

TRICARE Fundamentals Course

TRICARE Prime Remote

3

Participant Guide

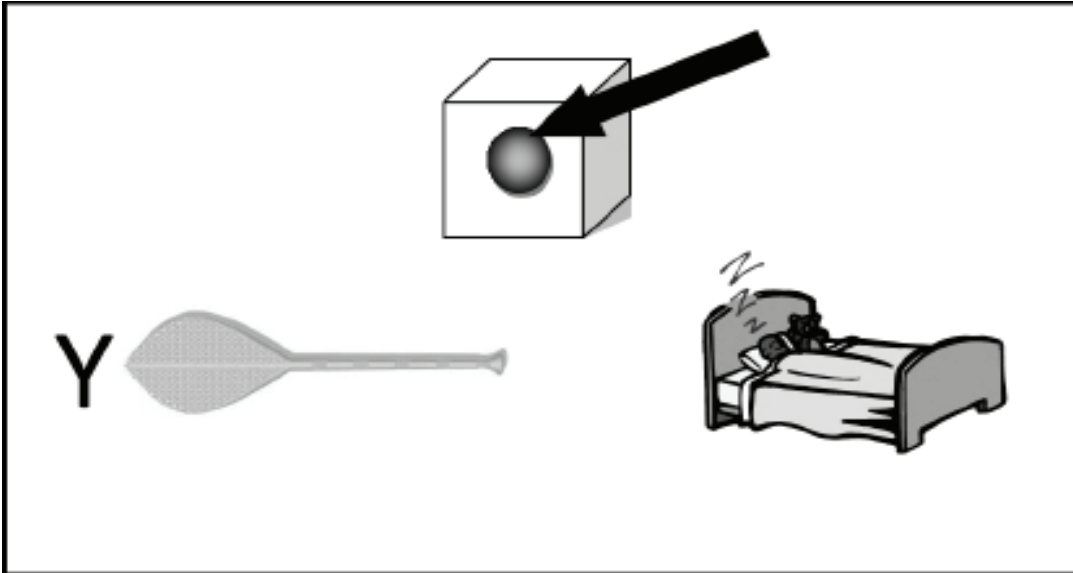
References

10 USC
32 CFR § 199
TRICARE Operations Manual 2008, Chapter 17
TRICARE Policy Manual



Brain teaser

What phrase is represented below?



Riddle

It is the beginning of eternity, the end of time and space the beginning of the end, and the end of every space.
What is it?,

Module Objectives



- Describe TRICARE Prime Remote (TPR) and who is eligible
- Define the role of the Service Point of Contact (SPOC)
- Describe TRICARE Prime Remote for Active Duty Family Members (TPRADFM)

1.0 TRICARE Prime Remote (TPR)

1.1 Introduction

TPR is a managed care option, similar to TRICARE Prime, for active duty service members (ADSMs) who live and work in designated remote duty locations. It provides health care coverage through civilian network or TRICARE-authorized providers. TPR is not available overseas; TRICARE Overseas Program (TOP) Prime Remote provides a similar benefit in the overseas areas.

2.0 Active Duty Service Members

2.1 TPR Eligibility

- ADSMs must have a permanent duty assignment greater than 50 miles (based on zip code) or approximately a one-hour drive from a military treatment facility (MTF) **and** reside at a location greater than 50 miles (based on zip code) or approximately a one-hour drive from a MTF.
 - To see if they qualify for TPR, direct ADSMs to the “TPR zip code look-up tool” at: tricare.mil/tpr.
- If the ADSM lives within 50 miles of a MTF, but geographic conditions create more than a one-hour drive, the ADSM may apply for a waiver of TPR requirements
 - ADSMs should complete a *TPR Determination of Eligibility Enrollment Request Form* and submit it through their unit commander for consideration by the TRICARE Regional Office (TRO).
 - To obtain a *TPR Determination of Eligibility Enrollment Request Form*, direct service members to the following web sites:
 - North region: tricare.mil/tronorth/EligibilityEnrollmentForm
 - South region: tricare.mil/trosouth/EligibilityEnrollmentForm
 - West region: tricare.mil/trowest/TPRWaiverRequest
- ADSMs must ensure their address, unit, and family member information are current and accurate in the Defense Eligibility Enrollment Reporting System (DEERS). The Service components determine TRICARE eligibility; the regional contractor processes TPR enrollments.

2.2 TRICARE Prime Remote Enrollment

- When the ADSM is eligible for TPR, enrollment is mandatory, unless there are service specific directions that require assignment to a military service primary care manager (PCM) or if the ADSM elects to waive access standards and enroll to a MTF (subject to unit commander/TRO approval).
- Enrollment decisions depend on the location of the military work unit location, not the ADSM's residence.

2.2.1 TPR Disenrollment

- A enrollee may lose TPR coverage when their status changes.
 - Enrollment transfers or disenrollments occur upon change of duty location to a MTF or Prime service area (PSA), retirement, or separation from the service.
 - ADSMs who were enrolled in TPR immediately prior to retirement lose their TPR coverage; they remain eligible for TRICARE Standard/Extra or Prime, at that same location.

