricareu))

TRICARE University supports the training and education of MHS support staff who work directly with TRICARE beneficiaries and beneficiaries themselves.

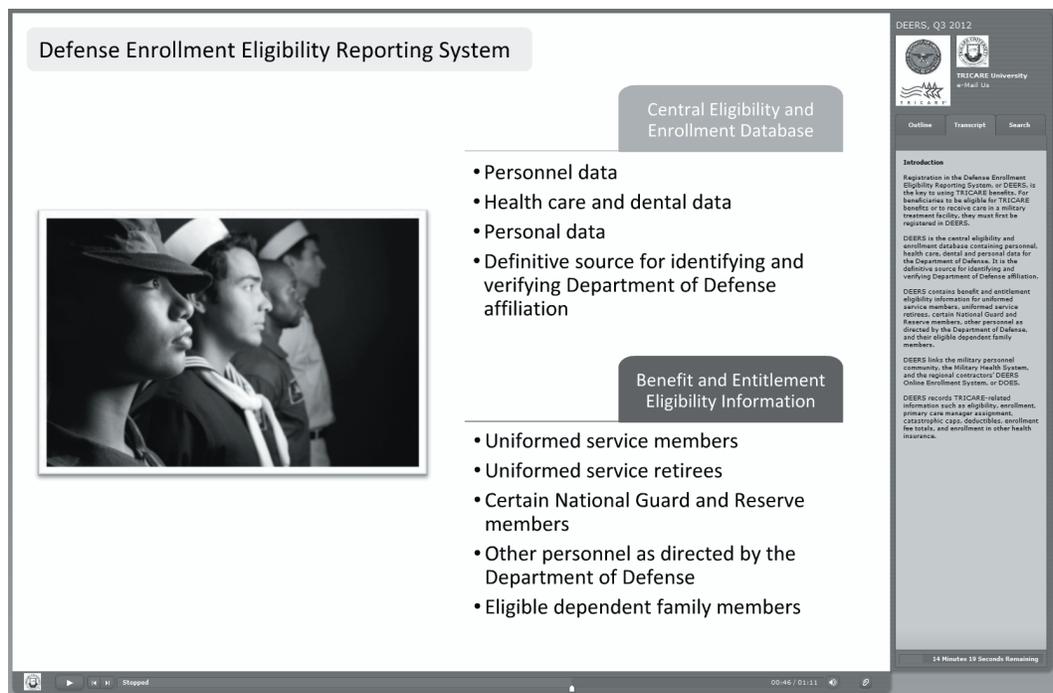
TRICARE University's core mission is to deliver accurate classroom and online instruction to ensure that a well-informed staff is able to transfer their knowledge to TRICARE beneficiaries.

### 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](http://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.
- To register for online training visit [www.tricare.mil/tricareu](http://www.tricare.mil/tricareu).



**Defense Enrollment Eligibility Reporting System**

Central Eligibility and Enrollment Database

- Personnel data
- Health care and dental data
- Personal data
- Definitive source for identifying and verifying Department of Defense affiliation

Benefit and Entitlement Eligibility Information

- Uniformed service members
- Uniformed service retirees
- Certain National Guard and Reserve members
- Other personnel as directed by the Department of Defense
- Eligible dependent family members

DEERS, Q3 2012

Introduction  
Registration in the Defense Enrollment Eligibility Reporting System, or DEERS, is the key to using TRICARE benefits. For beneficiaries to be eligible for TRICARE benefits or to receive care in a military treatment facility, they must first be registered in DEERS.  
DEERS is the central eligibility and enrollment database containing personnel, health care, dental and personal data for the Department of Defense. It is the definitive source for identifying and verifying Department of Defense affiliation.  
DEERS contains benefit and entitlement eligibility information for uniformed service members, uniformed service retirees, certain National Guard and Reserve members, other personnel as directed by the Department of Defense, and their eligible dependent family members.  
DEERS links the military personnel component, the military health system, and the regional contractors' DEERS Online Enrollment System, or ODES.  
DEERS records TRICARE-related information such as eligibility, enrollment, primary care management assignment, geographic code, discharge, enrollment fee status, and enrollment in other health insurance.

