

The Doctor is in ...
The Value of TRICARE

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I am a soldier, a husband, a father and, like you, a TRICARE beneficiary. As a beneficiary, and as the TRICARE Management Activity’s deputy director, the value you and my family receive from TRICARE is my priority both personally and professionally.

TRICARE is more than just seeing the doctor when you or your family is sick or hurt. TRICARE provides free and low-cost preventive services such as cancer screenings, well-baby checkups and immunizations. In just the past year we’ve added to and enhanced many of our benefits to better meet your needs. We’ve focused our efforts on readiness for both military and family members by improving health—not just health care. We continue to work to enhance your experience as a patient and to responsibly manage costs to preserve the value of your TRICARE benefit.

One of the many initiatives to enhance patient experience while managing both your costs and those of the Defense Department is the TRICARE Pharmacy Home Delivery program. Home delivery of your maintenance prescriptions is easy, safe and affordable—some prescriptions are even free! I applaud the many TRICARE beneficiaries who are taking advantage of this outstanding program and encourage others to learn more about it—and how easy it is to use—by checking it out on the TRICARE website at www.tricare.mil/homedelivery.

Another enhancement in the TRICARE program to help improve patient health is our immunization program. In 2011, TRICARE made getting immunizations for a wide range of diseases more convenient and affordable than ever. Before 2011, most vaccines were only covered when you got them at your doctor’s office. Now, you can get your vaccines at any one of the more than 45,000 participating TRICARE network pharmacies with no out-of-pocket expense.

Recognizing the key role of the National Guard and Reserve in our national defense, in recent years we expanded the TRICARE benefit to better serve them and their families. TRICARE Reserve Select is now available for current Guard and Reserve members and families, while TRICARE Retired Reserve provides health benefits for “gray-area” retired members and their families.

We also are fully compliant with the requirements of the Patient Protection and Affordable Care Act. For example, just last year, we added the premium-based TRICARE Young Adult program for dependents up to age 26 who don’t have access to other health plans.

Premium-based health plans like TRICARE Reserve Select, TRICARE Retired Reserve and the TRICARE Dental Program provide access to covered services from TRICARE-authorized health care providers worldwide. Visit www.tricare.mil for more information on them.

Bringing TRICARE beneficiaries around the world the best possible health care at the best possible value is not only our mission, but our commitment. As a leader in the TRICARE program as well as a TRICARE beneficiary, I look forward to coming into work every day to make this a reality for each and every one of the 9.7 million TRICARE beneficiaries we serve. ■

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An Important Note about TRICARE Program Information: At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

Log on to milConnect for eCorrespondence

MilConnect, located at <http://milconnect.dmdc.mil>, is the Defense Manpower Data Center's (DMDC's) online portal that gives you access to your information in the Defense Enrollment Eligibility Reporting System (DEERS). You can log on to milConnect's secure site by using a Common Access Card (CAC), Defense Finance and Accounting Services (DFAS) user name and password or Department of Defense (DoD) Self-Service Logon (DS Logon).

Your sponsor may request a DS Logon for you by using his or her CAC, or you may visit a TRICARE Service Center or a Veterans Affairs Regional Office to complete the required in-person proofing process. Non-CAC holders who need a new uniformed services identification (ID) card can also visit an ID card-issuing facility and request a DS Logon at the same time. Visit www.dmdc.osd.mil/dsaccess and click on "Frequently Asked Questions" for more details on these options.

The milConnect portal allows you to:

- Receive alerts when a change in your benefit occurs
- Access health care information about enrollments, primary care manager (PCM) assignments, other health insurance, claims, catastrophic caps, deductibles and fees
- Print proof of insurance/eligibility letter
- Manage your TRICARE enrollment
- Review and update (where applicable) personnel information
- Update your display name for the DoD Global Address List
- Transfer your education benefits
- Update contact information in DEERS instantly
- Find answers to frequently asked questions
- Review Servicemembers' Group Life Insurance (SGLI) information

eCorrespondence Now Available

With the recent rollout of milConnect's eCorrespondence initiative, active duty service members (ADSMs) and National Guard and Reserve members on early alert or active duty are now receiving e-mail notifications in place of mailed letters. E-mail notifications are sent when a new or replacement enrollment card is available, when a dependent child is near age 21 or 23 or when a PCM change has been reported. Future eCorrespondence enhancements include replacing

additional mailed letters with e-mail notifications as well as the expansion of e-mail notifications to non-active duty populations and family members regarding benefit changes.

This "green" electronic correspondence allows for quick and convenient access to benefit changes and offers better security than mailed letters.

