



# Quick Tips from TRICARE® and TriWest Healthcare Alliance



## Keep Your DEERS Information Up To Date!

It is essential to keep your information in the Defense Enrollment Eligibility Reporting System (DEERS) current for you and your family. Proper and current registration in DEERS is key to receiving timely, effective TRICARE benefits, including doctors' appointments, prescriptions, and payments of health care expenses. Below are several ways to update your information in DEERS.

<b>In Person</b> <i>(sponsors may add or delete family members or update contact information)</i>	<ul style="list-style-type: none"> <li>• Visit a local uniformed services identification card-issuing facility.</li> <li>• Find a facility near you at <a href="http://www.dmdc.osd.mil/rsl">www.dmdc.osd.mil/rsl</a>.</li> <li>• Call to verify location and business hours.</li> </ul>
<b>Phone</b> <i>(update contact information only)</i>	<ul style="list-style-type: none"> <li>• 1-800-538-9552</li> <li>• 1-866-363-2883 (TDD/TTY)</li> </ul>
<b>Fax</b> <i>(update contact information only)</i>	<ul style="list-style-type: none"> <li>• 1-831-655-8317</li> </ul>
<b>Mail</b> <i>(update contact information only)</i>	<ul style="list-style-type: none"> <li>• Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771</li> </ul>
<b>Online</b> <i>(update contact information only)</i>	<ul style="list-style-type: none"> <li>• <a href="http://milconnect.dmdc.mil">http://milconnect.dmdc.mil</a></li> </ul>

## Use TRICARE and TriWest Healthcare Alliance Resources to Get the Most from Your Benefit

<b>TRICARE Web Site</b>	<ul style="list-style-type: none"> <li>• <b>www.tricare.mil:</b> Visit the TRICARE Web site for benefit and cost information or to locate a military treatment facility, Beneficiary Counseling and Assistance Coordinator, or Debt Collection Assistance Officer. You can also download TRICARE forms and much more.</li> </ul>
<b>TriWest Resources</b>	<ul style="list-style-type: none"> <li>• <b>TriWest.com:</b> Use TriWest's Web site to manage your TRICARE benefit and to view and print claims, explanations of benefits, and specialty care authorizations. You can find a provider, learn about your benefit, locate a TRICARE Service Center for in-person assistance, and more.</li> <li>• <b>1-888-TRIWEST (1-888-874-9378):</b> Call TriWest's toll-free number to use Interactive Voice Response self-service features or speak with customer service representatives who can answer your questions about TRICARE requirements, claims, referrals, and authorizations.</li> </ul>

## Find TRICARE Cost Information Online

Visit [www.tricare.mil/costs](http://www.tricare.mil/costs) for the most up-to-date cost information, as TRICARE costs are subject to change.

## Maximize Your TRICARE Standard and TRICARE Extra Benefit

TRICARE Standard provides the most flexibility to eligible beneficiaries by allowing beneficiaries to see any TRICARE-authorized provider. There are no enrollment fees, but cost-shares and deductibles apply. Cost-shares for active duty family members (ADFMs) and TRICARE Reserve Select (TRS) members are 20 percent; for retirees (*including TRICARE Retired Reserve members*), their families, and all others, cost-shares are 25 percent. Additionally, non-network providers may charge up to 15 percent above the TRICARE-allowable charge (*by law*), which is **not** reimbursed by TRICARE. TRICARE Standard beneficiaries can use the TRICARE Extra option to see network providers and save 5 percent on cost-shares (*reducing cost-shares to 15 percent for ADFMs and TRS members and 20 percent for retirees, their families, and all others*). Network providers file claims on the beneficiary's behalf and accept the TRICARE-allowable charge as payment in full. To locate a TRICARE network provider in the West Region, search the online provider directory at **TriWest.com** or contact TriWest at **1-888-TRIWEST (1-888-874-9378)**.



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## Maximize Your TRICARE Prime® Benefit

TRICARE Prime is a managed care option offering the most affordable and comprehensive coverage in Prime Service Areas (*i.e., geographical areas where TRICARE Prime is offered*). When you enroll in TRICARE Prime, you select or are assigned a primary care manager (PCM) who may be at a military treatment facility (MTF) or may be a civilian TRICARE network provider. Your PCM provides most of your care and will refer you to a specialist for care he or she cannot provide. The point-of-service (POS) option allows TRICARE Prime beneficiaries to obtain medically necessary, TRICARE-approved services—inside or outside the TRICARE network—from someone other than his or her PCM without first obtaining a referral. Using the POS option results in a deductible and greater out-of-pocket expenses. Prior authorization requirements apply even if you are using the POS option. POS does **not** apply to active duty service members; beneficiaries with other health insurance (OHI); emergency care; the first eight behavioral health outpatient visits to a network provider for a medically diagnosed and covered condition per fiscal year (*October 1–September 30*); newborns or newly adopted children in the first 60 days after birth or adoption (*as long as one other family member is enrolled in TRICARE Prime*), and preventive care services from a network provider.

## Extend TRICARE Coverage for Your Adult Children with the TRICARE Young Adult Program

The TRICARE Young Adult (TYA) program offers premium-based TRICARE coverage to qualified dependents until reaching age 26, and may be an option for children who “age out” of other TRICARE benefits. For more information about TYA, including information on how to purchase it, please visit [www.tricare.mil/tya](http://www.tricare.mil/tya).

## Avoid Using the Emergency Room for Nonemergency Situations

In many cases, using the emergency room is unnecessary and can result in longer wait times and higher costs. You can often be treated more quickly by an MTF, your PCM or family doctor, or an urgent care center. The explanations of emergency and urgent care below can help you seek the most appropriate level of service.

- **Emergency care:** TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a “prudent layperson” (*someone with average knowledge of health and medicine*) to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb, or sight; when a person has severe, painful symptoms requiring immediate attention to relieve suffering; or when a person is at immediate risk to self or others. If you need emergency care, go to the nearest military or civilian emergency room, or call 911. You must notify TriWest within 24 hours of admission or on the business day following admission to coordinate ongoing care and to ensure you receive proper authorization.
- **Urgent care:** TRICARE defines urgent care as medically necessary treatment for an illness or injury that would not result in further disability or death if not treated immediately, but that requires professional attention within 24 hours. **Note:** In most cases, TRICARE Prime beneficiaries can receive urgent care from their PCMs. If you are enrolled in TRICARE Prime and do not coordinate urgent care with your PCM or TriWest, the care will be covered under the POS option, resulting in a deductible and higher out-of-pocket costs.

## Avoid Denied Claims: Tell Us about Your Other Health Insurance

If you have OHI, you or your health care provider must file claims with your OHI before filing with TRICARE. A copy of your OHI’s payment determination and a copy of the itemized bill must be sent with your TRICARE claim.

## Using Your TRICARE Pharmacy Home Delivery Benefit

TRICARE Pharmacy Home Delivery is your least expensive option for filling prescriptions when not using an MTF pharmacy. With home delivery, there is no cost to receive up to a 90-day supply of generic medications. Copayments apply for brand-name and non-formulary medications. If you have a prescription and are a TRICARE beneficiary, you may order your medication by mail, phone, fax, or online, and your prescriptions will be delivered with free standard shipping. If you would like to convert a current maintenance prescription to mail order, call the Member Choice Center at **1-877-363-1433**, or use the online tool on the TRICARE Pharmacy Program Web site at [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).