

TRICARE Fundamentals Course

Electronic Resources
(Online and Mobile Applications)

10

Participant Guide

References

www.tricare.mil
www.health.mil
www.tricareonline.com/welcome.do
www.tricare.mil/tricareu
www.manuals.tricare.osd.mil/
www.TRICARE4u.com
www.myTRICARE.com
www.hnfs.net/bene/home/
www.humana-military.com/home.htm
www.triwest.com/beneficiary/
www.tricare.mil/tricaresmart
www.tricare.mil/factsheets/
www.dmdc.osd.mil/milconnect



Brainteaser

What word or phrase is represented below?



Riddle

What comes once in a minute, twice in a moment, but never in a thousand years?

Module Objectives



- **List the online resources available to TRICARE beneficiaries**
- **Recall the online resources available to BCACs and other MHS support staff**
- **Identify the mobile applications available to TRICARE beneficiaries**

1.0 General Online Resources for TRICARE Beneficiaries and Customer Service Staff

1.1 TRICARE Home Page (www.tricare.mil)

TRICARE.mil is the official web site for TRICARE Management Activity. It has several content areas:

- **Home page:** Contains links to eligibility, medical, dental, vision, prescription plan information
- **TRICARE Management Activity (TMA):** Serves as TMA corporate portal. Contains information tailored to the Military Health System (MHS) support staff and TRICARE providers; as well as TRICARE contracting information.
- **Providers:** Contains links to TRICARE provider information and guidelines on becoming a TRICARE provider.
- **Media Center:** Offers the latest news about TRICARE and the MHS
- **TRICARE Online:** A secure web portal that offers registered users and designated staff certain online capabilities, such as the ability to schedule MTF appointments online
- **Publications:** Provides a link to the TRICARE Smart site, where beneficiaries can access TRICARE publications online and designated representatives can order materials in bulk
- **E-mail Updates:** Enables users to easily subscribe to e-mail updates on selected topics
- **Google Search:** Enables users to search TRICARE.mil by using keywords or phrases
- **Announcements:** Postings regarding information about significant TRICARE related topics

The screenshot displays the TRICARE Home Page. At the top is a navigation bar with links: Home, TMA, Providers, Acquisition, Media Center, TOL, Publications, and Email Updates. A Google Custom Search bar is on the right. The main content area features the TRICARE logo on the left, which includes the text 'Welcome, TRICARE Beneficiaries!' and a description: 'TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide.' To the right of the logo is a large section titled 'Answer Three Questions to get health care information just for you'. This section contains three numbered questions, each with a dropdown menu: 1. 'Who are you?', 2. 'Where do you live?', and 3. 'What plan are you using?'. Below these questions is a 'Zip Code' input field and a 'SUBMIT' button. In the top right corner of this section, there is a button that says 'Which TRICARE Plan is for You? Use the PLAN FINDER'. A background image of a man and a child is visible on the right side of the 'Answer Three Questions' section.

1.2 My Benefit Portal (www.tricare.mil/mybenefit)

The My Benefit Portal offers an overview of useful information about TRICARE, based on a selected profile. The My Benefit portal has a three-step questionnaire to assist beneficiaries with finding options they may be eligible for including:

- Dental
- Eligibility
- Enrollment
- Life events
- Medical
- Mental health and behavior
- Prescriptions
- Vision

The screenshot shows the TRICARE My Benefit Portal interface. At the top left is the TRICARE logo. To its right, under the heading "Your Profile", it says "Welcome Active Duty Service Member using TRICARE Prime in FALLS CHURCH, VA (North Region)" with a "change profile" button. Below this is a navigation bar with links: Welcome, Overview, Medical, Dental, Vision, Prescriptions, Mental Health and Behavior, and Life Events. The main content area is divided into three columns. The left column, titled "In This Section:", lists links for "Access Standards for Care", "Travel Reimbursement", and "Changing Your PCM". The middle column, titled "Welcome to TRICARE Prime", contains a welcome message and a paragraph about the managed care option, followed by a paragraph about service locations and a link to "Learn more about getting care". The right column contains a "Text Size" and "Print" option, a "TRICARE Pharmacy Home Delivery Is Available!" banner, and a "Contact Health Net Federal Services" box with the phone number 1-877-TRICARE (1-877-874-2273) and the website www.hnfs.com.

TRICARE

Your Profile

Welcome Active Duty Service Member using **TRICARE** Prime in FALLS CHURCH, VA (North Region)

[change profile](#)

Welcome | Overview | Medical | Dental | Vision | Prescriptions | Mental Health and Behavior | Life Events

In This Section:

- Access Standards for Care
- Travel Reimbursement
- Changing Your PCM

Welcome to TRICARE Prime

Your decision to enroll in TRICARE Prime was an important one. TRICARE Prime offers enhanced benefits, personalized care and the most affordable coverage. Because TRICARE Prime is a managed care option, you need to understand how it works and follow the plan's rules for getting care.

Most of your health care services are provided at military treatment facilities or through a network of civilian providers established by your regional contractor, [Health Net Federal Services, LLC](#). You will have (or may already have) an assigned primary care manager (PCM). Your PCM will provide most of your care and refer you for services he or she cannot provide. [Learn more about getting care.](#)

Text Size Print

TRICARE Pharmacy Home Delivery Is Available!

Contact
Health Net Federal Services
1-877-TRICARE
(1-877-874-2273)
www.hnfs.com

1.3 TRICARE Online Web Site (www.tricareonline.com)

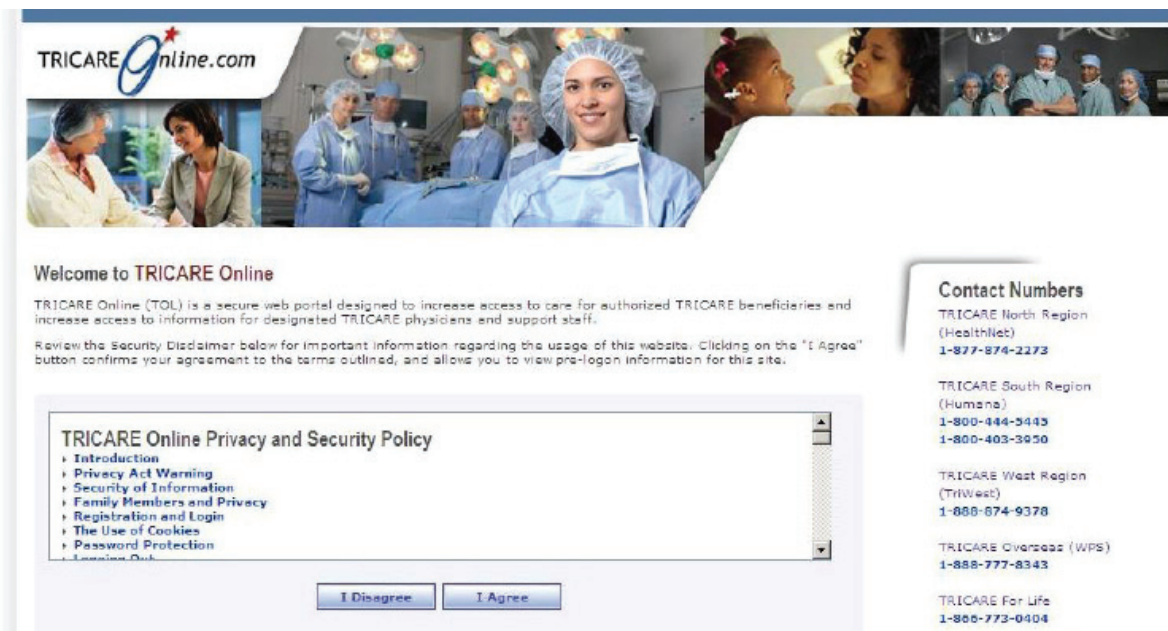
TRICARE Online

TRICARE Online, a secure web portal, offers registered users and designated staff:

- The ability to schedule MTF appointments online (MTF Prime enrollees only)
- Announcements and news features
- Access to general health information
- Information on available benefits and services
- MTF and regional web site information
- Drop-down navigation menus

TRICARE Online authorized users can also:

- Access personal health information
- Use pharmacy tools
- Check medications
- Access military staff applications



1.4 Military Health System Homepage (www.health.mil)

Health.mil is the official web site for the MHS. It features medical news from the following entities:

- Air Force Medicine
- Army Medicine
- Coast Guard Medicine
- Navy Medicine
- Public Health Service
- TRICARE Management Activity
- Uniformed Services University of Health Sciences
- U.S. Department of Health and Human Services
- Veterans Affairs

The web site also contains a blogging feature that enables MHS support staff and other users to share information with other bloggers.



