



TRICARE Health Matters Update Issue #2

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TRICARE®



HEALTH MATTERS Update

FROM TRANSITION TO DELIVERY OF CARE

As you know, TRICARE will have two new managed care contractors starting October 1: Humana Military in the East Region and Health Net Federal Services in the West Region. To make sure the move to the new managed care support contracts is smooth, the Department of Defense is guiding the process with greater visibility of the new contractors' transition schedule.



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To guarantee TRICARE beneficiaries receive quality health care during this transition, DoD will continuously monitor seven critical performance areas: provider networks, enrollment, customer service, management, referral management, claims processing, and medical management. Through these quality assurance measures, the DoD will know that the managed care support contractors are performing to the standard we expect and you deserve.

What You Can Do Now

First, make sure you and all your family members are enrolled in the Defense Eligibility Enrollment System (DEERS), and review the information in DEERS for accuracy, especially your contact information (address, phone and email address). Your primary care manager – either a new one or the same one you currently have – will need to be able to reach you. If you don't already have a milConnect account, register for one at <https://www.dmdc.osd.mil/identitymanagement>. If you have an account, log in to check that your information in milConnect is correct. While you used to get some materials mailed to you, such as claim forms and your Explanation of Benefits (EOB) statements, under the new contract you will only be able to access that information on line. Maintaining an active milConnect account will be more important than ever.

More Information

For details on how the Department of Defense made its contract award decision, go [here](#). You can get information on the changes [here](#).

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Thanks for reading!