14 Minutes 26 Seconds Remaining

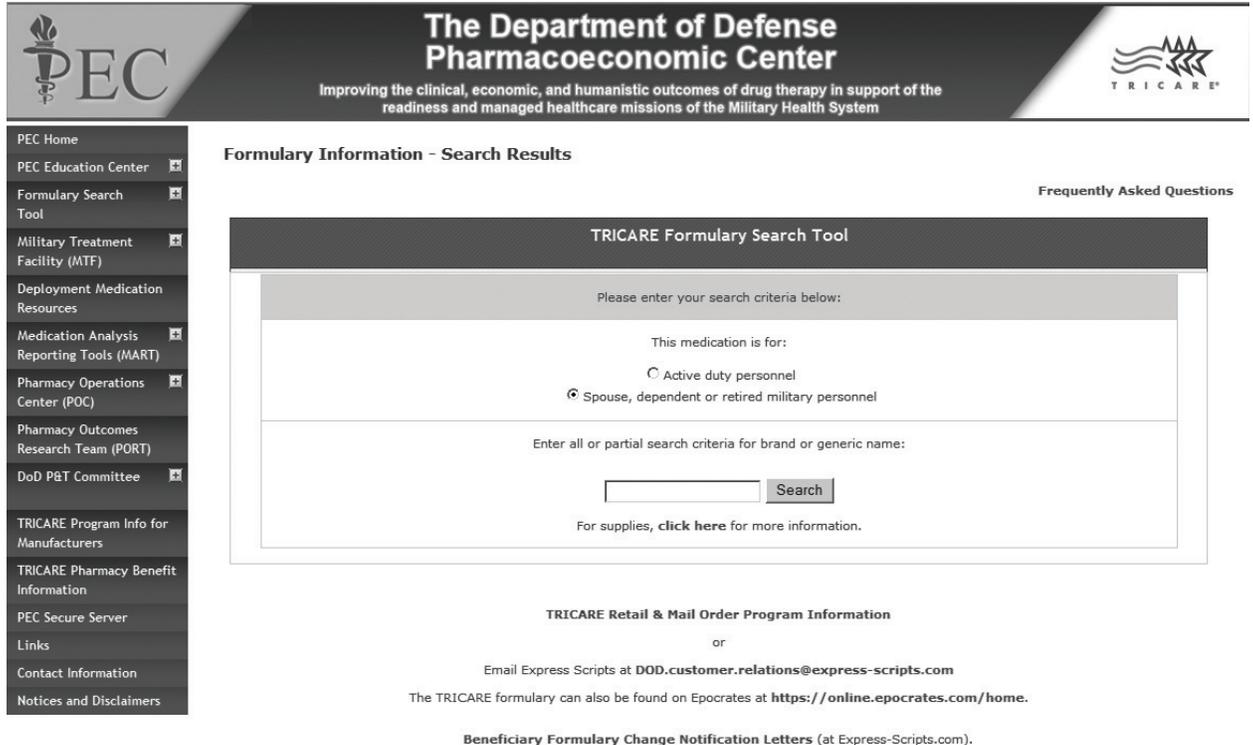
Show slide #23  
for 2.4



## 2.4 Formulary Search Tool ([www.pec.ha.osd.mil/formulary\\_search.php](http://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 pharmaceuticals and other authorized supplies to be dispensed with an appropriate prescriber's order. 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).

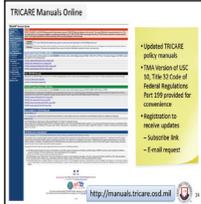


The screenshot shows the PEC website header with the Department of Defense Pharmacoeconomic Center logo and tagline. A navigation menu on the left lists various services. The main content area is titled 'Formulary Information - Search Results' and features a search tool interface. The search tool has a header 'TRICARE Formulary Search Tool' and a section for search criteria. It includes radio buttons for 'Active duty personnel' and 'Spouse, dependent or retired military personnel'. Below this is a text input field for 'Enter all or partial search criteria for brand or generic name:' and a 'Search' button. A note says 'For supplies, click here for more information.' Below the search tool is a section for 'TRICARE Retail & Mail Order Program Information' with contact information for Express Scripts and a link to the formulary on Epocrates. At the bottom, there is a section for 'Beneficiary Formulary Change Notification Letters' and a 'Comments' section with three bullet points.