1.5 Media Center (www.tricare.mil/mediacenter)

The Media Center is a resource for the latest TRICARE news and announcements. The Media Center features:

- TRICARE/TRICARE Management Activity announcements
- News releases
- Preventive health information and campaigns
- Multimedia gallery; featuring downloadable podcasts
- Useful links to other media resources
- Options to sign up for TRICARE on Facebook and Twitter
- Options to subscribe to TRICARE news releases and RSS news feeds



Welcome to the
Media Center





Get TRICARE
Benefit Updates

Enter e-mail address here

Subscribe >>

Connect with Us

 Twitter

 Facebook  21k

 YouTube

 Flickr

 RSS Feeds

Featured Benefit Information



Manage Your Personal Health Record with TRICARE Online

Watch this video to learn about TRICARE Online, the DoD's patient web portal.



TRICARE Healthy Living for you and your family

Nutritional facts and good rules to live by for a better and healthier life style.



The Dentist Is In

Protect Your Smile with Athletic Mouthguards During Play

If you or your child participates in sports or other recreational activities, you know the importance of protective gear. Wearing protective gear is essential for safe play and shielding fragile body parts from severe damage and injuries.

News Releases [View All >](#)

Risk to Patients from Data Breach Met with Proactive Response
11/4/2011

TRICARE Patients Curb Rising Pharmacy Costs by Switching to Home Delivery
9/22/2011

TRICARE Reduces Pharmacy Home Delivery Co-Pays
9/7/2011

TRICARE Gets Physical with School Enrollees
8/29/2011

Hurricane Irene Threatens Eastern Seaboard: Are You Prepared?
8/24/2011

Army Surgeon Slated as Next Deputy Director of TRICARE
8/22/2011

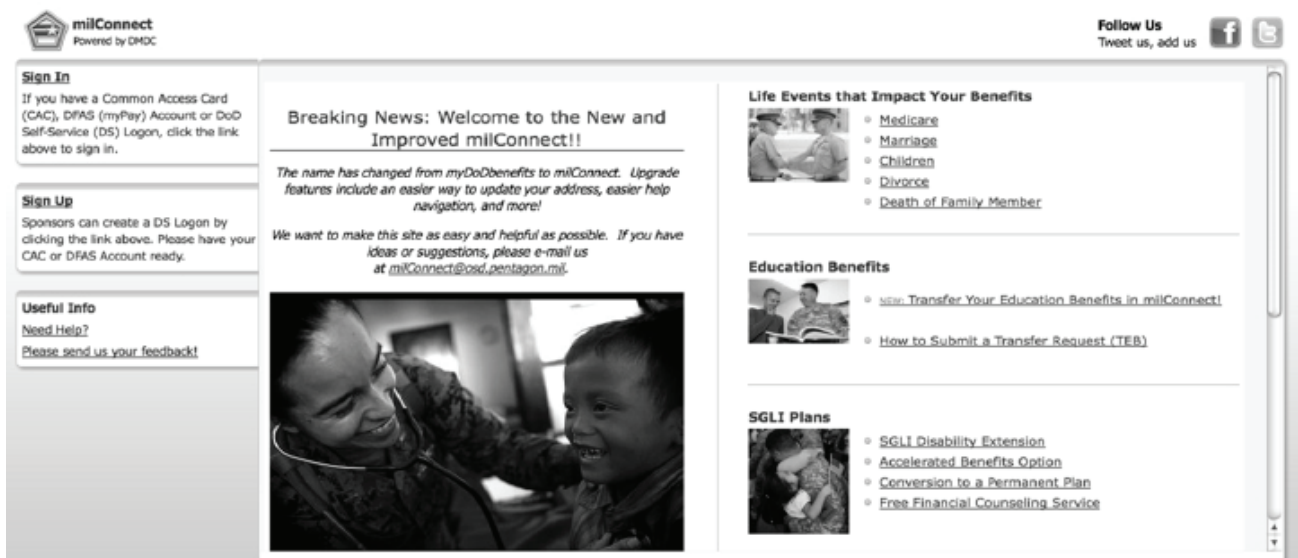
1.6 milConnect (www.dmdc.osd.mil/milconnect)

milConnect is a web site provided by the Defense Manpower Data Center that allows sponsors, spouses, and their children (18 years and older) to view information that goes directly into DEERS. This includes their personal information, health care eligibility, personnel records, and other information. Sponsors are able to view all information on family members listed in DEERS, while family members can see their own information only.

Beneficiaries can perform self-service functions that previously required support, such as update contact information, and read e-correspondence sent to them.

Users may log on using one of three secure methods:

- Common Access Card (CAC)
- Defense Finance and Accounting Services (DFAS) myPay Account
- Department of Defense Self Service (DS) Log on



1.7 TRICARE Smart (tricare.mil/tricaresmart)

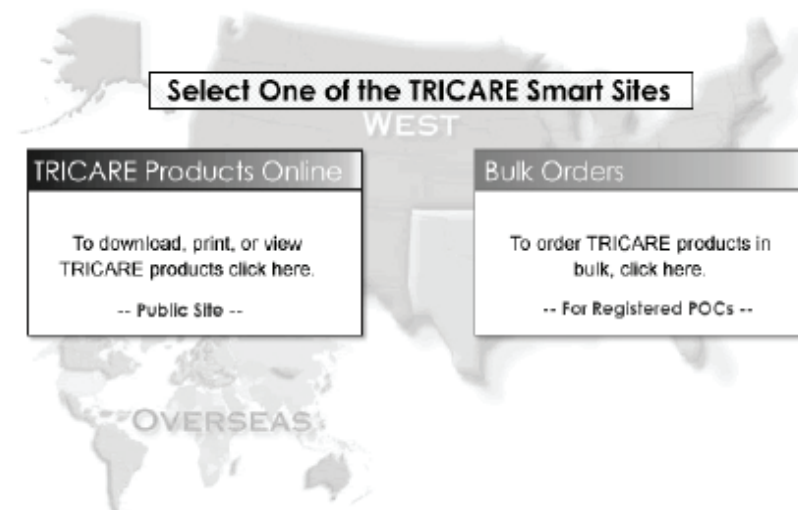
TRICARE Smart is the main source for viewing and ordering TRICARE print products online.

Beneficiaries and customer service staff can view, print, e-mail or download copies of TRICARE brochures, booklets, handbooks, and other products.

Registration and approval are required to order products from the TRICARE Publications Bulk Order Site. BCACs can serve as bulk order contacts if there is no one else designated at the same location.

After registration, a representative from TMA's Communication & Customer Service Directorate assists with completing the product order or providing access to needed products.

