



# Regional Newsletter

*Dedicated to enhancing the exchange  
of information within the region*

Published 31 Oct 07

## TRICARE REGIONAL OFFICE– SOUTH INITIATIVES PROVIDE EDUCATION AND ASSIST BENEFICIARIES

At TRICARE Regional Office– South, we strive to stay ahead of the game when it comes to service. During the last year, we have introduced several initiatives to assist South region beneficiaries, Reserve Component and National Guard members, MTF Commanders, medical support staff and military treatment facilities.

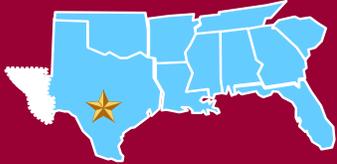
Many of these initiatives were highlighted at the TRO-S Sub-Regional meetings held in July and August in San Antonio, Nashville and Atlanta. If you haven't had the opportunity to take advantage of one of our new programs please allow me to introduce just a few of the things we have been working on to support and improve the services we provide:

- **Commanders' Orientation Briefings:** TRO-S and HMHS senior leaders provide an on-site regional orientation to all new MTF commanders and their key staff.
- **Sub-Regional Meetings:** These annual meetings allow senior leaders from TRO-S, Humana Military Healthcare Services and our regional MTFs the opportunity to share information on key issues effecting military healthcare. The meetings are held in a sub-regional format in order to focus on issues with regional and smaller geographical impact.
- **Congressional Awareness Initiative:** These monthly internet briefings are offered to South region congressional staffers handling TRICARE issues. Our goal with this program is to help educate the congressional offices on the policies and processes of TRICARE in an effort to pro-actively decrease actual Congressional complaints that are filed by beneficiaries before TRICARE staff have the chance to assist a beneficiary.
- **Direct2U Internet Briefings:** These online PowerPoint briefings are presented weekly by TRO-S subject matter experts on topics such as TRICARE Prime Remote, Reserve Component/ National Guard and TRICARE Reserve Select, including information on recent program changes. All units or individuals responsible for counseling TRICARE beneficiaries are welcome to register and attend.
- **Reserve Component/TPR Postcard Mail-Out:** Sent quarterly, these magnetic postcards feature all the contact phone numbers and websites beneficial to South region Reserve Component and National Guard beneficiaries. We have mailed over 75,000 postcards so far.

So if you've ever wondered what TRO-S can do for you, we invite you to contact us or visit our redesigned website and take a look at the other services we offer both our internal and external customers. If you require additional service or have suggestions on other opportunities we can initiate to enhance our customer service, please let us know.



Mr. Michael Gill, SES  
TRICARE South  
Regional Director



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### THOUGHT FOR THE DAY

*"How wonderful it is that  
nobody need wait a single  
moment before starting to  
improve the world."*

Anne Frank

## A SALUTE TO ... NAVAL BRANCH HEALTH CLINIC GULFPORT



“Sailor Readiness + Family Readiness = Mission Readiness” summarizes the formula for the mental health professionals and leadership of the Naval Branch Health Clinic (BHC) aboard Naval Construction Battalion Center, Gulfport, Mississippi.

The BHC Gulfport serves a highly deployed military population. Naval Construction Battalion Center Gulfport is a Fleet concentration area for Sea Bees; one of only two homeport locations for operational battalions. It also serves as one of two mobilization processing sites for all active and reserve component Sea Bees, processing between 5000 and 6000 individuals in FY07. BHC Gulfport and its Mental Health Department have had to “think out of the box” in order to meet the exponential growth in mental health demand in response to increased OPTEMPO and mobilization, , the aftermath of three

hurricanes (Ivan, Katrina, Rita), and a 50% decrease in psychiatry and mental health services in the post-hurricane Gulfport area.

In a unique collaborative effort, BHC and Fleet and Family Service Center (FFSC) have teamed up to offer pre and post deployment mental health care services for Gulfport-based Naval Mobile Construction Battalions, multi-service military student populations, Pascagoula-based Pre-Commissioning Unit crews, various units from New Orleans, and personnel mobilizing or demobilizing through Navy Mobilization Processing Site (NMPS) Gulfport. Additionally, the two organizations have partnered to help families better cope with the separation experienced as parents and spouses deploy.

