

Moving with TRICARE: A Game Plan for Success

TRICARE®

No matter what TRICARE plan you have:

- Don't disenroll from any plan **before** you move. Your current plan will cover you on your way to your new home.
- Update your address and contact information in DEERS **after** you move. milconnect.dmdc.osd.mil/milconnect
- You have **90 days** from the date of your address change in DEERS to change your health plan. tricare.mil/LifeEvents

Getting Ready to Move

Check out TRICARE's Moving page: It has information for each TRICARE health plan covering action steps and possible eligibility changes. tricare.mil/Moving

Explore your health plan options: Moving is often a TRICARE Qualifying Life Event. Use the Plan Finder to see which plans may be available, or the Compare Plans Tool to compare features side by side. tricare.mil/PlanFinder

Get care: Before you move, catch up on any routine care and specialty care you need. Let your primary care manager or specialist know where you're going so they can help.

Check your referrals: Active referrals are still valid after you move, but you'll need to call your current regional contractor to request a transfer. Referrals won't transfer unless you or your provider make the request.

Ask for your health records: If you see any civilian medical or dental providers, ask for copies of your records to take with you, or request a records transfer to a new provider, if known.

» **Service members:** Out-process at your military hospital or clinic and request transfer of family members' health records to the new military hospital or clinic.

Fill a three-month supply of prescriptions before you go: Make sure you have enough your medication to last during and immediately after your move. tricare.mil/FillPrescriptions

Dental: Are you enrolled in the TRICARE Dental Program? Call United Concordia to update your contact information and find new providers. **CONUS: 844-653-4061** | **OCONUS (toll-free): 844-653-4060**

Immunizations: If you get your immunizations off base, you need to make sure you get your paper copy from civilian providers before your move.

Child's well visit appointment: Schedule a well-child visit with your child's provider before moving to meet any new school requirements.

» **Children in the Exceptional Family Member Program:** Get paperwork from their current school and anything needed from current installation before your move. Bring this to their new school and military hospital or clinic. militaryonesource.mil/special-needs/efmp

During Your Move

Your current plan covers you on your way to your new home. Follow the rules of your plan if you need care while traveling.

Military Health System Nurse Advice Line (available 24/7):
800-TRICARE (800-874-2273)

» **Virtual urgent care:** mhsnurseadvice.com

Find Emergency Care: Emergency care means care for an illness or injury that threatens your life, limb, sight, or safety. If you reasonably believe you have an emergency, always call **911** or your international emergency number. Or, go to the nearest emergency room.

After You Move

Update your contact information right after you move:

Up-to-date DEERS records are vital to accessing your TRICARE benefits. An old address can cause issues with eligibility, claims, billing, authorization letters for referrals, and filling prescriptions.

» Update your **DEERS** record: milconnect.dmdc.osd.mil/milconnect | **800-538-9552**

Call the contractor for your new location to:

- » Update your contact information
- » Confirm or change your TRICARE health plan
- » Choose a new PCM (if needed)
 - Use the Find a Doctor Tool to find the provider directory for your new local area. tricare.mil/FindDoctor

East Region:

Humana Military
tricare.mil/east
800-444-5445

West Region:

TriWest Healthcare Alliance
tricare.mil/west
888-874-9378

Overseas Region:

International SOS
tricare-overseas.com
877-451-8659

Understand your enrollment deadline:

» For family members: Moving is a QLE that gives you 90 days from your address change in DEERS to change your health plan. After 90 days, you can only enroll after another QLE or during TRICARE Open Season. If you miss this deadline, you'll only be eligible for care and pharmacy services at a military hospital or clinic, if space is available.

» For active duty service members: The 90-day QLE deadline doesn't apply to you.

Update your TRICARE Pharmacy Home Delivery mailing address with Express Scripts if you get prescriptions through:

» **TRICARE Pharmacy Home Delivery: 877-363-1303**

School-age children: Schedule and complete necessary appointments and paperwork if not completed prior to move.

Moving is a big job. Preparing your TRICARE coverage to move with you will help you and your family have a smooth transition to your new home.

More information: tricare.mil/moving