Address questions about TRICARE Smart to: tricarebulkorders@tma.osd.mil



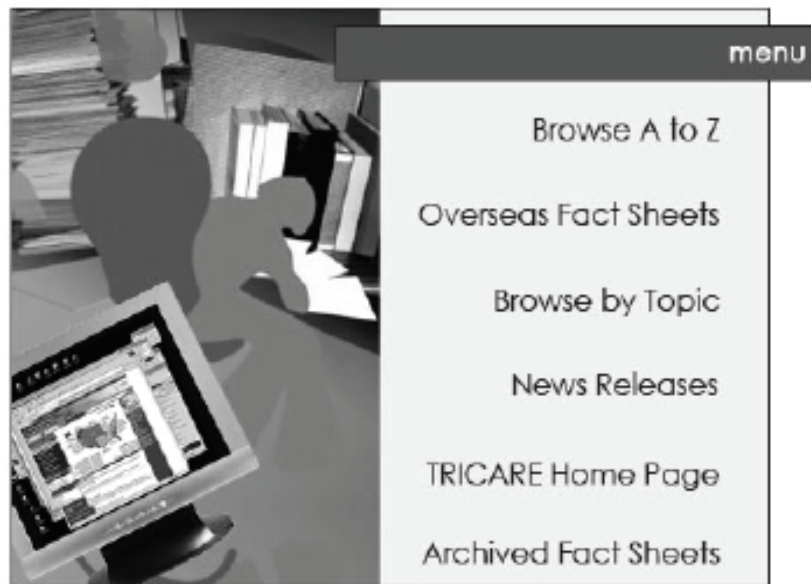
1.8 Fact Sheets (tricare.mil/factsheets)

TRICARE Fact Sheets area available to anyone who needs more detailed information on particular TRICARE topics.

Beneficiaries, BCACs/DCAOs, customer service representatives, and others responsible for understanding and explaining TRICARE are encouraged to use fact sheets as an easy reference tool or when providing customer service.



[Text Only Version](#) [Subscribe to Fact Sheets](#) [Unsubscribe to Fact Sheets](#) [RSS Subscriptions](#)



1.9 TRICARE4u (www.TRICARE4u.com)

Wisconsin Physicians Services (WPS) is the claims processing contractor for the West region, Overseas regions, and TRICARE for Life.

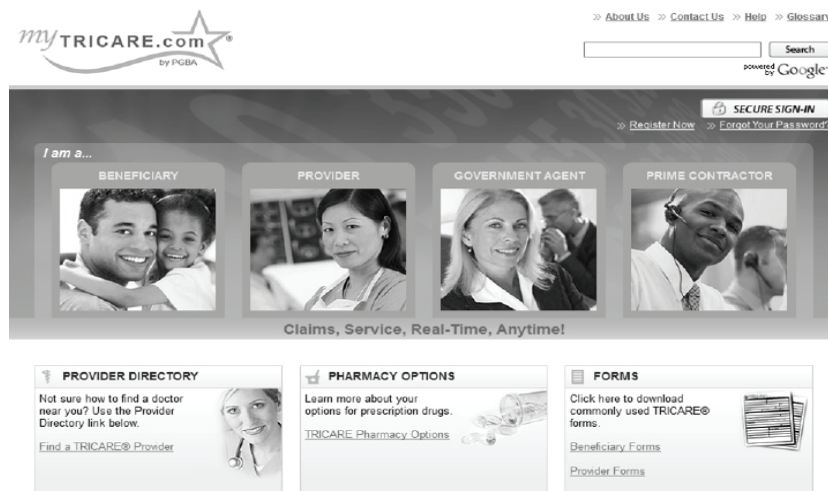
TRICARE4u.com is the web site where registered users (beneficiaries, BCACs/DCAOs, physicians) can check the status of claims entered into the WPS system.



1.10 myTRICARE (www.myTRICARE.com)

PGBA is the claims processing contractor for the North and South Regions.

myTRICARE.com is the web site through which registered users (beneficiaries, BCACs/DCAOs, physicians) can check the status of claims entered into PGBA's system.



1.11 TRICARE Regional Office – North (www.tricare.mil/tronorth)

TRICARE Regional Office North

North Region TRICARE Customer Service: 1-877-874-2273

TRICARE and National Healthcare Reform

The United States Congress has passed major health care reform legislation, the Patient Protection and Affordable Care Act, that President Obama signed into law on March 23, 2010. [More>>](#)

Urgent Care Initiative

TRICARE launched an urgent care initiative for TRICARE Prime beneficiaries enrolled at nine military installations across the country. If you are a beneficiary at one of these locations and you cannot reach your primary care manager for a referral, you now have another option to receive urgent care either after hours or when traveling. [>>Learn More](#)

TRICARE Briefing for National Guard and Reserve Units

Education is the key to understanding your TRICARE benefits. Without this

1.12 TRICARE Regional Contractor – North Region (www.hnfs.com)

Health Net[®] FEDERAL SERVICES

My Account | En Español | Size A A A | f

Welcome Login / Register Search Go

HOME ENROLLMENT AUTHORIZATIONS CLAIMS BENEFITS & COPAYS WELLNESS RESOURCES

HNFS.COM > Beneficiary

Find a ...

- ▶ Doctor or Health Care Provider
- ▶ New Primary Care Manager (PCM)
- ▶ Military Treatment Facility or TRICARE Service Center
- ▶ Covered Benefit
- ▶ Copayment or Cost-Share Amount
- ▶ Common Term or Acronym

I Need To ...

- ▶ Get Authorization or Referral Status

TRICARE North for Beneficiaries

Flu Season Is Here
Are you ready?

Health Net Federal Services' website provides answers to your TRICARE questions. Use the category tabs above and the category boxes on the left and right sides to quickly locate information.

Frequently Asked Questions

- Who is my primary care manager?
- What if I need to be seen today?
- What do I do if I've moved?
- How do I change the doctor on my referral?
- [More >>](#)

TRICARE Plan Options For ...

- Active Duty Service Members and Their Families

1.13 TRICARE Regional Office – South (www.tricare.mil/trosouth)

TRICARE Regional Office South

South Region TRICARE Customer Service: (800) 444-5445
For further assistance after contacting the number above,
[email](#) or call (800) 554-2397.
[TRO-South Website Feedback](#)

TRICARE Regional Office Org Chart

Senior Enlisted Liaison

Regional Contractor

Feedback On TRO-S Staff Assistance Only
Customer Comment Card

Find it Fast

Disaster Information

Army Surgeon Slated as Next Deputy Director of TRICARE
Brigadier General W. Bryan Gamble has been selected as the new deputy director of the TRICARE Management Activity. Gamble, who is currently the commanding general of the Dwight David Eisenhower Army Medical Center at Fort Gordon, Ga., and deputy commander of the Southern Regional Medical Command, Fort Sam Houston, Texas, will assume his post at TMA in mid-September.

Passport to TRICARE During the Reserve/National Guard Life Cycle

1.14 TRICARE Regional Contractor – South Region (www.humana-military.com)

HUMANA MILITARY HEALTHCARE SERVICES

The most trusted name in government health solutions.

Log in to MyHMHS For....
Beneficiaries
Providers
Government

Beneficiary
If you are a TRICARE beneficiary, including active duty, or want to learn more.
[Find a Provider](#)

Provider
If you are a physician, hospital, or other healthcare service provider.
[Find a Provider](#)

Government
If you are an MTF or TRO South employee and need access to reports or have an interest in our services.
[MTF Home Pages](#)

Newsroom/Alerts
› Prime Enrollment Fee Increase
› DefenseWeb Names New CEO
› Ft. Campbell Area Providers
› Ray Pryor, CFO of the Year 2011
› Award of T-3 Contract Upheld

1.15 TRICARE Regional Office – West (www.tricare.mil/trowest)

TRICARE Regional Office West
E-mail or call (800) 558-1746

Welcome to the new and improved TRICARE West Region Web site!

What is a TRO?

