

TRICARE BENEFICIARY BULLETIN – JANUARY 27, 2011 – 650 WORDS

LEAD MUSIC (:03)

THIS IS THE TRICARE BENEFICIARY BULLETIN, AN UPDATE ON THE LATEST NEWS TO HELP YOU MAKE THE BEST USE OF YOUR TRICARE BENEFIT. I'M AUSTIN CAMACHO. (:10)

FIRST UP: ANNEMARIE FELICIO REPORTS ON PROTECTING YOUR PERSONAL INFORMATION.

TRICARE IS COMMITTED TO HELPING YOU PROTECT YOUR PERSONAL INFORMATION. SOCIAL SECURITY NUMBERS, BIRTH DATES AND ADDRESSES ARE ALL EXAMPLES OF PERSONALLY IDENTIFIABLE INFORMATION THAT CAN BE USED TO STEAL AN IDENTITY TO COMMIT FRAUD. WHETHER IT'S ON THE PHONE OR OVER THE INTERNET, YOU SHOULD BE VERY CAREFUL WHEN ASKED TO DISCLOSE YOUR PERSONAL INFORMATION.

E-MAIL AND SOCIAL NETWORKS HAVE MADE IT EASIER FOR PREDATORS TO GET PERSONAL INFORMATION, BUT TELEPHONE “SCAMS” ARE STILL COMMONLY USED TO GET THIS INFORMATION.

BENEFICIARIES SHOULD KNOW THAT THE DEFENSE DEPARTMENT OFTEN CONTRACTS WITH MARKETING RESEARCH COMPANIES TO GET FEEDBACK ABOUT YOUR HEALTH CARE EXPERIENCES. THESE TELEPHONE SURVEYS ARE VALUABLE EFFORTS TO MEASURE SATISFACTION WITH TRICARE, AS WELL AS IDENTIFY AREAS FOR IMPROVEMENT. HOWEVER, YOU SHOULD KNOW THAT THESE SURVEYORS WILL NOT ASK FOR SOCIAL SECURITY NUMBERS, BIRTH DATES OR ADDRESSES.

YOU CAN TAKE SIMPLE STEPS TO SAFEGUARD AGAINST IDENTITY THEFT INCLUDING:

- SHREDDING DOCUMENTS THAT CONTAIN PERSONALLY IDENTIFYING INFORMATION BEFORE THROWING THEM AWAY;
- CHECKING CREDIT CARD AND BANK STATEMENTS FOR MISTAKES; AND

- NOT RESPONDING TO SUSPICIOUS MESSAGES RECEIVED THROUGH E-MAIL OR SOCIAL NETWORKS.

FOR MORE INFORMATION ABOUT PROTECTING TRICARE PERSONAL INFORMATION, VISIT TRICARE.MIL/PII.

FOR TRICARE MANAGEMENT ACTIVITY, I'M ANNEMARIE FELICIO.

THE WEB-BASED TRICARE ASSISTANCE PROGRAM, OR TRIAP, ALLOWS ELIGIBLE BENEFICIARIES TO INTERACT WITH LICENSED COUNSELORS VIA ONLINE CHAT OR VIDEO CONFERENCE. BY USING VIDEO CHAT OR INSTANT MESSAGING, YOU CAN DISCUSS ISSUES SUCH AS RELATIONSHIPS, STRESS MANAGEMENT, FAMILY ISSUES AND PARENT-CHILD COMMUNICATIONS ON A ONE-ON-ONE BASIS WITH A LICENSED PROFESSIONAL. TRIAP IS AVAILABLE 24 HOURS A DAY, SEVEN DAYS A WEEK.

TRIAP COVERS SHORT-TERM, NON-MEDICAL ISSUES. THESE SERVICES DO **NOT** REQUIRE REFERRALS OR AUTHORIZATIONS, BUT YOU WILL NEED A PHONE AND A COMPUTER.