Using the Soldiers and Families Assistance Center model Naval Hospital Commanding Officer, CAPT Kevin Berry helped develop and implement while serving at Tripler Army Medical Center, Hawaii, the BHC Officer in Charge, in collaboration with his reserve recalled clinical psychiatrist and FFSC Director, developed a community based support and mental health program. This program attempts to reduce stigma and increase access by combining the multiple mental health disciplines available in the Gulfport area to manage the stress and burden placed on military members and their families. This unique integration of disciplines and services ensures military members and their family members receive enhanced mental health care and support services before, during, and after deployment, in a coordinated and seamless process. As the program developed, a bi-directional referral pattern that provides for information exchange between FFSC and the BHC Mental Health Department was instituted. This ensures that members receive precisely the resources they need, provides continuity of care, and eliminates the need for patients to seek care through multiple systems or access points. Weekly meetings between the FFSC and BHC facilitate information exchange which facilitates appropriateness of care and resource availability through the member’s changing needs.

The Gulfport team also provides every deploying and returning service member with a face to face interview and health screening with either a psychiatric technician or social worker, with direct referral access to a psychiatrist or psychologist for any necessary follow up. The purpose of the screening is to uncover any need for medical and mental health intervention, suitability for deployment assignment, injury from recent deployment, including head traumas, review of pharmaceutical prescriptions and medical management, etc... Further, since everyone receives a mental health interview, any stigma is greatly reduced, and an additional avenue is opened for people to avail themselves to mental health professionals. This mental health intervention increases mission readiness and ability to perform in the field, and also has proven to be very useful in providing services to returning individuals.

During an April 2007 area visit, the Naval Inspector General recognized this community based approach for Sea Bees and their families as a best practice. The innovation, collaboration, and commitment to medical readiness demonstrated by BHC Gulfport and its Mental Health Department emulates the vision of Naval Hospital Pensacola and its branch health clinics – “Exceed Expectations Everyday”.

## TRAINING, MEETINGS & CONFERENCES

### TIP AD HOC AND TIP ONLINE TRAINING

The 2007 training schedule is listed below. Before each class an email will be sent out asking for attendee submissions. Please make sure that all attendees scheduled for future training sessions meet the criteria (outlined in the contract) to attend the training. TIP Ad Hoc attendees are limited to two per MTF/MMSO and are those staff identified in your MOU. TIP Online attendees are those personnel that serve in a BCAC or HBA capacity. You may have more than two per facility for the Online course but they must function as a BCAC or HBA. If you have any questions, please email [janet.pendergist@tros.tma.osd.mil](mailto:janet.pendergist@tros.tma.osd.mil) or call (210) 292-3278/DSN: 554-3278.

### 2007 TIP COURSE SCHEDULE

**TIP Ad Hoc for 2007 8:30 - 4:30 each day**  
Nov 28 - Augusta, GA

**TIP Online for 2007 8:30 - 11:30 each day**  
Nov 29 - Augusta, GA

### 2008 TRICARE SOUTH FUNDAMENTALS COURSE DATES

Dates for 2008 not announced yet.

### MHS CONFERENCE

Jan 28-31 Washington, DC



### **Organizational/Unit Presentations Using the Internet**

*TRICARE Direct2U* uses the Internet at your location to conduct TRICARE briefings by technical/subject matter experts in an interactive, "live" forum. Each one-hour presentation allows plenty of time to answer questions. All that is needed for your organization to participate is a computer with a broadband Internet connection and a speakerphone. Each linked email address can have an unlimited number of participants viewing the presentation in their audience.

Currently, TRO-S offers the following briefings:

**Reserve Component and National Guard**- targets RC/NG members and their families.

**TRICARE Prime Remote**- targets South region beneficiaries eligible for TPR.

**TRICARE Reserve Select**- targets RC/NG, South region beneficiaries eligible for TRS. Highlights recent changes to the TRS program as of October 1, 2007.