If you receive eCorrespondence today, these notifications are sent to your CAC-registered osd.pentagon.mil e-mail address. These notifications will link you to the milConnect self-service portal, where you can view your current benefit information and view, print and save available correspondence about your benefit. Future enhancements will allow you to choose to receive e-mail notifications using a personal e-mail address instead of your CAC e-mail address.

Sign Up Now for Future eCorrespondence Initiatives

While expansion of eCorrespondence to non-active duty populations and family members is a future initiative, you can grant permission now to receive e-mail notifications as soon as this capability is available. To update your personal e-mail address and permissions, log on to milConnect and choose "Update Address" under the "My Profile Information" menu item. Then select the "Personal Information" tab and scroll down to the "E-mail Addresses" section.

If you are an ADSM or National Guard or Reserve member on early alert or active duty, you are also encouraged to update your e-mail preferences if you wish to receive e-mail notifications at your personal e-mail address when this capability becomes available. To do so, you must first opt out of receiving e-mail notifications at your osd.pentagon.mil e-mail, then opt in to receive them at your personal e-mail address. Click "Update Address" under the "My Profile Information" menu item. Then select the "Military (MIL)" tab and scroll down to the "Personnel E-mail Address" section, and change your preference to "No." Next, choose the "Personal Information" tab and scroll down to the "E-mail Addresses" section, add your primary e-mail address and select "yes" to receive e-mail notifications.

Visit the milConnect website at <http://milconnect.dmdc.mil> for more information. ■

TRICARE Transitions to T-3: Two Changes You Need to Know

On April 1, health care delivery under a new TRICARE contract, known as T-3, begins in the South Region. Humana Military Healthcare Services, Inc. remains fully committed to offering the best possible health benefit administration to beneficiaries, retirees and their families.

You should not notice any big differences under the new contract, but there are a few key changes to keep in mind.

Monthly Explanation of Benefits Statements

One important change is a shift to monthly explanation of benefits (EOB) summaries. Beginning April 1, you will receive a monthly EOB that will summarize all claim activity for the time period. This new document will replace the statements that are sent as individual claims are processed. Both individual and summary EOBs will always be available online for your review at www.myTRICARE.com.

Did you know that you can choose to receive EOBs electronically? All you have to do is register at www.myTRICARE.com and update your communication preferences after signing in. You can access claim information and view claims status at any time on www.myTRICARE.com as well.

TRICARE Prime Premium Payments

A second change that you should be aware of affects beneficiaries who pay TRICARE Prime premiums. Beginning April 1, recurring fee payments for TRICARE Prime will only be accepted by credit card or via a monthly automated deduction. Checks will be accepted for initial TRICARE Prime enrollment fees only.

This change to automated payments will eliminate the need for you to remember to pay your quarterly fee. The simplest



method is to choose the pay allotment where the monthly payment is automatically deducted each month. If you choose electronic funds transfer, remember to include this deduction in your financial accounting process, such as your checking account register, to avoid mix-ups with your bank account balance. ■

TRICARE HealthMatters

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TRICARE

An Excellent Value

- Generous coverage
- Superior health care
- Decisions are health driven, not insurance driven
- High satisfaction with care
- Low out-of-pocket costs
- Easy access

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Stay Healthy with the MyActiveHealth Portal and Care Considerations

Humana Military Healthcare Services Inc. (Humana Military) has teamed up with ActiveHealth Management® to help you improve your health and better manage chronic health conditions. ActiveHealth Management analyzes patient medical claims, lab, hospital and pharmacy data—all in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA) privacy guidelines—to identify possible medicine, treatments, tests or other changes that you should discuss with your doctor.

As an added service included with TRICARE Prime coverage in the South Region, beneficiaries enrolled to civilian primary care managers will now receive no-cost, personalized information about health called “Care Considerations.” Care Considerations will not change your TRICARE benefits.

Here are a few facts about Care Considerations:

- Care Considerations may help you and your doctor become aware of possible medical-safety concerns as well as treatment options.

- Care Considerations are based on a computer program designed by doctors.
- The computer software analyzes your claims data from medical, hospital, pharmacy and lab records. It checks them against current medical research and identifies best-practice treatments that may be appropriate for you.

To make the most of this new service from Humana Military, sign up for the MyActiveHealth portal. This extensive online resource offers several tools that support health and wellness. You will be able to access your personal health record, take a health risk assessment, research the Healthwise® Knowledgebase and take advantage of a number of health-tracking tools.

To sign up for the MyActiveHealth portal, go to www.humana-military.com, click “Log in to MyHMHS For Beneficiaries” in the upper right-hand corner of the home page and follow the prompts to activate your connection. ■