### 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  
 for 2.5



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

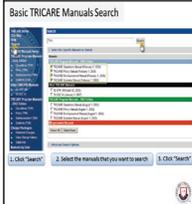
TRICARE Manuals are, in most cases, your primary resource for locating official TRICARE policy and benefit information. Each TRICARE manual posted on the website incorporates updated, published changes. Although changes may be published, they are not implemented by contractors until they receive direction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

TRICARE Home Site Map Help Search	<b>NOTICE</b> 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 TNEJ) follows and applies to contracts awarded earlier. This change only affects the relative positioning of these manuals displayed on this web page.				
TRICARE Manuals Home TRICARE Program Manuals - 2008 Edition <ul style="list-style-type: none"> <li>■ Operations (TOM)</li> <li>■ Policy (TPM)</li> <li>■ Reimbursement (TRM)</li> <li>■ Systems (TSM)</li> </ul> Other TRICARE Manuals <ul style="list-style-type: none"> <li>■ 32 CFR 199</li> <li>■ 10 USC 55</li> </ul> TRICARE Program Manuals - 2002 Edition <ul style="list-style-type: none"> <li>■ Operations (TOM)</li> <li>■ Policy (TPM)</li> <li>■ Reimbursement (TRM)</li> <li>■ Systems (TSM)</li> </ul> Change Packages <ul style="list-style-type: none"> <li>■ Published Changes</li> <li>■ View Change History</li> <li>■ Subscribe</li> </ul> Manuals by Date	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #eee;"><b>Copyright Statement</b></td> <td>CPT only © 2006 American Medical Association (or such other date of publication of CPT). All Rights Reserved.</td> </tr> <tr> <td style="background-color: #eee;"><b>Disclaimer</b></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><b>TRICARE Program Manuals - 2008 Edition</b></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><a href="#">TRICARE Operations Manual 6010.56-M, February 2008</a></p> <p><a href="#">TRICARE Policy Manual 6010.57-M, February 2008</a></p> <p><a href="#">TRICARE Reimbursement Manual 6010.58-M, February 2008</a></p> <p><a href="#">TRICARE Systems Manual 7950.2-M, February 2008</a></p> <p><b>Other TRICARE Manuals</b></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><a href="#">32 CFR 199 (TMA Version), April 2005</a></p> <p><a href="#">10 USC 55 (TMA Version), January 2007</a></p> <p><b>TRICARE Program Manuals - 2002 Edition</b></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><a href="#">TRICARE Operations Manual 6010.51-M, August 2002</a></p> <p><a href="#">TRICARE Policy Manual 6010.54-M, August 2002</a></p> <p><a href="#">TRICARE Reimbursement Manual 6010.55-M, August 2002</a></p> <p><a href="#">TRICARE Systems Manual 7950.1-M, August 2002</a></p> <p><b>Also Available For TRICARE Manuals</b></p> <p><b>Manuals Mailing List</b></p> <p>You can <a href="#">subscribe</a> 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 <a href="#">Help</a> page.</p> <p><b>Adobe Acrobat</b></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>	<b>Copyright Statement</b>	CPT only © 2006 American Medical Association (or such other date of publication of CPT). All Rights Reserved.	<b>Disclaimer</b>	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.
<b>Copyright Statement</b>	CPT only © 2006 American Medical Association (or such other date of publication of CPT). All Rights Reserved.				
<b>Disclaimer</b>	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.				

Show slide #25  
for 2.5.1



## 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.

## 2.5.2 Enter the 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 your search 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 unique to your search.