To see dates and register for any, or all, of these briefings, simply complete the online registration forms, found on the TRO-S website at: [www.tricare.osd.mil/trosouth/default.cfm](http://www.tricare.osd.mil/trosouth/default.cfm)

If you have questions, please contact our Marketing & Education Office at (210) 292-3265 or email [TROS\\_Marketing@tros.tma.osd.mil](mailto:TROS_Marketing@tros.tma.osd.mil).

# ARE YOU FAMILIAR WITH THE TRO-S WEB PAGE?

The screenshot shows the TRICARE Regional Office South website interface. At the top, there are navigation links: A to Z, SEARCH, CONTACT US, SITE MAP, and WEB SITE FEEDBACK. The main header features a map of the South region and the text "TRICARE Regional Office South".

**Left Side Callouts:**

- MTF Commander MCSC Briefings:** Points to the "TRICARE Regional Office Org Chart" link.
- New!:** Points to the "Senior Enlisted Liaison" link.
- New! TRS Changes:** Points to the "Regional Contractor" link.
- Humana Military Healthcare Services:** Points to the "Regional MTFs" link.
- Great news and info here!:** Points to the "Regional Newsletter" link.
- Submit Best Business Practice nominations here.:** Points to the "Regional Salute to Winners" link.

**Right Side Callouts:**

- HMHS/TRO-S Customer Service:** Points to the "South Region TRICARE Customer Service" text.
- Had a good experience with TRO-S staff? Let us know!:** Points to the "Feedback On TRO-S Staff Assistance Only" link.
- New! Answers beneficiary frequently asked questions with easy to understand, how-to's.:** Points to the "Find it Fast" link.
- Request an in-person briefing for a Reserve Component unit:** Points to the "Reserve Component Information/Briefings" link.
- Request an online briefing for your organization:** Points to the "TRICARE Direct2U" link.
- Provides information about South region Prime Travel reimbursements:** Points to the "TRICARE Prime Travel Benefit" link.
- Find TPR waiver forms and more here:** Points to the "Forms/Waivers" link.

**Website Content:**

- South Region TRICARE Customer Service: (800) 444-5445** For further assistance after contacting the number above, [email](#) or call (800) 554-2397.
- TRO-S Initiatives**
  - [Managed Care Support Contract Regional Orientation Briefings](#)
- TRICARE RESERVE SELECT PROGRAM UPDATE**

NEWLY RESTRUCTURED TRICARE RESERVE SELECT (TRS) PROGRAM STARTS 01 OCT 07! ALL CURRENT PARTICIPANTS MUST REENROLL OR YOU WILL BE DROPPED FROM THE PROGRAM. For additional information for new and current participants, [click here](#).
- TRICARE QUICK ANSWERS**

Find It Fast!

Fast facts on many commonly asked questions. Let us help answer your questions or guide you to the most appropriate place to look for the answers.

Toll-free TRICARE Customer Service Number for the South Region:  
Call 1-800-444-5445.

  - [Enroll in DEERS](#)
  - [Reserve Component Benefits/Enroll in TRICARE Reserve Select](#)
  - [Participate in TRICARE Standard/Extra](#)
  - [Enroll in TRICARE Prime](#)
  - [Pay Prime Enrollment Fee Online](#)
  - [Change my PCM](#)
  - [Find a network provider](#)
  - [Travel with TRICARE Prime](#)
  - [Transfer my TRICARE Prime enrollment to another Region](#)
  - [File a claim](#)
  - [File a prescription claim](#)
  - [File a TRICARE for Life claim](#)
  - [Get Dental Information](#)
- SALUTE TO... NAVAL BRANCH HEALTH CLINIC GULFPORT**

"Sailor Readiness + Family Readiness = Mission Readiness" summarizes the formula for the mental health professionals and leadership of the Naval Branch Health Clinic (BHC) aboard Naval Construction Battalion Center, Gulfport, Mississippi.

The BHC Gulfport serves a highly deployed military population. Naval Construction Battalion Center Gulfport is a Fleet concentration area for Sea Bees: one of only two homeport locations for operational battalions.