The TRICARE Regional Offices (TROs) represent the management organization for managing regional contractors and overseeing an integrated health care delivery system in the three United States-based TRICARE regions. The TROs are designated TRICARE Regional Office-North, TRICARE Regional Office-South and TRICARE Regional Office-West. [More>>](#)

TRICARE Standard E-Newsletter

Statewide Epidemic of Whooping Cough in California
The CDC reports a statewide epidemic of Whooping cough in California, beneficiaries are reminded to get immunized. [More>>](#)

Regional Resources

Senior Enlisted Liaison

Regional Office Organization Chart

Customer Comment Card

TRICARE Prime Travel Benefit

TPR Determination of Eligibility Enrollment Request Form

1.16 TRICARE Regional Contractor – West Region (www.triwest.com)

TriWest HEALTHCARE ALLIANCE®

Home Beneficiary Provider Connection Government About TriWest Find a Provider Contact Us

ON A MISSION TO SERVE™

"The service is fantastic, and all the staff is very helpful and knowledgeable."
—Yanessa P., Harrell, TRICARE Beneficiary

Returning Users

Login

Forgot Username and/or Password

Not a Registered User?

Register Now

Please Choose What Type of Visitor You Are

Beneficiary

Provider

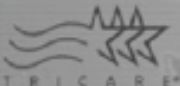
Government

What's New

- TriWest a Finalist for Hiring Our Heroes Award 11/07/2013
- TriWest Welcomes Retired Navy Admiral and Healthcare Executive to Advisory Board 11/04/2013
- Prescription Painkiller Overdoses at Epidemic Levels 11/01/2013

More News

1.17 TRICARE Area Office – Eurasia-Africa (www.tricare.mil/tma/EurasiaAfrica)

 TRICARE Eurasia-Africa		
TMA Home > TRICARE Eurasia Africa Home		
Training & Conferences 	TRICARE Eurasia-Africa Area Welcome to the TRICARE Area Office (TAO)-Eurasia Africa Web site! This site is designed for TAO staff, military treatment facility (MTF) staff, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Eurasia-Africa Area. The Eurasia-Africa Area includes the European and African continents, all Middle Eastern countries, Pakistan, Russia and several former Soviet Republics including the Baltic States, Ukraine, Georgia, Kazakhstan, Kyrgyzstan and Uzbekistan. TRICARE Overseas Program Contractor	TRICARE Eurasia-Africa Information - TRICARE SERVICE CENTERS (Eurasia-Africa) - NURSE ADVICE LINE - TRICARE EURASIA-AFRICA MARKETING - FACT SHEETS - FORMS AND DOWNLOADS - MTF INFORMATION PORTAL - CLAIMS ADDRESSES - TRICARE OVERSEAS PROGRAM/INTERNATIONAL

1.18 TRICARE Area Office – Pacific (www.tricare.mil/tma/pacific)

 TRICARE Pacific		
TMA Home > TRICARE Pacific Home		
Retiree Bulletins 	TRICARE Pacific Welcome to the TRICARE Area Office (TAO)-Pacific Web site! This site is designed for TAO staff, military treatment facility (MTF) staff, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Pacific Area. The Pacific Area includes Guam, Japan, Korea, and Western Pacific Remote countries.  If you are a TRICARE beneficiary, please visit the TRICARE Beneficiary Web site or contact International SOS for information about TRICARE	TRICARE Pacific Area Information - TRICARE SERVICE CENTERS (PACIFIC) - TRICARE PACIFIC CONTACTS - STAFF NEWS & ANNOUNCEMENTS - REMOTE LOCATIONS - NEWSLETTERS & POLICY DOCUMENTS - FOREIGN FEES - CLAIMS ADDRESSES - INTERNATIONAL SOS

1.19 TRICARE Area Office – Latin America and Canada (TLAC) (www.tricare.mil/tma/tlac)

TRICARE Latin America & Canada

TMA Home > TRICARE Latin America & Canada Home

Latin America & Canada Health Facilities

Panama FAQs

TRICARE Latin America & Canada Area

FOR EMERGENCIES WHILE DEPLOYED, TDY, ON LEAVE STATUS, OR TRAVELING OCONUS PLEASE CONTACT INTERNATIONAL SOS AT 1-877-451-8659.

Welcome to the TRICARE Area Office (TAO)-Latin America & Canada Web site! This site is designed for TAO staff, military treatment facility (MTF) staff, customer service representatives, providers and others who assist TRICARE beneficiaries in the TRICARE Latin America & Canada Area. The Latin America & Canada Area includes Latin America (including the Caribbean Basin), Canada, Puerto Rico and the Virgin Islands.

TLAC Area Information

- TRICARE Service Centers
- Remote Locations
- Physical Exam Forms
- Claims Addresses
- International SOS
- HOT NEWS!**

A new TRICARE provider fee schedule for medical services and procedures is in effect for Panama. [Learn more...](#)

1.20 TRICARE Overseas Program Contractor (www.tricare-overseas.com)

TRICARE

International SOS

Home Beneficiaries Providers Government Users

Welcome to the TRICARE Overseas Program
International SOS administers the TRICARE Overseas Program for uniformed service members, retirees, and families. [Read more](#)

Beneficiaries
Get the help you need when you are living or traveling overseas. [Read More](#)

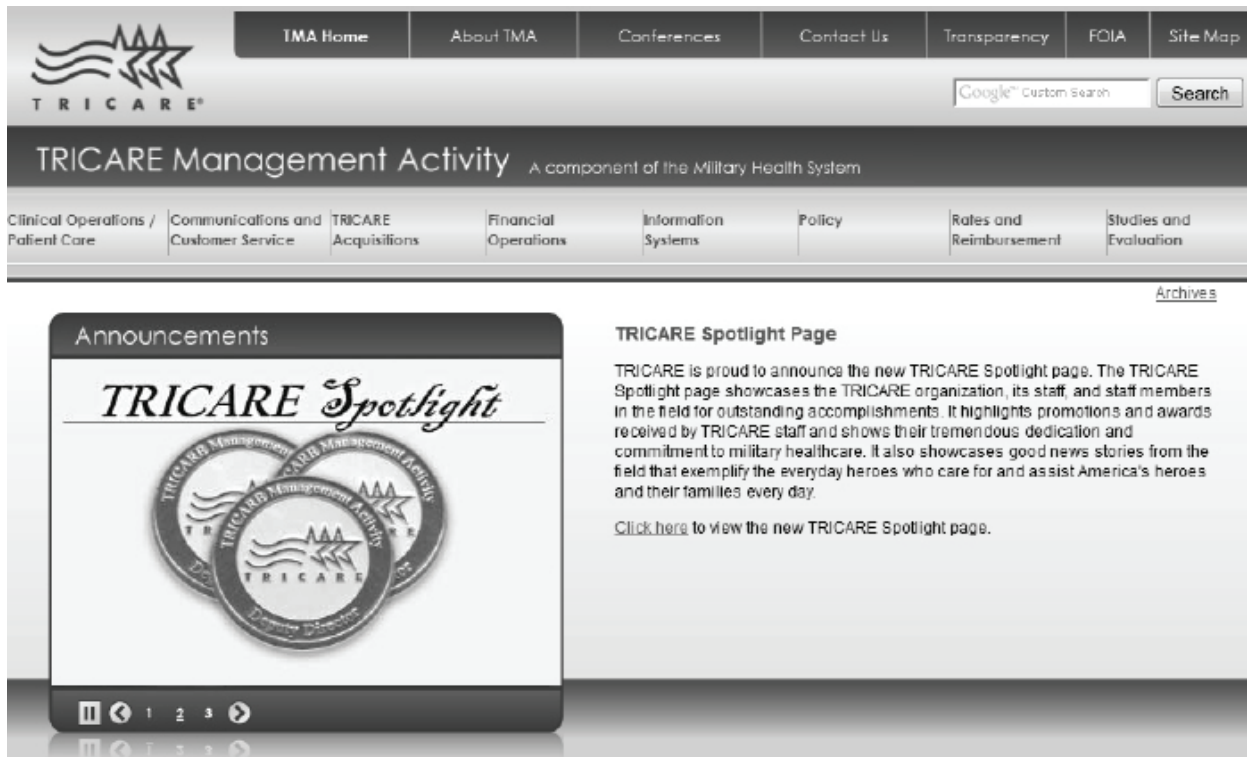
Providers
International SOS provides the support you need to care for TRICARE beneficiaries. [Read More](#)

Government Users
Providing you with secure, encrypted access to information you need. [Read More](#)

2.0 Online Resources for Customer Service Staff

2.1 TRICARE Management Activity (www.tricare.mil/tma/default.aspx)

The TRICARE Management Activity Portal is the corporate side of the TRICARE.mil web site. It contains links to information on contracting, policy, rates and reimbursement for use by staff, and links to the TRICARE manuals.