2.3 Portability

Enrollment transfers occur upon change of duty location within a region, out of the region, or transfer into an MTF or Prime Service Area (PSA).

Transferring within the same TPR location

- Prior to departing the TPR location, the service member may contact the losing contractor to assist with TPR

enrollment transfer.

- Upon arrival at the new location TPR enrollees should:
 - Update their personal information in DEERS.
 - Complete PCM selection by submitting a new TRICARE Prime Enrollment and PCM Change Form for the purpose of being assigned a new PCM.

Transferring to a different TPR location:

Prior to departing from the old TPR location, the service member may call the regional contractor to change PCM assignment; can also be completed via the Beneficiary Web Enrollment (BWE) site (dmdc.osd.mil/appj/bwe) or a new enrollment form mailed to the contractor with preference indicated for PCM (if available).

- Upon arrival at the new location, TPR enrollees should:
 - Update their personal information in DEERS.
 - Complete both enrollment transfer and PCM selection by submitting a new TRICARE Prime Enrollment and PCM Change Form, via mail, BWE, or fax to the gaining regional contractor.
- The member's enrollment transfer is effective on the date the gaining regional contractor receives the signed enrollment form.

Transferring from a TPR location to a Prime Service Area

ADSMs may transfer from a TPR location to a Prime Service Area by completing a new enrollment form when they get to their new duty station in accordance with service guidance.

2.4 TPR and Primary Care Managers (PCMs)

- ADSMs enrolled in the TPR are assigned a network PCM if there is one available in the local area or seek care from any TRICARE-authorized non-network provider, when a network provider is not available. This provider will be their primary care manager (non-network, TRICARE-authorized provider).
- ADSMs may change their PCM or primary care provider at any time, if the new PCM or primary care provider network is accepting patients.

3.0 TPR Referrals and Authorizations

3.1 Service Point of Contact (SPOC)

- The Services retain health care oversight of TPR enrollees through their SPOCs and nurse consultants at the Military Medical Support Office (MMSO) or other headquarters.
- The SPOCs serve as liaisons between:
 - Active duty service members
 - The service
 - Regional contractors
- SPOCs review referrals and medical claims to determine the impact diagnosis or treatment may have on the ADSM's fitness-for-duty and whether the member requires care at a MTF.
- Nurse consultants authorize TPR-enrollee specialty care.
- SPOCs review deferred medical claims from regional contractors and execute approval or denial of payments.
- Direct SPOC questions to:
 - Army, Air Force, Navy, Marine Corps, Coast Guard and National Guard, contact (847) 688-7394
 - United States Public Health Service (USPHS) and National Oceanic and Atmospheric Administration (NOAA), contact 1-800-368-2777, option #2

- Address general questions to: toll free 1-888-MHS-MMSO (1-888-647-6676)

Military Medical Support Office
P.O. Box 886999
Great Lakes, IL 60088-6999

3.1.1 Active Duty Care Guidelines

The partial listing below provides guidelines for providers and the contractors as to what types of health care services require a fitness-for-duty review by the SPOC. BCACs/DCAOs, providers and health care finders are encouraged to contact the SPOC in specific situations for information and clarification on health care for ADSMs.

Health Care Service	SPOC Review Required?	Who Provides Care?
Primary care medical services	No	PCM (TRICARE-authorized civilian provider or MTF)
Emergency/Urgent consults and tests required within 48 hours	Yes, but care won't be delayed while waiting for SPOC response Follow-up speciality care requires SPOC review	TRICARE-authorized civilian provider
Periodic health assessments	No	PCM (TRICARE-authorized civilian provider) or MTF
Periodic eye and hearing exams	No	TRICARE-authorized civilian provider or MTF as designated by SPOC
Eyeglasses/contacts	Yes	MTF or service labs; SPOC provides information to ADSM
Service specific physical exams (For DoD/Service Forms)	Yes	TRICARE-authorized civilian provider or MTF as designated by SPOC
<i>Note: For a sampling of additional treatment situations that require SPOC review, please see the TRICARE Operations Manual (TOM) 2008, Chapter 17, Addendum B. MMSO web site: tricare.mil/tma/MMSO</i>		

3.2 Routine (Primary) Care

- TPR-enrolled ADSMs receive most of their routine (primary) care from their assigned PCM/primary care provider (TRICARE-authorized non-network provider).
- They don't need referrals to visit their PCM/primary care provider.
- When the PCM/primary care provider is unable to provide the required care, providers may refer TPR enrollees to another provider or specialist. Referrals are submitted to the regional contractor. ADSMs must make sure they have a referral and authorization in place before they see other providers for non-emergency non-routine care.

3.3 Emergency Care

- When emergency care is required, TPR enrollees should go to the nearest emergency room.
- They don't need to call their PCM or primary care provider before receiving emergency care.
- They're to notify their PCM or primary care provider within 24 hours, or the next business day, to get a referral for emergency care and to coordinate ongoing care. The referral should be sent by the provider or TPR enrollee to the MMSO as soon as possible for care authorizations. They should contact the MMSO SPOC as

soon as possible.

