

TRICARE University



Welcome Message

Newsletter

Welcome back to TRICARE University. Hopefully you will find this newsletter refreshing and informative. For those of you registered for our online courses, a special section is dedicated to YOU to provide the ins and outs on how to complete an online course! Finally yet more importantly, you will find a list of trainings and conferences that is available not only through TRICARE University, but from other TRICARE associated organizations.

New Leadership in the TRICARE Management Activity Office

In April 2009, the Deputy Director of the TRICARE Management Activity (TMA), Major General Elder Granger, MC, USA retired. His replacement is Rear Admiral C.S. Hunter, MC, USN. We want to take this time to thank Major General Granger for his superior leadership throughout TMA. The Customer Communications Branch of C&CS welcomes Rear Admiral C.S. Hunter and we look forward to her innovative and exciting projects in the future.

It's Now Permanent and Has a New Name

The TRICARE Reserve Family Demonstration Project (TRFDP) is no longer a demonstration! The associated benefits (waiver of deductible and TRICARE pays up to the balance billing limit) are now permanent and referred to as "TRICARE Reserve and National Guard Family Member Benefits." For more information, please visit <http://manuals.tricare.osd.mil/> (TRICARE Policy Manual 6010.54-M, Chapter 10 Section 8.1)

VA Care While on Terminal Leave – Supplemental Health Care for Active Duty Service Members

Active Duty Service Members (ADSMs) that are on terminal leave status and reside outside the Prime service area of the MTF that he or she is enrolled in can receive pre-authorization to receive any routine or urgent outpatient primary medical care required during the terminal leave period at the Department of Veterans Affairs (DVA). This does not apply to those ADSMs who are eligible for medical treatment for polytrauma injury, spinal cord injury, traumatic brain injury or blindness. These ADSMS fall under the Department of Defense/DVA Memorandum of Agreement. For more information on receiving care at the VA while on terminal leave please visit <http://manuals.tricare.osd.mil/> (TRICARE Operations Manual 6010.51-M, Chapter 18 Section 1 General paragraph 4.6).

*Hampton VA TRO North — April 28-30, 2009
The TRICARE Fundamentals Course was offered in the north region (TRO North/Hampton VA) on April 28-30, 2009. The class was taught by Health Net Federal Services contractors.*



Active Duty Dental Program Replaces MMSO

Starting August 1, 2009, United Concordia Companies, Inc. will replace the Military Medical Support Office's (MMSO) administration of the Tri-Service Prime Remote Dental Program (RDP). This new program is called the Active Duty Dental Program (ADDP). The ADDP will provide civilian dental care for all eligible Active Duty Service Members (ADSMs) under two components:

- Dental Treatment Facility (DTF) Referred (*referred from a military DTF*)
- Remote Active Duty Dental Program (*ADSMs who reside and work more than 50 miles from a military DTF*)

The DTF Referred Care component is for non-remote ADSMs. These members are required to use the DTF for dental care. If the DTF refers them to a civilian dentist, they will first need to obtain a referral along with an Appointment Control Number (ACN) from their DTF before receiving private sector dental care. All private sector dental care must be received from an ADDP network dentist to be eligible for

payment. Network dentists will complete all treatment documentation and submit it with the claim to United Concordia for the ASDM.

The Remote Active Duty Dental Care component is for ADSMs who live and work more than 50 miles from a DTF. This component allows ADSMs to coordinate dental with a civilian dentist. The ADSM must obtain an Appointment Control Number (ACN) by completing an Appointment Request Form online. The ADDP Contractor will pay claims for specifically designated areas where there are no available network dentists. If an ADSM is approved to see a non-network dentist, they may be required to file the claim themselves.

Claims should be received by the ADDP contractor within 1 year of the date of service (preferably 60 days after the date of service or ASAP).

To learn about the ADDP, visit www.addp-ucci.com.

Remember, all existing dental appointments and procedures authorized under MMSO must be completed before August 1, 2009. Visit www.tricare.mil for more information.

A Penny For Your Thoughts

To aim at excellence, our reputation, and friends, and all must be ventured; to aim at the average we run no risk and provide little service.

- Oliver Goldsmith

Orlando FL TRO South — May 12-14, 2009

The TRICARE Fundamentals Course was offered in the south region (TRO South/Orlando FL) on May 12-14, 2009. The class was taught by Humana contractors.



Issue #2

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Quarter 3—2009

Easy as 1, 2, 3 – Navigating TRICARE University's Online Course

I'm registered for the online course but my password does not work. I don't know where I can access the course. I continue to register for the online course, but keep receiving an error message once I submit my registration. I don't know my username. I can't answer the quiz questions. Sound familiar? If so, have no fear, TRICARE U is here! Here are some things to keep in mind when trying to complete an online course:

- You should only register once on a quarterly basis. If you receive an error message or don't receive an approval/denial response within 3 business days contact tricareu@tma.osd.mil for assistance with registration.
- Your username is always the email address you provided during registration.
- If your password is not working try one of these two things:
 1. Ensure you are using your email address as your username.
 2. Reset your password at the login screen. Remember you are responsible for creating and remembering your password. TRICARE U cannot give you a password, so make it EASY to remember.
- Once you are approved to take the online course, you must save or bookmark the link to access the course. The link is provided in the approval message.
- Once inside the online course, if you open a module, please complete that module completely. If you close a module without completing it and then re-open it, the system will put you in review mode, not allowing you to answer any quiz questions. If you experience this, contact tricareu@tma.osd.mil to have this module reset.

If you follow these steps, you should be able to finish a course with few problems. Please visit our website at www.tricare.mil/tricareu to register for any of our courses.



Conference 2009

The Military Health System (MHS) Conference will not take place this calendar year. However, it is anticipated there will be one early 2010!

The C&CS conference takes place August 11-13, 2009 in Boston, MA. Registration opens soon.

For more information, please visit TRICARE's Conference Web page.

Class Schedule

Los Angeles CA — May 19-21, 2009

The TRICARE Fundamentals Course was offered in the West region (TRO West/Los Angeles CA) on May 19-21, 2009. The class was taught by TriWest contractors..



Issue #2

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Quarter 3—2009

Class Schedule for FY09 4th Quarter

The TRICARE Fundamentals Course is an entry-level 3-day course designed for those who provide TRICARE counseling and assistance to beneficiaries. The primary audience includes:

- Beneficiary Counseling & Assistance Coordinators (BCACs)
- Debt Collection Assistance Officers (DCAOs)
- Contact Representatives who are on their initial TRICARE assignment
- Family Support personnel, Reserve Component Unit Representatives
- TRICARE staff and other personnel who have TRICARE outreach responsibilities and have less than 3 years of experience

To register, click on the link in the Location/Registration box.

The USFHP course is for members of the United States Family Health Plan only. The TLAC course is for those in the TRICARE Latin America and Canada region. The TLAC course differs from the TRICARE Fundamentals Course provided in the North, South and West regions.

<i>Date</i>	<i>Region</i>	<i>Location/Registration</i>
July 7-9	TAO-TLAC	Doral, FL
July 7-9	TRO North	Arlington, VA
July 14-16	TRO South	Nashville, TN
Aug 11-13	TRO West	Grand Forks, ND
Sept 29-30	USFHP	Portland, ME



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Skyline 5, Suite 810, 5111 Leesburg Pike
Falls Church, VA 22041-3206

<http://www.tricare.mil/tricareu/>