<http://www.tricare.mil/trosouth/default.cfm>

## CONGRESSIONAL AWARENESS INITIATIVE TRAINING

The TRICARE Regional Office-South (TRO-S) receives numerous Congressional inquiries each year from Congressional staff across the South Region. The Congressional Awareness Initiative Program was implemented to better equip all Congressional staff members with the most up-to-date information and resources available to assist their military constituents, who are also our valued military healthcare beneficiaries.

In May 2007, TRO-S contacted South region Congressional Staff members and introduced this new program. The consensus on the format for the meetings was a series of monthly one-hour presentations on a variety of TRICARE topics using our Direct2U program (using the internet/teleconference for a live meeting). All that is needed for the Congressional Staff members to participate is a computer with a broadband Internet connection and a speakerphone. Each linked email address can have an unlimited number of participants viewing the presentation in their audience.

The first Direct2U TRICARE presentation was conducted on July 24, 2007. There was good participation with 26 staff members participating in the forum who provided very complimentary and constructive feedback.

Presentations were conducted on the following topics:

Reserve Component (National Guard & Reserve) TRICARE Benefits

Complaint Process

Transitional Programs

Transitional Assistance Management Program (TAMP)

TRICARE Reserve Select (TRS)

Continued Health Care Benefit Program (CHCBP)

Veteran's Administration (VA)

## TRICARE PRIME REMOTE (TPR) ELIGIBILITY AND WAIVERS

Many beneficiaries are not sure if they fall under a TRICARE Prime Remote geographical area. One option that is available to verify eligibility is the TPR Look-Up Tool on the TRICARE website at [www.tricare.mil/tpr](http://www.tricare.mil/tpr). By simply inputting their home and work zip codes, eligibility can be validated. If eligibility is confirmed, beneficiaries can then download the Enrollment and PCM change forms as needed.

If a beneficiary does not qualify but believes he/she should be considered for TPR, a waiver request form must be filled and submitted for additional consideration for TPR enrollment. The waiver form can be found under "Forms and Waivers" on the TRO-S webpage at [www.tricare.mil/trosouth/default.cfm](http://www.tricare.mil/trosouth/default.cfm). Reasons for a waiver include, but are not limited to:

Working in one region but residing in another  
New zip codes (may not show up in TPR database until updated)

## RIGHT OF FIRST REFUSAL

The Right of First of First Refusal, or ROFR program, is one the best opportunities for MTF optimization. On average every ROFR accepted in the MTF involves three different product lines and saves the MHS more than \$1300 each. However, we know this comes at a cost to the MTF. In a time when human resources are stretched, the ability to limit non-value added work is extremely important. In fact, many of our MTFs have a ROFR acceptance process which requires two or three people to sign-off on a request before it can be accepted; a process that is very time consuming with a questionable benefit to the MTF or beneficiary.



We have also heard that many MTFs are requesting more clinical information from the MCSC to help make these decisions. We hear you loud and clear and are working to improve that aspect of ROFRs. However, many facilities are receiving ROFRs from the MCSC for services MTFs know they cannot support. Humana's TSCs are more than happy to assist in updating an MTFs Availability Table as frequently as needed. Updating this table will prevent HMHS from sending those non-value added ROFRs to an MTF in the first place, saving time. We would also like to encourage MTFs that are being offered 20 ROFRs a month (an average of one per day or less) to simplify the process by just booking the beneficiary an appointment and forgoing the multiple reviews. This will save valuable time for the administrative staff as well as for the beneficiary. Your Right of First Refusal data and Availability Table are located on HMHS' TIP Ad Hoc Report Gallery and are updated every month.

## CATASTROPHIC CAP

The maximum annual "out-of-pocket" expenses that TRICARE eligible beneficiaries are responsible for paying each fiscal year (October 1-September 30) for TRICARE-covered health care are referred to as their TRICARE Catastrophic Cap. This amount includes an all individual/family annual deductibles, co-pays, pharmacy co-pays, TRICARE Prime enrollment fees and other cost shares based on TRICARE-allowable charges. This is not the limit of what TRICARE will pay but the limit of what a beneficiary must pay each fiscal year for covered-healthcare under TRICARE.