2.2 Customer Service Community Web Site

(www.tricare.mil/customerservicecommunity)

The Customer Service Community Toolkit is an internal resource for Beneficiary Counseling and Assistance Coordinators/Debt Collection Assistance Officers (BCACs/DCAOs) and others who work in a TRICARE customer service capacity.

Do NOT share this URL with beneficiaries. It is not publicly accessible.

It features links to:

- Online tools and resources and hosts TRICARE updates
- Policy source documents
- TRICARE reimbursement information
- Assistance Reporting Tool (ART)
- Training and education resources
- Beneficiary web site updates
- MHS and C&CS Conference information
- Assistance for BCACs, DCAOs and other MHS support staff who have TRICARE-related questions via bcacdcao@tma.osd.mil



2.3 TRICARE University (www.tricare.mil/tricareu)

TRICARE University, a part of the Communications and Customer Service Division of the TRICARE Management Activity, supports the training and education of MHS support staff who work directly with TRICARE beneficiaries and beneficiaries themselves.

TRICARE University's core mission is to deliver accurate classroom and online instruction to ensure that a well-informed staff is able to transfer their knowledge to their TRICARE beneficiaries.

2.3.1 Classroom Training

The three-day, in-residence TRICARE Fundamentals Course covers the TRICARE program in a broad, yet detailed manner. The course is designed for BCACs, DCAOs, and other MHS support staff who have fewer than three years of TRICARE experience.

2.3.2 Online Training

TRICARE Fundamentals Certification Course covers much of the same content as the classroom course. It is a convenient alternative to the classroom course for those unable to travel or who prefer to work at their own pace. Registration is required. Includes an end-of-course exam.

TRICARE Reserve Select (TRS)/TRICARE Retired Reserve (TRR) Certification Course Registration required; includes an end of course exam

TRICARE Public Course TFC and TRS/TRR are similar to the certification courses but without the same level of detail. No registration is required and there is no end-of-course exam.

The screenshot shows a web browser window titled "DEERS, Q1 2012 - Windows Internet Explorer". The main content area displays a presentation slide titled "When to Update DEERS Records". The slide is divided into three columns:

- Status Changes**
 - Activation and Deactivation
 - Reenlistment
 - Separation
 - Retirement
 - Relocation or change of address
 - Medicare eligibility
- Life Events**
 - Marriage
 - Divorce
 - Birth
 - Adoption
 - Death
 - Relocation or change of address
 - Enlistment of dependent child in the military
 - Full-time college enrollment of a child beyond 21st birthday (Eligibility ends earlier of graduation or child's 23rd birthday)
- Required Documents (as applicable)**
 - Marriage certificate
 - Birth certificate
 - Death certificate
 - DD Form 214, Certificate of Release or Discharge from Active Duty
 - Medicare card
 - Notice of Disallowed Claim from the Social Security Administration
 - Letter from college or university indicating child is a full-time student, with anticipated graduation date

On the right side of the browser window, there is a sidebar with the "DEERS, Q1 2012" header, TRICARE and TRICARE University logos, and navigation buttons for "Outline", "Transcript", and "Search". Below these is a "Slide Notes" section with the following text:

When to Update DEERS Records
Certain changes in a sponsor's status require updates to DEERS records, such as:
• Activation and Deactivation
• Reenlistment
• Separation
• Retirement
• Relocation or change of address
• Medicare eligibility
Any changes that affect family members should be recorded in DEERS. TRICARE eligibility is directly tied to DEERS, so care can be denied if

At the bottom of the browser window, a status bar shows "Section 9 / 18 | Stopped" and a timer "01:30 / 01:23".

2.4 TRICARE Manuals (manuals.tricare.osd.mil)

TRICARE manuals are, in most cases, the primary resource for locating official TRICARE policy and benefit information. Each TRICARE manual posted on the web site incorporates updated, published changes. Although changes may be published, they are not implemented by contractors until they receive direction from the TMA Contracting Officer.

Authority for the TRICARE Program is U.S.C. 10, Title 32 to the Code of Federal Regulations Part 199 (32 CFR 199).

2.4.1 Basic Search

The TRICARE Manuals web site includes features for searching the TRICARE Manuals. Currently, there are two program manuals available: the 2002 and 2008 editions. Customer support staff should search the appropriate manual version when verifying benefit information.

- TRICARE Program Manuals - 2002 Edition serves for contracts awarded between **05/01/2003 and 06/27/2008**
- TRICARE Program Manuals - 2008 Edition serves for contracts awarded on or after **06/27/2008**

TRICARE® Manuals Online

TRICARE Home Search
Help Site Map

TMA Manuals Home

TRICARE Program Manuals - 2002 Edition

- Operations (TOM)
- Policy (TPM)
- Reimbursement (TRM)
- Systems (TSM)

Other TRICARE Manuals

- 32 CFR 199
- 10 USC 55

TRICARE Program Manuals - 2008 Edition

- Operations (TOM)
- Policy (TPM)
- Reimbursement (TRM)
- Systems (TSM)

Change Packages

- Published Changes
- View Change History
- Subscribe

Manuals by Date

NOTICE

NEW FEATURES: The TRICARE Manuals web site has been upgraded to include new features for searching the TRICARE Manuals. Some of the new features include: search results that show snippets of contents, fewer mouse clicks for simple searches, capability to refine results of searches, and search word auto-completion.

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Disclaimer Links from documents contained within this web site may include links providing direct access to other Internet resources, including web sites. Because of the dynamic nature of the Internet, TMA cannot be responsible for the accuracy of or content of information contained in the links to other web sites.

TRICARE Program Manuals - 2002 Edition

These manuals serve for contracts awarded on or after 05/01/2003 for the North, South, and West Regions along with TDEFIC, NQMC, CARS, Retail, and TMOP.

The MCS Manuals for contracts prior to 04/30/2004 are now superseded and can be found in the "Superseded" portion (indicated by a red banner) of each manual's web page. Select the desired manual below, then proceed to the "Superseded" manual(s) that exist below the "Current" manual. For the ADP Manual, select the TSM Manual.

[TRICARE Operations Manual 6010.51-M, August 2002](#)

[TRICARE Policy Manual 6010.54-M, August 2002](#)

[TRICARE Reimbursement Manual 6010.55-M, August 2002](#)

[TRICARE Systems Manual 7950.1-M, August 2002](#)

Other TRICARE Manuals

Authority for the TRICARE Program is the 32 CFR 199. TMA is providing a version of Title 32 to the Code of Federal Regulations, Part 199 (32 CFR 199) as a convenience for the TMA community.

[32 CFR 199 \(TMA Version\), April 2005](#)

[10 USC 55 \(TMA Version\), January 2007](#)

TRICARE Program Manuals - 2008 Edition

These manuals serve for contracts awarded on or after 06/27/2008 for the North, South, and West Regions along with TQMC, CARS, TOP, and TPharm. The manuals will apply to the TDEFIC contract upon direction of the Contracting Officer.