3.4 Urgent Care

- TPR enrollees should contact their PCM or primary care provider or regional contractor whenever urgent care is required.
- If the PCM or primary care provider cannot provide the required care, they should refer and seek authorization for the ADSM to visit a TRICARE-authorized urgent care center, or specialty provider.

3.5 Specialty Care

- TPR enrollees require a referral and authorization for specialty care and prior authorization for all inpatient care.
- The regional contractor refers all TPR-enrollee specialty care and inpatient referrals to the SPOC for review and a fitness-for-duty determination.
- MMSO authorizes the care and the regional contractor issues the authorization.

4.0 Claims

- TRICARE network providers submit claims on the enrollee's behalf.
- TRICARE non-network (participating or non-participating) may or may not submit claims for enrollees.
 - It's the service member's responsibility to ensure claims are submitted and processed and that appropriate referrals and authorizations are in place.
 - If a claim isn't filed, the service member may be liable for charges or sent to collection.
- Health care received by the ADSM TPR enrollee while traveling or visiting overseas is processed by the TOP contractor, regardless of where the service member is enrolled.

5.0 TRICARE Prime Remote for Active Duty Family Members (TPRADFM)

5.1 Introduction

TPRADFM is a managed care option similar to TRICARE Prime for eligible active duty family members (ADFM) who reside with their active duty sponsor in designated remote stateside locations. MMSO and the SPOC aren't involved in any part of the TPRADFM Program.

5.2 Eligibility for TPRADFM

- The sponsor must be enrolled in TPR and the ADFM must reside with the sponsor. "Resides with" is defined as the TPR residence address where the family lived with the sponsor while the sponsor was enrolled in TPR as recorded in DEERS.
- Students who don't reside with their sponsor aren't eligible for TPRADFM.
- If a TPR-enrolled sponsor receives orders to an unaccompanied assignment (where the family members aren't authorized to accompany the sponsor), the family members may remain enrolled in TPRADFM during the sponsor's unaccompanied assignment as long as they continue to reside in the same TPR location they lived in before the sponsor's departure as recorded in DEERS.
- ADFMs enrolled in TPRADFM who become transitional survivors due to the active duty sponsor's death may enroll in TPRADFM when they live in a designated Prime Remote location (stateside or overseas).

5.3 Enrollment in TPRADFM

- Enrollment in the TPRADFM program is optional for ADFMs
 - ADFMs follow the same enrollment process as ADSMs
 - Eligible family members not enrolled in TPRADFM are covered under TRICARE Standard/Extra
- ADFMs enrolled in the TPRADFM are assigned a network PCM if there is one available in the local area or may seek care from any TRICARE-authorized non-network provider (when a network provider isn't available).

5.4 Referrals and Authorizations

- Under the TPRADFM program, specialty care requires a referral from the PCM/primary care provider and authorization through the regional contractor.
- When assigned a network PCM, the TPRADFM enrollee follows the regional contractor's referral and authorization procedures.
- TPRADFM enrollees who use a non-network TRICARE-authorized provider should contact their regional contractor for assistance with referrals and authorizations when specialty care is required. If a TPRADFM enrollee seeks specialty care without a referral and authorization, point of service (POS) charges apply (see *TRICARE Options* for POS information).

6.0 National Guard and Reserve and Family Members

- National Guard and Reserve members called to active duty for a period of more than 30 consecutive days don't have to be enrolled in TPR for their family members to be enrolled in TPRADFM.
- TRICARE allows active duty National Guard and Reserve family members who live in a TPR location to enroll in TPRADFM as long as they meet the following criteria:
 - Family members lived with the National Guard or Reserve sponsor at the time of the sponsor's call to active duty.
 - The sponsor's residential address at the time of activation was in a TPR zip code as recorded in DEERS.
- National Guard and Reserve family members may remain enrolled in TPRADFM at the same residence, regardless of the sponsor's subsequent assignment, enrollment location, or temporary residence as long as the sponsor remains on active duty.
- If the family members move to another location they lose their TPRADFM eligibility. If they move to a Prime service area they can enroll in TRICARE Prime, otherwise they are TRICARE Standard/Extra.

7.0 TPR Application Exercise

First Lieutenant John Smith, an Army National Guard member, lives with his wife and two children in Brookline Station, Missouri, a TPR-designated location. He just received active duty orders for 365 consecutive days. Effective tomorrow, he will report to Fort Smith, Arkansas, for 15 days with a subsequent deployment to Afghanistan in support of Operation Enduring Freedom.

He and his wife agree that the family should continue to live at their current residence during his deployment.

Given the scenario above and what you have learned about TRICARE Prime Remote, answer the following questions, and prepare to explain your answers.

Q1. Is the Smith family eligible for TPRADFM during Lieutenant Smith's deployment?

Q2. How can you be sure whether they are or are not qualified?

Q3. What coverage options are available to the Smith family while residing in a TPR-designated location?

Module Objectives



Summary

- Describe TRICARE Prime Remote (TPR) and who is eligible
- Define the role of the Service Point of Contact (SPOC)
- Describe TRICARE Prime Remote for Active Duty Family Members (TPRADFM)