Expenses paid under the Point-of-Service option for non-covered services or amounts billed by non-participating providers above the TRICARE maximum allowable charges, are not applied to the fiscal year catastrophic cap. When the catastrophic cap is met by TRICARE beneficiaries, TRICARE will cover all allowable charges for the remainder of the fiscal year. Note: TRICARE Reserve Select monthly premium payments are not credited towards the catastrophic cap.



### TRICARE Annual Catastrophic Caps:

Active Duty/Active Duty Families (Including activated Reserve Component)	\$1000.00
Retired/Retired Family Members	\$3000.00
Reservists/Guard Enrolled in TRICARE Reserve Select	\$1000.00

## VALIDATING ELIGIBILITY OF CARE FOR AIR FORCE RESERVE COMMAND SERVICE MEMBERS WITH A LINE OF DUTY

IAW with DoDI 1241.2 reserve component members are entitled to medical/dental treatment while the line of duty determination is being processed and for conditions that have been deemed service connected.

To verify an ARC member is eligible for care at an MTF as a result of a service connected injury or illness or a pending LOD determination use the following help line. Air Force Reserve Command is providing this as a service to MTFs to avoid denying services and necessary care to Air Force reservists.

- Call toll Free 1-888-577-2561
- Select option "4" *HQ AFRC LOD Verification of Eligibility for Care*
- Service Member's Full SSN will be required
- Mon – Fri, 0700-1700 EST

## TRICARE PRIME TRAVEL REIMBURSEMENT ASSISTS BENEFICIARIES TRAVELING FOR CARE

TRICARE Prime enrollees referred for necessary specialty care over 100 miles from their Primary Care Manager's (PCM's) office to the nearest specialist's office may be eligible to receive reimbursement for reasonable travel expenses. Entitlement is limited to those specialty referrals when no other specialist (i.e., Military Treatment Facility (MTF), network or non-network specialists) is available within 100 miles of the PCM's office.

Beneficiaries should check with the MTF (if enrolled at an MTF) or TRO-S (if enrolled with a civilian PCM) to ensure they are authorized travel reimbursement. Simply having a valid referral (authorization) in the system does not automatically qualify a beneficiary for Prime Travel. Beneficiaries will also need to file a travel claim upon their return. This can be requested at the MTF or from the TRO if the doctor is a TRICARE network provider. Beneficiaries will receive information on the entitlement process, coverage, and their responsibilities at the MTF or from the TRO point of contact.

Reasonable travel expenses are the actual costs incurred by the beneficiary when traveling to their specialty provider. Costs include meals, gas, tolls, parking, and tickets for public transportation (i.e., airplane, train, bus, etc.). Beneficiaries must submit all receipts for expenses being claimed. The MTF or TRO will provide the beneficiary with specific instructions on how and where to submit his or her travel entitlement claim. Government rates are used to estimate the reasonable cost. Beneficiaries are expected to use the least costly mode of transportation. Costs of lodging and meals may be reimbursed up to the government per diem rate.



## CLINICAL OPERATIONS: NEW ADDITIONS

We welcome two new additions to the Clinical Operations Division; our new **Medical Director and Division Chief, Colonel (Dr) Mike Montalvo** and Chief of Medical Management, Commander (CDR) Alisa Hodges.



Colonel Montalvo comes to the TRO-S staff with a vast experience as a healthcare executive. Prior to assuming his current position Colonel Montalvo was assigned as the Command Surgeon and Director of Medical Services and Training, Headquarters Air Education and Training Command, (AETC) Randolph Air Force Base, Texas. Colonel Montalvo served as the Command Surgeon, for US Southern Command in Miami FL, twice Chief of Medical Staff at two AF Hospitals, and had two tours as a Medical Group Commander. He also served as the Vice Chairman, Department of Ophthalmology at Wilford Hall Medical Center.

Colonel Montalvo is an Air Force Flight Surgeon with 200-flight hours. He is a graduate of the Air War College, Maxwell Air Force Base and holds a Master in Public Health from the University of South Florida.