Show slide #26  
after discussing  
2.5.2



**TRICARE® Manuals Online**

TRICARE Home  
Site Map  
Help  
Search

TRICARE Manuals Home  
TRICARE Program Manuals - 2008 Edition

- Operations (TOM)
- Policy (TPM)
- Reimbursement (TRM)
- Systems (TSM)

Other TRICARE Manuals

- 32 CFR 199
- 10 USC 55

TRICARE Program Manuals - 2002 Edition

- Operations (TOM)
- Policy (TPM)
- Reimbursement (TRM)
- Systems (TSM)

Change Packages

- Published Changes
- View Change History
- Subscribe

Manuals by Date

**Search**

TRICARE Young Adult | Search

Select the Specific Manuals to Search

**Manuals**

TRICARE Program Manuals - 2008 Edition

- TRICARE Operations Manual (February 1, 2008)
- TRICARE Policy Manual (February 1, 2008)
- TRICARE Reimbursement Manual (February 1, 2008)
- TRICARE Systems Manual (February 1, 2008)

**Other TRICARE Manuals**

- 32 CFR 199 (April 12, 2005)
- 10 USC 55 (January 3, 2007)

TRICARE Program Manuals - 2002 Edition

- TRICARE Operations Manual (August 1, 2002)
- TRICARE Policy Manual (August 1, 2002)
- TRICARE Reimbursement Manual (August 1, 2002)
- TRICARE Systems Manual (August 1, 2002)

**Superseded Manuals**

Select All | Select None

**Advanced Search Options**

Back Top

[www.tricare.mil](http://www.tricare.mil) is the official Web site of the TRICARE Management Activity, a component of the Military Health System

**TRICARE®**

If you have a question regarding TRICARE benefits, please go to the [TRICARE Benefit Questions](#) page.  
If you need help with technical/operational issues, please go to the [TRICARE Manuals Online Help Resources](#) page.

v3.10

Show slide #27  
for 2.5.3

## 2.5.3 The website displays the selected manual section

The screenshot displays the TRICARE Manuals Online website. The left sidebar contains a navigation menu with the following items: TRICARE Home, Site Map, Help, Search, TRICARE Manuals Home, TRICARE Program Manuals - 2008 Edition (Operations (TOM), Policy (TPM), Reimbursement (TRM), Systems (TSM)), Other TRICARE Manuals (32 CFR 199, 10 USC 55), TRICARE Program Manuals - 2002 Edition (Operations (TOM), Policy (TPM), Reimbursement (TRM), Systems (TSM)), Change Packages (Published Changes, View Change History, Subscribe), and Manuals by Date. The main content area is titled 'View Manual File' and includes a note: 'If you are having trouble viewing the document below you can try viewing the document in a new window'. The document title is 'TRICARE Operations Manual 6010.56-M, February 1, 2008 TRICARE Young Adult (TYA)'. The page is divided into 'Chapter 25' and 'Section 1'. The section title is 'TRICARE Young Adult (TYA)'. The content includes a section header '1.0 GENERAL' and a paragraph: 'TYA is premium-based TRICARE coverage available for purchase by qualified young adult dependents under the age of 26 who are no longer eligible for TRICARE at age 21 (age 23 if formally enrolled in a full-time course of study at an institution of higher learning approved by the Secretary of Defense and more than 50% dependent on the uniformed service sponsor for financial support). Section 702 of the Ike Skelton National Defense Authorization Act (NDAA) for Fiscal Year (FY) 2011 (Public Law 111-383) established the authority for the TYA program and created Section 1110b, Chapter 55, 10 United States Code (USC)'. A second paragraph states: 'The effective date of coverage is January 1, 2011. Only TYA Standard/Extra coverage will be initially offered. Young adult dependents may purchase retroactive coverage back to January 1, 2011, until September 30, 2011. TYA Prime coverage will be added upon direction from the Contracting Officer (CO), but without retroactive coverage.' Below this is a section header '1.1 Benefits/Scope Of Care' and a paragraph: 'When TYA coverage becomes effective, qualified beneficiaries receive the benefits of the TRICARE program purchased, including access to Military Treatment Facilities (MTFs) and pharmacies. TYA coverage features the per service cost-share, deductible, and catastrophic cap provisions of the TRICARE plan purchased based on the status of the uniformed service sponsor and the geographical location of the young adult dependent. Premiums are not credited to deductibles or catastrophic caps. The provisions of 32 CFR 199.16(a)(3) concerning the