[TRICARE Operations Manual 6010.56-M, February 2008](#)

[TRICARE Policy Manual 6010.57-M, February 2008](#)

[TRICARE Reimbursement Manual 6010.58-M, February 2008](#)

[TRICARE Systems Manual 7950.2-M, February 2008](#)

Also Available For TRICARE Manuals

[Manuals Mailing List](#)

2.4.2 Enter the search string (i.e., TRICARE Young Adult) and select the manual(s) in which you would like to search

- To locate the most current benefit information, use the default search setting “Search most recent change only.”
- Try to make your search as specific and simple as possible. The more words you enter in the search function, the less likely you are to get results, as the search engine looks specifically for the string you enter. You are more likely to find the information you are looking for by using shorter entries.

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- Operations (TCM)
- Policy (TPM)
- Reimbursement (TRM)
- Systems (TSM)

Other TRICARE Manuals

- 32 CFR 199
- 10 USC 55

TRICARE Program Manuals - 2008 Edition

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- Policy (TPM)
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- Systems (TSM)

Change Packages

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Search

TYA

Select the Specific Areas to Search

Manuals

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- ☒ TRICARE Operations Manual (August 1, 2002)
- ☒ TRICARE Policy Manual (August 1, 2002)
- ☒ TRICARE Reimbursement Manual (August 1, 2002)
- ☒ TRICARE Systems Manual (August 1, 2002)

Superseded Manuals

- ☐ MCSC Operations Manual (March 1, 2001)
- ☐ TRICARE/CHAMPUS Operations Manual (July 30, 1992)
- ☐ 32 CFR 199 (July 1, 2001)
- ☐ TRICARE Policy Manual (March 15, 2002)
- ☐ TRICARE/CHAMPUS Policy Manual (June 25, 1999)
- ☐ TRICARE/CHAMPUS Policy Manual (December 18, 1998)
- ☐ TRICARE National Enrollment Database Manual (November 20, 2000)
- ☐ TRICARE Reimbursement Manual (March 15, 2002)
- ☐ ADP Manual (May 27, 1999)

Other TRICARE Manuals

- ☒ 32 CFR 199 (April 12, 2005)
- ☒ 10 USC 55 (January 3, 2007)

TRICARE Program Manuals - 2008 Edition

- ☒ TRICARE Operations Manual (February 1, 2008)
- ☒ TRICARE Policy Manual (February 1, 2008)
- ☒ TRICARE Reimbursement Manual (February 1, 2008)
- ☒ TRICARE Systems Manual (February 1, 2008)

Select All Select None

Changes

- ☒ Search most recent change only
- ☐ Search all changes
- ☐ Search changed sections only

2.4.3 Review the search results to locate and select the applicable manual information

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Change Packages

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Manuals by Date

Search Results

Search Summary

Enter search text here

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Search Criteria

Selected Manuals

- TO02 (Change 127) (213) X
- TP02 (Change 149) (304) X
- TR02 (Change 141) (193) X
- TS02 (Change 91) (70) X
- FR05 (Change 46) (53) X
- MD09 (Change 2) (81) X
- TO08 (Change 59) (210) X
- TP08 (Change 56) (284) X
- TR08 (Change 57) (180) X
- TS08 (Change 29) (60) X

Showing 1-10 of 1648 results

TP02 (TRICARE Policy Manual (TPM))

Manual: TP02 Change 149 (Sep 27, 2011) | File size: 25K | Score: 100% | Hits: 0
TP02TOC.PDF - [View \(Highlight Search Words\)](#) | [View \(No Highlighting\)](#)

TP02 (TRICARE Policy Manual (TPM))

Manual: TP02 Change 149 (Sep 27, 2011) | File size: 249K | Score: 100% | Hits: 0
TP02IX.PDF - [View \(Highlight Search Words\)](#) | [View \(No Highlighting\)](#)

TP02 (TRICARE Policy Manual (TPM))

Manual: TP02 Change 149 (Sep 27, 2011) | File size: 63K | Score: 100% | Hits: 0
INTRO.PDF - [View \(Highlight Search Words\)](#) | [View \(No Highlighting\)](#)

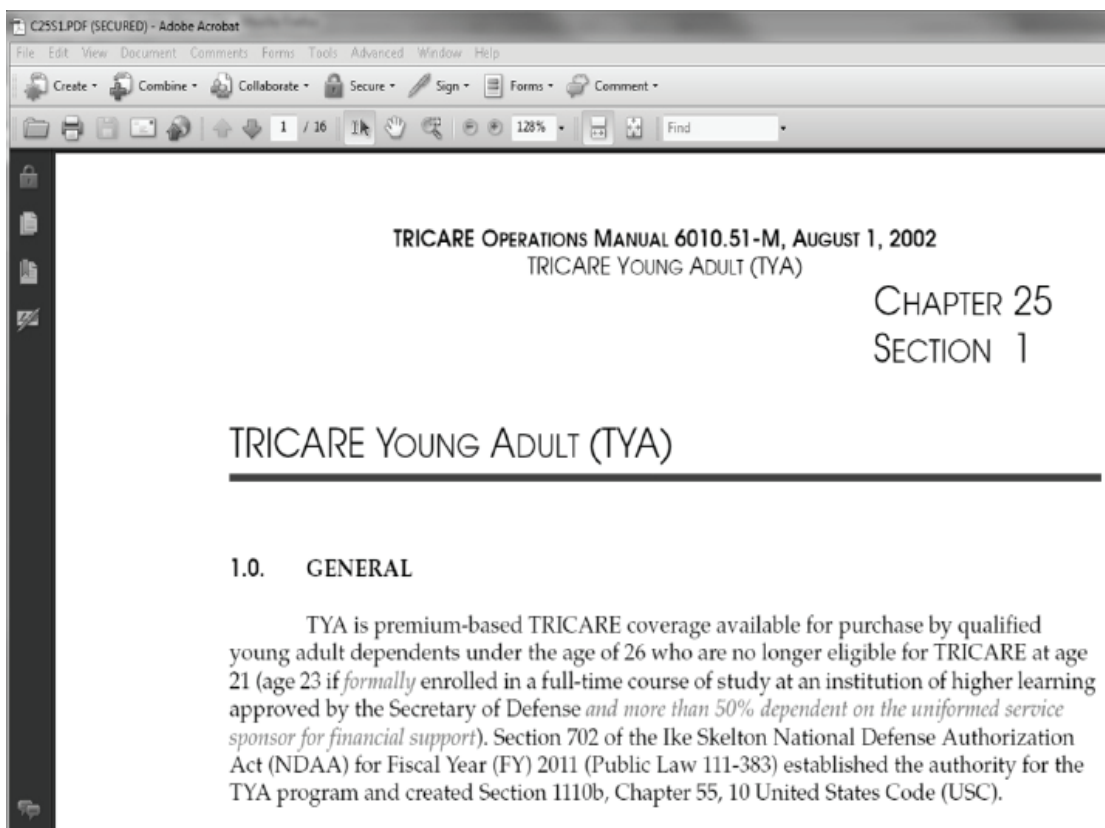
TP02 (TRICARE Policy Manual (TPM))

Manual: TP02 Change 149 (Sep 27, 2011) | File size: 32K | Score: 100% | Hits: 0
FOREWORD.PDF - [View \(Highlight Search Words\)](#) | [View \(No Highlighting\)](#)

TP02 Chap 9 -- Extended Care Health Option (ECHO) (TRICARE Policy Manual (TPM))

Manual: TP02 Change 149 (Sep 27, 2011) | File size: 43K | Score: 100% | Hits: 0
C9TOC.PDF - [View \(Highlight Search Words\)](#) | [View \(No Highlighting\)](#)

2.4.4 The web site displays a PDF file of the selected manual section



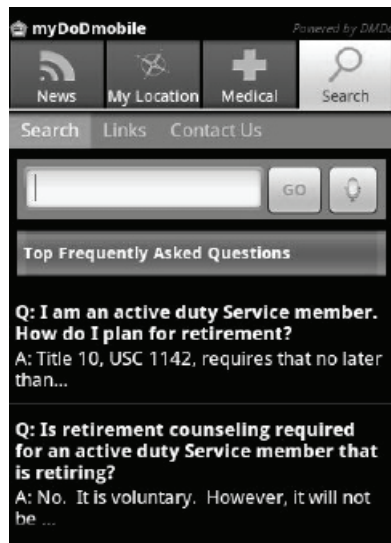
2.4.5 Subscribing to Manual Updates

Users may register to receive information regarding TRICARE Operations, Policy, Reimbursement and Systems manuals updates; as well as 32 CFR 199 and 10 USC 55 updates. To subscribe to published manual update releases, go to manuals.tricare.osd.mil/maillingListRegistration.aspx

3.0 Additional Mobile Applications

3.1 milConnect Mobile

Owned by the Defense Manpower Data Center.

