

TRICARE Prime Travel Benefit

Travel Benefit for Non-Active Duty Beneficiaries Enrolled in TRICARE Prime or Prime Remote

****Patients must be enrolled in the 50 United States (AK & HI; not part of an overseas assignment)****

If you are a non-active duty beneficiary enrolled in TRICARE Prime or Prime Remote and were referred by your Primary Care Manager (PCM) for **non-emergent**, medically-necessary specialty care at a location more than 100 miles (one way) from your PCM's office, you may be entitled to the TRICARE Prime Travel Benefit (PTB). This **actual-expense** reimbursement benefit provides reimbursement for reasonable travel-related expenses which may include lodging, meals, gas, tolls, parking and tickets for public transportation (e.g. airplane, train, bus, etc.).

The benefit only applies if there are no other specialists (i.e. military, civilian network or non-network) available within 100 miles (one way) of the PCM's office who can meet your health needs. Government rates will be used to estimate the reasonable costs for allowable expenses. Travel expenses will not be authorized for elective procedures or non-covered benefits. **Travel claims must be filed no later than one year after the qualifying travel date.**

Who to Contact

Coast Guard

The TRICARE Health Plan (THP) PTB office is responsible for ALL non-active duty Coast Guard beneficiary (active-duty family members, retired, and retired family members) travel cases. This applies to beneficiaries enrolled to either a civilian PCM or Military Treatment Facility (MTF) PCM. Please see the East/West Region PTB Instructions section later in this document.

All Other Branches of Service

If your PCM is at a military hospital or clinic, you must contact the PTB representative at that MTF to discuss your case. The Customer Service Community (CSC) Directory at <https://tricare.mil/bcacdeao> will help you connect with a Beneficiary Counseling and Assistance Coordinator (BCAC) at your MTF.



If the patient's PCM is a civilian provider outside of the MTF, please see the East/West Region PTB Instructions section later in this document.

Qualifying for Travel Reimbursement

To qualify, you must meet **all** of the following criteria:

- Be enrolled in TRICARE Prime or TRICARE Prime Remote
- Be a non-active duty member or a medal-of-honor veteran
- Have a referral from your PCM, authorized by TRICARE, to a specialty care provider more than 100 miles, one way, from the PCM ZIP code
 - If you have Other Health Insurance (OHI), you must have a written referral from your TRICARE PCM
- Have no other specialty care providers (military, civilian network or non-network) closer to your PCM who can meet your health needs.

Non-Medical Attendant

If medically necessary, **ONE** non-medical attendant (NMA) may also be authorized for travel expense reimbursement. When the patient is an adult, age 18 or older, the provider **MUST** verify in writing that the NMA is medically necessary to travel with patient. The NMA can be a parent, spouse, other adult family member (age 21 years or older) or a legal guardian. For chronic medical conditions the provider may request the NMA letter be valid for up to one year.

When the patient is a child, age 17 and younger, a NMA letter from the provider is not required.

For NMAs that are DoD personnel (active duty/civilian) reimbursement will be made using the standard travel and transportation allowances. It is the responsibility of the qualifying NMA to arrange absences with his/her unit or duty station chain of command. Meal and fuel receipts are not needed for the DoD personnel NMA due to per diem allowances.

The patient's itemized meal receipts are required when claiming patient meals. All other eligible expenses (e.g. lodging, parking, tolls, commercial transportation, plane/train tickets, approved rental cars, taxis) are reimbursed as actual expenses and **itemized receipts are required, even when the amount is less than \$75.00.**

Making Your Travel Arrangements

The PTB program is an actual-expense reimbursement program. This means you will be reimbursed expenses for which you have already paid. ***You should be aware that reservations made through discounted hotel or travel programs (i.e. Orbitz, Travelocity, and Hotels.com) do not normally provide itemized receipts. Receipts that are not itemized (i.e. booking fees and taxes not separated) will have those non-itemized expenses omitted from reimbursement. Lodging booked through vacation rental sites (e.g. Airbnb, HomeAway, VRBO) cannot be reimbursed as official lodging.***

After program qualification has been verified and you have an approved TRICARE authorization, you are expected to make your own travel arrangements. To get reimbursed for your travel expenses, all invoices or receipts must be in the name of authorized claimants, must show valid travel dates, must show billing itemization (e.g. room rate per day, taxes, fees), and show payment in full (zero balance).

Receipts/statements MUST show a zero balance due for the following items:

- Air or Rail Travel: Reimbursement is limited to "economy" class unless otherwise prior approved
- Car Rental: Reimbursement is limited to

"compact" class unless otherwise prior approved

- Lodging: Reimbursement may not exceed local per diem rate for lodging at the specialty provider's ZIP code

Airfare, Train and Rental Car expenses should be requested prior to travel to ensure authorized reimbursement amounts are provided to the traveler.

You are expected to use the least costly mode of transportation. Optional expenses (e.g. rental car GPS, additional insurance, fuel top-off at return, pre-boarding charges) are not reimbursable. Government per diem rates will be used to estimate the reasonable costs for allowable expenses. TRICARE will reimburse the actual costs of lodging (including taxes) and the actual cost of meals (including taxes and reasonable tips but excluding alcoholic beverages) up to the government maximum per diem allowance for the specialty care provider's area. To review lodging and meal per diem rates, visit <https://www.gsa.gov/travel/plan-book/per-diem-rates>.

