

TRICARE Fundamentals Course

Resources and Tools

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Participant Guide



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

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

Appeals- TMA Office

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

Army: www.army.mil

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

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

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

Army National Guard: www.ngb.army.mil

Army Reserves: www.armyreserve.army.mil

Active Duty Dental Program (ADDP)

www.addp-ucci.com

General Inquiries:

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

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

Beneficiary Counseling and Assistance Coordinator (BCAC) Directory: <http://www.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. Centretch Parkway, Aurora, CO 80011-9043
303-676-3526

Computer/Electronic Accommodations Program (CAP)

703-681-8813, TTY: 703-681-0881
cap@tma.osd.mil, www.cap.mil

Claims 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. Centretch 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

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

Defense Manpower Data Center Support Office

www.dmdc.osd.mil/rsl/

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

Fax address changes to DEERS at: 831-655-8317

Mail address changes to:

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

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

DMDC Support Office (BCACs/DCAOs only): Research & Analysis 831-583-2500; DSN 878-3522/3523

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

DoD Hotline/Force Health Protection & Readiness (FHP&R) Program: 703-681-3279

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

Express Scripts

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

www.express-scripts.com/TRICARE

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

Postal Mail:

Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072

Mail claims to:

Express Scripts
P.O. Box 66773
St. Louis, MO 63166-6773
ATTN: Claims Department

Family-Centered Care Initiative: <http://www.ipfcc.org/services/past.html>

Health Insurance Portability and Accountability Act (HIPAA)

E-mail: hipaatcsimail@tma.osd.mil

Web site: www.tricare.mil/hipaa

HIPAA Information Line: 1-800-DOD-HIPA /1-800-363-4472

Health Net Federal Services:

<https://www.healthnetfederalservices.com>

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

Humana Military Healthcare Services, Inc

<http://www.humana-military.com/>

1-800-444-5445

International SOS Assistance, Inc.: www.tricare-overseas.com

Marine Corps: www.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: www.marines.mil/unit/marforres

Medicare/Centers for Medicare and Medicaid Services:

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

www.medicare.gov

Medicare Part B enrollment forms are available online at:

www.medicare.gov/basics/enrollmentpackage.aspx

Military One Source

1-800-342-9647

International Collect 484-530-5947

www.militaryonesource.mil

MMSO (Military Medical Support Office)

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

<http://www.tricare.mil/tma/MMSO>

National Guard Bureau

www.ng.mil

National Guard Family Program Online Community

www.guardfamily.org/

Navy: www.navy.mil

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

Navy Reserve: <http://www.navyreserve.com>

National Oceanic and Atmospheric Administration: www.noaa.gov

National Oceanic and Atmospheric Administration, Service Point of Contact

1-800-368-2777 Option 2

http://dcp.psc.gov/medical_affairs.asp

PGBA Claims: www.mytricare.com

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

Reserve Affairs

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

Family Readiness: <http://ra.defense.gov/html/familyreadiness.html>

TRICARE medical benefits: www.tricare.mil/reserve/#

Service Points of Contact (SPOC)

Active Duty Service Members: 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

www.ssa.gov, www.medicare.gov

TMA Privacy Office

5111 Leesburg Pike, Suite 810,
Falls Church, VA 22041

www.tricare.mil/tmaprivacy/default.cfm

703-681-7500

privacymail@tma.osd.mil

TPR and Remote Reserve Component LOD Care Questions

MMSO: 1-888-647-6676

<http://www.tricare.mil/tma/MMSO>

TRICARE Area Office (TAO) Eurasia-Africa

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

Commercial: +49-6302-67-6314

DSN: 314-496-6378

Unit 10310

APO AE 09136-0130

<http://www.tricare.mil/tma/eurasiaafrica>

TRICARE Area Office (TAO) Latin America and Canada

Toll-Free: 1-888-777-8659

Commercial: 1-210-292-8520

DSN: 554-8582

7800 IH-10 West, Suite 400

San Antonio, TX 78230

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

TRICARE Area Office (TAO) Pacific

Singapore: 1-877-678-1208, Sydney: 1-877-678-1209

Commercial: 011-81-6117-43-2036

DSN: 315-643-2036

TRICARE Area Office (TAO) Pacific NH Okinawa

PSC 482, Box 2749

FPO AP, 96362

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

TRICARE Authorized Providers: <http://www.tricare.mil/mybenefit/home/Medical/FindingAProvider?>

TRICARE Contracts Toolkit: www.tricare.mil/contractstoolkit

TRICARE Dental Program/TRICARE Dental Program Overseas

United Concordia

Customer Service: 1-800-866-8499

E-mail Customer Service – conus@ucci.com or oonus@ucci.com

www.tricaredentalprogram.com

Mail application to:

United Concordia/TDP

Box 827583

Philadelphia, PA 19182-7583

Fax application to 1-888-734-1944

TRICARE Fact Sheets

www.tricare.mil/factsheets/index.cfm

Subscribe at www.tricare.mil/factsheets/mail/maillsub.cfm

TRICARE For Life Overseas Claims

WPS TRICARE For Life

P.O. Box 7890

Madison, WI 53707-7890

www.tricare4u.com

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

TRICARE Media Center

www.tricare.mil/mediacenter

<https://public.govdelivery.com/accounts/USMHSTMA/subscriber/new>

TRICARE Online: www.tricareonline.com

TRICARE Pharmacy Program:

www.express-scripts.com/TRICARE

DoD.customer.relations@express-scripts

Commercial: 1-877-363-1303

TRICARE Products/Educational Materials: <http://www.tricare.mil/tricaresmart/default.aspx>

TRICARE Regional Office (TRO) North

Customer service: 1-877-874-2273

<http://www.tricare.mil/tronorth>

tronorth@tma.osd.mil

TRICARE Regional Office (TRO) South

Customer service: 1-800-444-5445

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

trosouthcs@tros.tma.osd.mil

TRICARE Regional Office (TRO) West

Customer service: 1-888-874-9378

<http://www.tricare.mil/trowest>

trow-southwest@trow.tma.osd.mil

TRICARE Reserve Select

www.tricare.mil/reserve/reserveselect

<http://tricare.mil/trs/>

TRICARE Retired Reserve: <http://tricare.mil/trr/>

TRICARE Retiree Dental Program

Delta Dental Plan of California

1-888-838-8737

<http://www.ddpdelta.org/>

TRICARE Service Centers

<http://www.tricare.mil/contactus/>

TRICARE Web Site

www.tricare.mil

Subscribe at <https://public.govdelivery.com/accounts/USMHSTMA/subscriber/new?>

TriWest Healthcare Alliance

www.triwest.com

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

U.S. Army Wounded Warrior Program

1-877-393-9058

<http://www.wtc.army.mil/aw2/>

Uniformed Services Employment and Reemployment Rights Act (USERRA): www.dol.gov/vets

U.S. Public Health Service Beneficiary Medical Program

1-800-368-2777, Option 2

www.usphs.gov

Uniformed Services Family Health Plan: www.usfhp.com or www.usfhp.net

Uniformed Services Family Health Plan Designated Providers

Johns Hopkins Medical Services Corporation

6704 Curtis Court, Glen Burnie, MD 21060

1-800-808-7347

www.hopkinsmedicine.org/usfhp

Brighton Marine Health Center

77 Warren Street, Brighton, MA 02139

1-800-818-8589

<http://usfamilyhealth.org/>

Martin's Point Health Care

891 Washington Avenue, P.O. Box 9746

Portland, ME 04104-5040

1-800-322-0280

www.martinspoint.org

Pacific Medical Centers (PacMed Clinics)

Pacific Medical Center (Beacon Hill)

1200 12th Avenue South, Seattle, WA 98144

1-888-4-PACMED/1-888-472-2633

www.pacmed.org

CHRISTUS Health

US Family Health Plan

P.O. Box 924708, Houston, TX 77292

1-800-678-7347

<http://christus.usfhp.com/>

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

Wisconsin Physicians Service (WPS)

<http://www.wpsic.com/>

1717 W. Broadway

P.O. Box 8190

Madison, WI 53708-8190

member@wpsic.com

WPS-TRICARE For Life (WPS TFL)

<https://www.tricare4u.com>

WPS/TRICARE For Life

P.O. Box 7889

Madison, WI 53707-7889

1-866-773-0404

TDD: 1-866-773-0405

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

Brainteaser Answer Keys

2. TRICARE Options

1. Go long
2. Sailing over the seven seas
3. Apartment
4. Neon light
5. Split second timing
6. Man overboard
7. Tennessee
8. Free for all

3. TPR

Picture: In your dreams

Riddle: The letter E

5. National Guard and Reserve

1. Paradox
2. Five pounds overweight
3. Mother-in-law
4. Quarterback, halfback, fullback
5. One step forward, two steps back
6. Stuck up
7. West Indies
8. Crossbow

7. TRICARE and Medicare

1. Bridge over troubled waters
2. Tennis shoes
3. Downpour
4. 49ers
5. Final answer
6. Explain
7. Capital City
8. Adding insult to injury

8. Pharmacy

1. Toolbox
2. Topless bathing suit
3. Let bygones be bygones
4. 7-Up Cans
5. Ice Cube
6. Son of a gun
7. GI overseas
8. Blood is thicker than water

9. Dental

Picture: Reverse Psychology

Riddle: A nose

10. Electronic Resources

Picture: My treat

Riddle: The letter M

11. TRICARE Overseas

Picture: Better safe than sorry

Riddle: A library

12. Claims and Appeals

1. Reading between the lines
2. Go stand in the corner
3. Foreign language
4. Captain Hook
5. Paradise
6. Double Dribble
7. Six feet underground
8. A little misunderstanding between two friends