TRIAP SESSIONS ARE GENERALLY CONFIDENTIAL AND ARE NOT DOCUMENTED ON YOUR MILITARY HEALTH RECORD. HOWEVER, IF THE TRIAP COUNSELOR BELIEVES YOU ARE AT RISK OF HARMING YOURSELF OR OTHERS, THE COUNSELOR WILL ASK FOR PERSONAL CONTACT INFORMATION, INCLUDING YOUR COMMAND INFORMATION, YOUR LOCATION AND A CALL-BACK NUMBER. THIS INFORMATION WILL BE USED SOLELY TO ENSURE YOU RECEIVE APPROPRIATE COUNSELING AND/OR CARE.

IF A COUNSELOR THINKS YOU WOULD BENEFIT FROM MORE COMPREHENSIVE CARE, HE OR SHE CAN EXPLAIN YOUR OPTIONS AND HELP YOU GET THAT CARE AS PART OF YOUR TRICARE BENEFIT. TRIAP DOES NOT INCLUDE MEDICATION MANAGEMENT OR FINANCIAL COUNSELING, AND IT IS NOT FOR EMERGENCY SITUATIONS. FOR BEHAVIORAL HEALTH EMERGENCIES, PLEASE CALL 911 OR GO TO THE NEAREST EMERGENCY FACILITY.

VISIT WWW.TRICARE.MIL/TRIAP FOR MORE INFORMATION.

FINALLY: LORRAINE CWIEKA REPORTS ON TRANSFERRING TO A NEW TRICARE REGION WHILE PREGNANT.

PREGNANCY CAN BE AN ANXIOUS TIME IN A WOMAN'S LIFE. A MOVE WHILE PREGNANT CAN ADD EVEN MORE STRESS. IF YOU ARE A TRICARE PRIME BENEFICIARY AND ARE MOVING TO A NEW REGION DURING PREGNANCY, UNDERSTANDING YOUR OPTIONS CAN ENSURE A SMOOTH TRANSITION AND UNINTERRUPTED MATERNITY CARE.

IF YOU ARE MOVING TO A TRICARE PRIME SERVICE AREA, YOU SHOULD FIRST DECIDE WHETHER TO ENROLL IN TRICARE PRIME OR USE TRICARE STANDARD. IF YOU CHOOSE TO TRANSFER YOUR TRICARE PRIME ENROLLMENT TO YOUR NEW REGION, YOU SHOULD DO THE FOLLOWING:

- GET ALL ROUTINE MATERNITY CARE BEFORE MOVING.
- REMAIN ENROLLED IN YOUR CURRENT REGION UNTIL THE MOVE IS COMPLETE.

- OBTAIN A REFERRAL FROM YOUR PRIMARY CARE MANAGER IN YOUR OLD REGION IF YOU NEED CARE EN ROUTE.
- FILL OUT AND SUBMIT A TRICARE PRIME ENROLLMENT FORM TO YOUR NEW REGIONAL CONTRACTOR ONCE THE MOVE IS COMPLETE.
- AND MAKE AN APPOINTMENT TO SEE YOUR NEW PRIMARY CARE MANAGER AS SOON AS POSSIBLE!

IF YOU ENROLL AT A MILITARY TREATMENT FACILITY IN YOUR NEW REGION, YOU WILL NEED A REFERRAL FROM YOUR PRIMARY CARE MANAGER TO SEE A CIVILIAN NETWORK OBSTETRICIAN. PRIOR AUTHORIZATION FROM YOUR NEW REGIONAL CONTRACTOR MAY ALSO BE REQUIRED.

IF YOU CHOOSE TRICARE STANDARD, YOU CAN SEE ANY TRICARE-AUTHORIZED PROVIDER. HOWEVER, AS A TRICARE STANDARD BENEFICIARY, YOU WILL HAVE HIGHER OUT-OF-POCKET COSTS THAN TRICARE PRIME. IF YOU MOVE TO AN AREA WHERE TRICARE PRIME IS NOT AVAILABLE, TRICARE STANDARD WILL BE YOUR COVERAGE OPTION.

FOR MORE INFORMATION, GO TO TRICARE.MIL/MYBENEFIT.

FOR TRICARE MANAGEMENT ACTIVITY, I'M LORRAINE CWIEKA.

AND THAT'S TODAY'S TRICARE BENEFICIARY BULLETIN. WE'LL
HAVE MORE NEWS YOU CAN USE NEXT WEEK. (:03)

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