Mileage or Fuel Reimbursement

Mileage/fuel allowance when using a privately owned conveyance (POC) for travel is reimbursed at a "per mile" rate in lieu of actual fuel receipts. The official distance from the patient's home to the specialty care provider's location is determined by the Defense Table of Official Distances (DTOD) using zip code to zip code. Per the Joint Travel Regulation (JTR) all patient and non-DoD personnel NMA travel is reimbursed using the "Other Mileage Rate". You can find the current rate by visiting <http://www.defensetravel.dod.mil/site/otherratesMile.cfm>. ***No POC fuel receipts are required.***

For authorized rental cars, reasonable, actual fuel expenses are reimbursed. Therefore, fuel receipts are ***ALWAYS*** needed. **Pre-pay and Premium gas receipts are not reimbursable.**

TRICARE may also reimburse POC mileage for travel between the specialty care provider's facility and lodging (for all trips the patient must take between these two places) when multiple trips are needed.



East/West Region PTB Instructions

If the non-active duty patient is Coast Guard (CG) or has a civilian PCM and has a referral from the PCM and authorization from TRICARE you may submit a DHA Form 131 - Patient Information Worksheet, including the authorization number to the THP PTB office for qualification review. Your authorization number is noted on the authorization letter you should have received from Humana Military or Health Net Federal Services.

It may be noted on the authorization letter as a "Reference Number". If you do not have this letter and/or authorization number you may contact:

- **East Patients:** Humana Military by calling 1-800-444-5445 or online by registering at www.humanamilitary.com
- **West Patients:** Health Net Federal Services by calling 1-844-866-9378 or on-line by registering at www.hnfs.com

Submitting Receipts

After your travel is completed, submit all claim sets (see below) and itemized expense receipts to your travel representative. ***A separate claim set must be submitted for each trip.*** Only one individual can be reimbursed for each expense. All reimbursements are processed using the Defense Travel System (DTS) via direct deposit.

Submitting a request for reimbursement does not guarantee payment.

Claim Sets

- **If the patient is traveling alone**, complete a signed Travel Voucher or Subvoucher (DD1351-2), Statement of Actual Expenses (DD1351-3), itemized expense receipts, DHA Form 131 - Patient Information Worksheet and DHA Form 126 –

Confirmation of Specialty Care.

- **If the patient is accompanied by an authorized NMA** we encourage travelers (patient and NMA) to combine expenses to one claim set as much as possible. Submit one Travel Voucher or Subvoucher (DD 1351-2), itemized expense receipts, DHA Form 131 – Patient Information Worksheet, DHA Form 126 – Confirmation of Specialty Care and NMA letter (patients over 18 years old). DoD personnel NMAs are reimbursed meals at the per diem rate so the DD1351-3 and receipts are not needed for their meals. Patient meals, if claimed, will require the DD1351-3 and their itemized meal receipts.

*****Each claimant (DD1351-2) requires a FMS 2231 - Direct Deposit form to be part of the claim set. This form is only needed once per fiscal year (FY)(first submitted beginning 01 Oct) or as needed if there is a change to your preferred reimbursement account. Each subsequent claim during the FY must have a validation statement saying account information has not changed during that FY. Validation statement may be in the body of the email, fax cover sheet or separate note if mailing claim package.***

Submit your claim set to the THP Prime Travel Benefit office via e-mail, fax or postal mail (see below THP PTB Contact Information) and be sure to include (as applicable):

- DD1351-2
- DD1351-3
- Itemized Expense Receipts
- FMS 2231 – Direct Deposit Form
- DHA 131 – Patient Information Worksheet ***including Authorization Number***
- DHA 126 – Confirmation of Specialty Care
- NMA Letter (for patients 18 and over)

Your Reimbursement

Authorized travel claims will be reimbursed using the Defense Travel System (DTS). **All** DTS data entry and signature actions related to this Specialty Care Travel are entered and managed by the THP Prime Travel Benefit office ***to include travel for active duty and DoD civilian employee NMAs.***



THP PTB Contact Information

TRICARE East and West
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7800 IH-10 West, Suite 400 San Antonio, TX 78230
Fax: (210) 536-6176
Phone: 1-844-204-9351

DoD SAFE (<https://safe.apps.mil/>) is a service that makes it easier for you to exchange unclassified files up to 8.0 GB that cannot be sent through email. If you are not associated with DoD and/or do not have a Common Access Card (CAC) please let us know and we will send you a drop-off request so you may use this site. The SAFE site is approved for transfer of Personally Identifiable Information (PII) and Protected Health Information (PHI) data. In order to encrypt your file, click on the "Encrypt every file" checkbox and provide a passphrase when creating a drop-off. DoD SAFE does not store the passphrase nor send a copy of the passphrase to the recipients due to security reasons. The sender is responsible for sharing the encryption passphrase with the recipient.