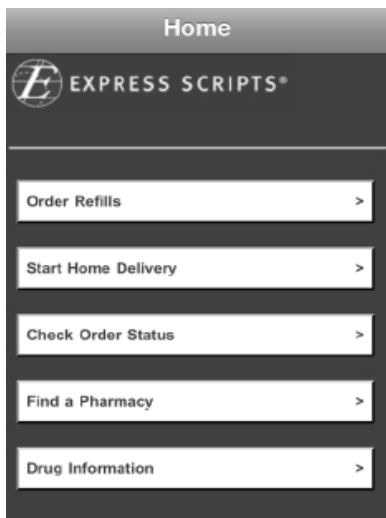


Beneficiaries can use the milConnect app to:

- Locate Real-time Automated Personnel Identification System (RAPIDS) ID card issuing facilities
- Find contact information for TRICARE Regional Offices
- View a searchable section of the most Frequently Asked Questions (FAQs)

The free milConnect mobile app is currently available only for Android smartphones.

3.2 Express Scripts



TRICARE has contracted Express Scripts, Inc. (Express Scripts) to provide home delivery and retail network pharmacy services. TRICARE beneficiaries can manage their prescriptions on the go by downloading the free Express Scripts mobile app for Android or iPhone, or by surfing to m.esrx.com on any web-enabled mobile device.

With the mobile app, beneficiaries can:

- Start home delivery
- Order refills
- Check order status
- Find a pharmacy
- Get drug information

Beneficiaries must be registered on Express-Scripts.com prior to using the Express-Scripts mobile site. Beneficiaries can register using their computer by visiting www.express-scripts.com/activate and follow the instructions for TRICARE beneficiaries

Module Objectives



Summary

- List the online resources available to TRICARE beneficiaries
- Recall the online resources available to BCACs and other MHS support staff
- Identify the mobile applications available to TRICARE beneficiaries

Addendum: Additional Resources and Tools

Active Duty Dental Program (ADDP)

Web: www.addp-ucci.com

General Inquiries:

United Concordia Companies, Inc.
ADDP Unit
P.O. Box 69430, Harrisburg, PA 17106-9430

Air Force: www.af.mil

Air Force Crossroads: www.afcrossroads.com

Air Force Reserves: www.afrc.af.mil

Air National Guard: www.ang.af.mil

Appeals - TMA Office

TRICARE Management Activity Appeals and Hearings Division
16401 E. Centretech Parkway
Aurora, CO 80011-9066

Army: www.army.mil

Army Community and Family Support Center: www.armymwr.com

Army Community Service: <http://www.myarmyonesource.com>

Army Family Assistance Hotline: 1-800-833-6622

Army National Guard: www.ngb.army.mil

Army Reserves: www.armyreserve.army.mil

Army Well-Being: <http://www.armywell-being.org>

Becoming a TRICARE Provider: tricare.mil/tma/prospectiveproviders.aspx

Beneficiary Counseling and Assistance Coordinator (BCAC) Directory

Web: tricare.mil/bcacdcao

Beneficiary Medical Program: 1-800-368-2777, Option 2

Beneficiary and Provider Services Branch:

TRICARE Management Activity, Benefit Services Branch
16401 E. Centretech Parkway
Aurora, CO 80011-9043
303-676-3526

Computer/Electronic Accommodations Program (CAP)

703-681-8813, TTY: 703-681-0881

Web: cap@tma.osd.mil, www.cap.mil

Centers for Medicare and Medicaid Services

Web: medicare.gov

1-800-633-4227

Medicare Part B enrollment forms are available online at:
www.medicare.gov/basics/enrollmentpackage.asp

Claim Forms

- DD Form 2642, *Patient's Request For Medical Payment*,
www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2642.pdf
- DD Form 2527, *Statement of Personal Injury – Possible Third Party Liability*,
<http://www.dtic.mil/whs/directives/infomgt/forms/eforms/dd2642.pdf>
- CMS 1500, *Health Insurance Claim Form*,
[http://www.mytricare.com/Internet/tric/tri/imglib.nsf/Files/1500-90.pdf/\\$FILE/1500-90.pdf](http://www.mytricare.com/Internet/tric/tri/imglib.nsf/Files/1500-90.pdf/$FILE/1500-90.pdf)
- Beneficiaries may also get claim forms by writing to:
TRICARE Management Activity
16401 E. Centretech Parkway
Aurora, Colorado 80011-9066

Claim Processor Coast Guard: www.uscg.mil

Coast Guard Employee Office of Work Life: 1-800-872-4957

Coast Guard Health Benefits Assistance Line: 1-800-942-2422 or 1-800-9-HBA-HBA

Coast Guard Reserve Homepage: www.uscg.mil/reserve

Continued Health Care Benefits Program (CHCBP)

1-800-444-5445, option 4

Web: www.humana-military.com

Claim forms: www.tricare.mil/mybenefit/Download/forms/CHCBP_Enrollment_Form.pdf

Humana Military Healthcare Services, Inc., Attn: CHCBP
P.O. Box 740072, Louisville, KY 40201

Debt Collection Assistance Officer (DCAO) Directory: <http://www.tricare.mil/bcacdcao>

DCAO Implementation and Training Guide

Web: <http://www.tricare.mil/customerservicecommunity/resources.aspx>

DEERS Support Office (Eligibility): 1-800-538-9552

Defense Medical Information System (DMIS) Codes: www.dmisid.com/cgi-dmis/default

Defense Manpower Data Center (DMDC) Support Office: www.dmdc.osd.mil/rsl/

Fax address changes to: 831-655-8317

Mail address changes to:

DEERS Support Office
ATTN: COA,
400 Gigling Road,
Seaside, CA 93955-6771

Web: www.tricare.mil/mybenefit/home/overview/Eligibility/DEERS

DMDC Support Office (Beneficiaries and MHS Support Staff): 1-800-372-7437

DMDC Support Office (BCACs/DCAOs only)

Research & Analysis 831-583-2500

DSN 878-3522/3523

DoD Hotline/Force Health Protection & Readiness Program: 1-800-497-6261

Express Scripts

Within the United States (toll free): 1-877-363-1303

Web: express-scripts.com/TRICARE

E-mail: DOD.customer.relations@express-scripts.com

Postal Mail:

Express Scripts
P.O. Box 52132
Phoenix, AZ 85082

Claims:

Express Scripts, Inc.
PO Box 60903
Phoenix, AZ 85082-0903

Family-Centered Care Initiative: ipfcc.org/services/past.html

Health Insurance Portability and Accountability Act (HIPAA)

E-mail: hipaamail@tma.osd.mil

Web: tricare.mil/hipaa

Health Net Federal Services

Web: healthnetfederalservices.com

1-877-TRICARE/1-877-874-2273

Humana Military Healthcare Services, Inc

Web: humana-military.com/

1-800-444-5445

International SOS Assistance, Inc.