**Commander Alisa Hodges, the new Chief of Medical Management**, comes to the TRO-S staff from Naval Hospital Pensacola, Pensacola, Florida where she served as the Department Head of Medical Management as well as the Associate Director for Healthcare Operations. As the Department Head of Medical Management, Commander Hodges oversaw the Utilization, Case, Disease, and Referral Management divisions, Central Appointments, Infection Control, Informatics and the Nurse Call Center. She has served overseas, small, medium, and large MTFs, and was deployed to the JTF Detention Hospital. She has over 20 years of military and nursing experience and holds a Masters Degree in Adult Nursing and Administration from Hampton University.

## CONTRACT OPERATIONS STAFF CHANGES



**Ms. Martha DeHan, Contract Administrator**, joined the TRO-S Contracting office in June 07. She began her Government career in 1981 in the Contracting Directorate at the San Antonio Logistics Center, Kelly AFB, Texas. Her last assignment was at the Defense Contract Management Agency (DCMA) where she was responsible for the administration of over 300 contracts for the DoD and other Federal Agencies. Martha conducted her first Contract Liaison meeting in Sept 07 and will serve as the POC for future Contract Liaison Meetings. Feel free to call her at (210) 292-3213 if you have any questions.

**Captain (CAPT) Dawn Cavallario, Performance Assessment Coordinator**, also left TRO-S for San Diego, CA in Sept 07. Fortunately, **Ms. Garnet Robinson** stepped right up to take over the TRO-S monthly performance reviews without skipping a beat, and can be reached at her same number, (210) 292-3250 if you have any questions.

**Mr. Tom Chippie, Contract Administrator**, left TRO South in July 07. Tom had worked 13 years in the Contracting Office. Tom accepted a new contracting position at Fort Sam Houston working for MEDCOM. We wish him happiness and success in his new endeavor.

## NEW VA LIAISON FOR SOUTH REGION



The Veterans Health Administration (VHA) of the Department of Veterans Affairs (VA) has named Mr. Mark E. Goldstein, FACHE, as its Regional Liaison, VA-DoD Business Development, for the TRICARE Regional Office-South (TRO-South), San Antonio, Texas.

This position will assist in the “transitioning” of service men and women between the VA and DoD health care systems for their health care and making the transition as “seamless” as possible. TRICARE is an essential element supporting active duty service members’ transition to VA care. He will be an integral part of the TRO-South management team. In addition to his TRO-South activities, Mr. Goldstein will interact with the US Army Medical Command; the US Air Force Major Command; the Navy’s Bureau of Medicine; all or portions of Veterans Integrated Service Networks 7, 8, 9, 16, 17, and 18; and, VA medical facilities within this area. For the express purpose of actively pursuing mutually beneficial agreements and contracts, Mr. Goldstein will:

- Provide expertise pertaining to VA-DoD relationships;
- work with appropriate individuals to develop and implement VA-DoD sharing agreements and TRICARE contracts;
- Liaison with TRICARE contractors, military health departments, and other agencies and groups;
- Assist in implementing, monitoring and maintaining the TRO-South’s Business Plan
- Advocate the development and use of standard information management systems;
- Participate in the development, analysis, and implementation of both long-term and short-term policies and plans for increased coordination of federal health care systems;
- Analyze and recommend combining VA-DoD purchases and services from the private sector to reduce operational expenses where appropriate; and conduct research, analyze statistics, formulate policy, prepare written documentation, and present seminars to promote closer VA-DoD relationships

Mr. Goldstein is a Major in the Air Force Reserve Medical Service Corps and a combat veteran from his service in OEF/OIF. Mr. Goldstein is board certified in healthcare management and a Fellow in the American College of Healthcare Executives. He received a Bachelor of Science degree in Biology from the University of Texas at San Antonio and his Master of Healthcare Administration from Southwest Texas State University.

To learn more about VA and TRICARE health services, please visit the World Wide Web at [www.va.gov](http://www.va.gov) and [www.tricare.osd.mil](http://www.tricare.osd.mil). To contact Mr. Goldstein please call (210) 292-3232 or e-mail him at [mark.goldstein@tros.tma.osd.mil](mailto:mark.goldstein@tros.tma.osd.mil).

## CUSTOMER SERVICE TIPS OF THE QUARTER

**Be Your Customer:** Live the life of your customer and experience what they do. Stand in line, call your call-center, soak up feedback.