## 2.5.4 Subscribing to Manual Updates

Users may register to receive information regarding TRICARE Operations, Policy, Reimbursement and Systems manuals updates; as well as 32 CFR 199 and 10 USC 55 updates. 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

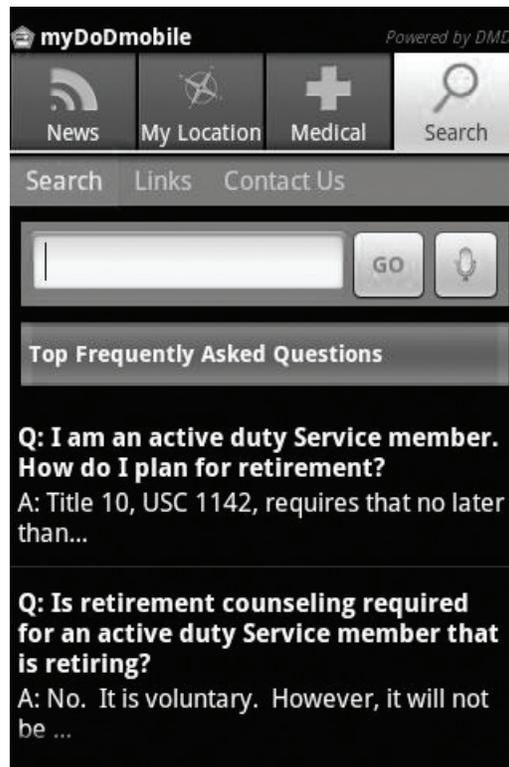
### 3.0 Mobile Applications

#### 3.1 milConnect Mobile

The milConnect mobile application is owned 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 section of the most Frequently Asked Questions (FAQs)

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



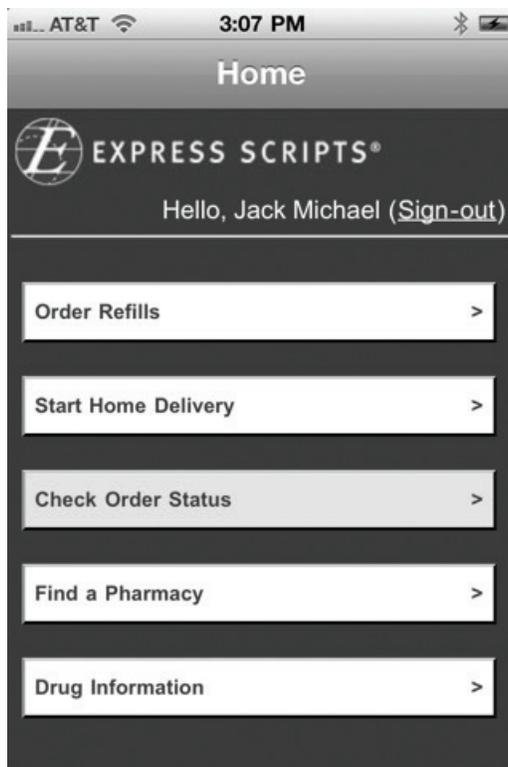
### 3.2 Express Scripts Mobile

TRICARE beneficiaries can manage their prescriptions on the go by downloading the free Express Scripts mobile app for Android or iPhone, or by visiting <http://m.esrx.com> on any web-enabled mobile device.

With the Express Scripts mobile app, beneficiaries can:

- Enroll in home delivery
- Order refills
- Check order status
- Find a pharmacy
- Get drug information

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



# Module Objectives



Show slide #29

Module 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

## 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

Show slide #30

Questions?

A red circular icon with a white question mark inside, set against a white background with a subtle shadow.

Show slide #31

The TRICARE logo, featuring a stylized blue star with red and white stripes, and the word "TRICARE" in red capital letters below it.