Web: tricare-overseas.com

Europe: 44-20-87628133, Singapore: 65-6338-9277, Australia: 61-2-9372-2468

Marine Corps: usmc.mil

Marine Corps Family Support Information

For Marines stationed East of the Mississippi River (excluding Wisconsin)
1-800-336-4663

For Marines stationed West of the Mississippi River (including Wisconsin)
1-800-253-1624

Marine Corps Reserves: marines.mil/unit/marforresl

Medicare

1-800-MEDICARE/1-800-633-4227

Web: medicare.gov

Military One Source

1-800-342-9647

If calling from OCONUS:

Dial the appropriate access code to reach a U.S. number and then dial:

1-800-342-9647 (all 11 digits must be dialed)

International Collect 484-530-5947

Web: militaryonesource.com

MMSO (Military Medical Support Office)

1-888-MHS-MMSO/1-888-647-6676

Web: tricare.mil/tma/MMSO

National Guard Bureau: 703-607-5405

National Guard Family Program Online Community: www.guardfamily.org/

National Oceanic and Atmospheric Administration: noaa.gov

National Oceanic and Atmospheric Administration, Service Point of Contact

1-800-368-2777 Option 2

Web: dcp.psc.gov/medical_affairs.asp

Navy: www.navy.mil

Navy Family Support Information: 1-800-372-5463

Navy Reserve: navyreserve.com

PGBA Claims: mytricare.com

Pharmacoeconomic Center: <http://www.pec.ha.osd.mil>

Reserve Affairs

Web: <http://ra.defense.gov/>

Family Readiness: ra.defense.gov/programs/fepp/family.html

TRICARE Medical Benefits: www.tricare.mil/reserve/#

Service Points of Contact (SPOC)

Active duty service members with questions for the SPOC may call MMSO Customer Service at:
1-888-MHS-MMSO (1-888-647-6676)

Written inquiries:

[Insert branch of Service] Point of Contact

Military Medical Support Office

PO Box 886999, Great Lakes, IL 60088-6999

Social Security Administration

1-800-772-1213

TTY/TDD 1-800-325-0778

Web: ssa.gov, medicare.gov

TMA Privacy Office

5111 Leesburg Pike, Suite 810

Falls Church, VA 22041

Web: tricare.mil/tmaprivacy

E-mail: privacymail@tma.osd.mil

TRICARE Prime Remote (TPR) and Remote Reserve Component LOD Care Questions

MMSO: 1-888-647-6676

Web: tricare.mil/tma/MMSO

TRICARE Area Office (TAO) Eurasia-Africa

Toll-Free: 1-888-777-8343, option #1

Commercial: +49-6302-67-6314

DSN: 314-496-6312/6314

Unit 10310, Bldg. 214
Sembach AB, Germany

APO AE 09136

Web: tricare.mil/tma/eurasiaafrica

TRICARE Area Office (TAO) Latin America and Canada

Toll-Free: 1-888-777-8343, option #3,

Commercial: 703-588-1848

DSN: 312-42501848

1700 N. Moore Street, Suite 1200
Arlington, VA 22209

Web: <http://tricare.mil/tma/tlac>

TRICARE Area Office (TAO) Pacific

Toll-Free: 1-888-777-8343, option #4

Commercial: 011-81-6117-43-2036

DSN: 315-643-2036

PSC 482, Box 2749
FPO AP, 96362-2749

Web: <http://www.tricare.mil/tma/pacific>

TRICARE Authorized Providers: tricare.mil/providers/

TRICARE Contracts Toolkit: tricare.mil/contractstoolkit

TRICARE Dental Program

United Concordia

Customer Service: 1-800-866-8499

Web: tricaredentalprogram.com

Mail application to:

United Concordia/TDP, Box 827583,
Philadelphia, PA 19182-7583

Fax application to 1-888-734-1944

E-mail: conus@ucci.com or oonus@ucci.com

TRICARE Dental Program Overseas: tricaredentalprogram.com

TRICARE Fact Sheets

Web: tricare.mil/factsheets/

Subscribe at: tricare.mil/factsheets/mail/mailsub.cfm

TRICARE For Life Overseas Claims

WPS TRICARE For Life
P.O. Box 7890
Madison, WI 53707-7890

Web: tricare4u.com

CONUS: 1-866-773-0404; TDD 1-866-773-0405

TRICARE Media Center

Web: tricare.mil/mediacenter

public.govdelivery.com/accounts/USMHSTMA/subscriber/new

TRICARE Online: www.tricareonline.com

TRICARE Pharmacy Program

Web: www.express-scripts.com/TRICARE

DoD.customer.relations@express-scripts

Commercial: 1-877-363-1303

TRICARE Products/Educational Materials: tricare.mil/tricaresmart/default

TRICARE Regional Office (TRO) North

Customer service: 1-877-874-2273

Web: tricare.mil/tronorth/default.cfm

E-mail: tronorth@tma.osd.mil

TRICARE Regional Office (TRO) South

Customer service: 1-800-554-2397

Web: tricare.mil/trosouth

E-mail: trosouthcs@tros.tma.osd.mil

TRICARE Regional Office (TRO) West

Customer service: 1-800-558-1746

Web: tricare.mil/trowest/

E-mail: trow-southwest@trow.tma.osd.mil

TRICARE Reserve Select (TRS): tricare.mil/trs/

TRICARE Retired Reserve (TRR): tricare.mil/trr

TRICARE Retiree Dental Program

Delta Dental Plan of California

888-838-8737

Web: www.ddpdelta.org/

Claim Form: attrdp.org/enr/resources.html

TRICARE Service Centers

Web: tricare.mil/contactus/

North: 1-877-874-2273

South: 1-800-444-5445

West: 1-888-874-9378

TRICARE Web Site

Web: tricare.mil

Subscribe at: tricare.mil/subscriptions

TriWest Healthcare Alliance

Web: triwest.com

1-888-TriWest/1-888-874-9378

U.S. Army Wounded Warrior Program

1-877-393-9058

Web: www.aw2.army.mil/

Uniformed Services Employment and Reemployment Rights Act (USERRA)

Web: dol.gov, dol.gov/vets

U.S. Public Health Service Beneficiary Medical Program

1-800-368-2777, Option 2

Web: www.usphs.gov

Uniformed Services Family Health Plan (USFHP): usfhp.com

Uniformed Services Family Health Plan Designated Providers

Johns Hopkins Medical Services Corporation

6704 Curtis Court, Glen Burnie, MD 21060

Telephone: 1-800-808-7347

Web: hopkinsmedicine.org/usfhp

Brighton Marine Health Center

77 Warren Street, Brighton, MA 02139

Telephone: 1-800-818-8589

Web: brimarine.org

Martin's Point Health Care

P.O. Box 9746, Portland, ME 04104-5040

Telephone: 1-888-241-4556

Web: martinspoint.org

Pacific Medical Centers (PacMed Clinics)

1200 12th Avenue South, Seattle, WA 98144

Telephone: 1-888-958-7347

Web: pacmed.org

CHRISTUS Health

P.O. Box 924708, Houston, TX 77292-4708

Telephone: 1-800-678-7347

Web: christus.usfhp.com

U.S. State Department: usembassy.state.gov

Wisconsin Physicians Service (WPS)

WPS Overseas

P.O. Box 7985

Madison, WI 53707-7985

1-888-915-4001

Web: tricare4u.com/apps/tricare2/tricarehome.do

WPS-TRICARE For Life (WPS TFL)

1-866-773-0404, TDD 1-866-773-0405

WPS TRICARE For Life

P.O. Box 7889

Madison, WI 53707-7889

Web: tricare4u.com

Women, Infants, and Children (WIC) Overseas: tricare.mil/wic/