**Listen Hard to Complaints:** Complaints are a wonderful gift - it is feedback of the highest order. Enjoy them and learn fast.

**React Fast:** Make sure that you and your people work with pace and immediacy when dealing with customer issues.

**Be Curious:** Encourage everyone in your team to overhear, be nosy, ask questions and elevate feedback received from customers, no matter how small the comment may seem.

**Have Fun!** Find some way to lighten up during the day. Your attitude will effect everyone you come in contact with!

## **DoD MENTAL HEALTH TASK FORCE: LOOKING TO THE FUTURE**

The National Defense Authorization Act for FY 2006, Section 723, established a Department of Defense (DoD) task force to examine matters related to mental health and to produce a report containing an assessment and recommendations for improving mental health services provided to members of the Armed Forces by the DoD. The elements and recommendations were to include measures to improve awareness, access, reduction or elimination of barriers to care, adequacy of outreach and education, training, efficacy of programs, collaboration among DoD organizations, coordination between DoD and civilian communities, and other matters as the task force considered important for both the Armed Forces and family members. Based on research and survey data, site visits to 38 military installations throughout the world, and public testimony, the task force delivered the final report to Congress in June 2007.

TRICARE Management Activity (TMA), through the Assistant Secretary of Defense (Health Affairs) is responsible for managing TRICARE program. TRICARE Regional Offices (TROs) function as the TRICARE program health plan manager with the Managed Care Support Contractors (MCSCs) contracted to function as the health plan administrator. The TROs are charged with ensuring consistent implementation and management of MHS policies and the uniform health benefit within a geographical area. The TRO is the management organization for managing regional contractors and overseeing an integrated health care delivery system in the three US-based TRICARE regions. TMA Health Plan Operations including the TROs reviewed the task force recommendations and, working in partnership with the MCSCs, are actively engaged in developing initiatives for improvements to mental health services as pertains to TRICARE beneficiaries in the purchased care sector and in support of those services provided by the direct care system. The primary goal is to improve awareness and access to mental health services for TRICARE beneficiaries. The task force final report can be viewed in full on-line at [www.ha.osd.mil/dhb/](http://www.ha.osd.mil/dhb/)

## **PORTABILITY TRANSFER**

Generally, military personnel (both active duty and retired) and their families, are a very mobile group. They are routinely transferred or move from one base or area to another. Often this involves going from one TRICARE region to another.

If a transfer takes place, it is to the beneficiary's advantage to transfer TRICARE Prime enrollment to the new location as soon as possible after arrival (not before arrival) to the new location. Under the TRICARE Prime rules, if a beneficiary sees a provider other than their Primary Care Manager (PCM), except for bona fide emergencies or with an authorization, their claims for that care could process under the Point of Service (POS) rules; \$300/person (\$600/family) deductible and a 50 percent cost share. While traveling, beneficiaries may need emergency care or have to seek urgent care. They should simply go to the nearest emergency and notify the previous [PCM](#) or regional contractor within 24 hours, or the next business day, so that ongoing care can be coordinated and to ensure they receive proper authorization for care. If urgent care is needed, contact the previous PCM for authorization prior to receiving care. This process allows beneficiaries to have uninterrupted access to urgent and emergency care until they can settle in a new location and select a new PCM.

The simplest way to complete a portability transfer is to visit the nearest TRICARE Service Center (TSC). The representatives there have all the necessary forms and can assist you in locating a new PCM and completing the forms. Go to <http://hmd.humana-military.com/South/main.asp> to find the nearest TSC. The process can also be completed online by going to <https://infocenter.humana-military.com/South/Bene/obs/InfoCenter.asp>. You can find a provider and enroll online from the same website. Finally, you can download an enrollment form, DD Form 2876, from the main TRICARE website at [www.tricare.mil](http://www.tricare.mil), complete the form and mail it to Humana Military Healthcare Services (HMHS) at the address on the form. This is a simple process and can save you significant issues with medical claims and authorizations. If you have questions about a Portability Transfer, contact HMHS (South Region Contractor) at 800-444-5445.