

TRICARE FREQUENTLY ASKED QUESTIONS (FAQ'S)

- [It takes more than 30 minutes for me to get to NHCL. Why is my name on 30 minute drive-time of this facility?](#)
- [How do I schedule an appointment with my provider?](#)
- [How do I cancel my appointment?](#)
- [I just called to schedule an appointment with my new PCM and was told I am not in the system. I'm enrolled in TRICARE Prime so I know I'm in the system. What is the problem?](#)
- [If I am enrolled in TRICARE Prime and do not want to come to the Naval Hospital for my primary care, can I have a PCM in the local community?](#)
- [My parent \(parent-in-law\) has recently been granted Dependent Parent Status. Can I get them enrolled in TRICARE Prime?](#)
- [My family has just moved to this area. How do I get a new provider?](#)
- [I just got married. How do I get my new spouse a provider?](#)
- [We just had a new baby. How do we get our child assigned to a provider?](#)
- [How do I enroll in TRICARE Prime?](#)
- [How do I change my primary care manager?](#)
- [What are the differences between TRICARE Standard, TRICARE Extra, and TRICARE Prime?](#)

For additional TRICARE frequently asked questions, visit www.TRICARE.mil/FAQs.

It takes more than 30 minutes for me to get to NHCL. Why is my name on 30 minute drive-time of this facility?

Your ZIP code likely indicates that you live in a Prime Service Area, which requires enrollment to a Military Treatment Facility (MTF). For more information, visit

- [TRICARE Prime Service Area ZIP Code Look-Up](#)
- [TRICARE Prime Distance and Drive Time Standards](#)

Health Net Disclaimer: Drive times and distances are estimates only and may vary based on weather conditions, traffic/road conditions and time of day. See TRICARE Prime Distance and Drive Time Standards for more information.

How do I schedule an appointment with my provider?

You may call the Appointment Call Center at (910) 450-4357 (HELP) to schedule appointments with your PCM or specialty care provider.

How do I cancel my appointment?

You may call the Appointment Call Center at (910) 450-4357 (HELP) to cancel appointments or cancel online via Relay Health or TRICARE Online.

I just called to schedule an appointment with my new PCM and was told I am not in the system. I'm enrolled in TRICARE Prime so I know I'm in the system. What is the problem?

If you (or a family member) have never received any services from this facility, your information is probably not in our database. You should go to the Admissions Office to have your demographic information entered into our database so you can schedule your appointments.

If I am enrolled in TRICARE Prime and do not want to come to the Naval Hospital for my primary care, can I have a PCM in the local community?

The current TRICARE contract mandates mandatory enrollment to Naval Hospital for all TRICARE Prime beneficiaries residing within 30 minute drive-time of this facility. Patients with extremely complex medical issues that cannot be managed by our providers might be allowed enrollment to a network provider if a waiver request form is submitted with documentation of medical issues. To access the Enrollment Waiver Form, click [HERE](#).

My parent (parent-in-law) has recently been granted Dependent Parent Status. Can I get them enrolled in TRICARE Prime?

Dependent parents are not eligible for TRICARE Prime or any civilian medical benefits under TRICARE. Their status for medical care is "Direct Care," which means they are only eligible for medical services that MAY be available at any military treatment facility. The care received is on a space available basis only. Neither TRICARE nor the military treatment facility can be held liable for any medical expenses received from a civilian source. Those costs are the sole responsibility of the patient.

My family has just moved to this area. How do I get a new provider?

You can call Health Net Federal Services, our TRICARE contractor, at 1-877-874-2273 to change your Prime enrollment to this area.

I just got married. How do I get my new spouse a provider?

After your spouse has been entered into the Defense Enrollment Eligibility System (DEERS) and has a valid Identification Card (ID), you can call Health Net Federal Services, the TRICARE contractor, at 1-877-874-2273 to enroll your new spouse into TRICARE Prime. If the enrollment is received on or before the 20th day of the month, the enrollment in Prime will begin on the 1st day of the following month. You

may also need to visit the Outpatient Records Office at Naval Hospital Camp Lejeune to have your new family member's information entered in the hospital database so appointments can be scheduled once the enrollment is effective.

We just had a new baby. How do we get our child assigned to a provider?

After you have enrolled your new child in DEERS, the next step will be to enroll them in TRICARE Prime. You can call Health Net Federal Services, the TRICARE contractor, at 1-877-874-2273 to enroll your new baby.

I don't know who my Primary Care Manager (PCM) is. How can I find out?

If you are enrolled in TRICARE Prime, you can call Health Net Federal Services, the TRICARE contractor, at 1-877-874-2273 to find out which provider you have been assigned to for primary care.

How do I enroll in TRICARE Prime?

You have 3 options:

- Online: [TRICARE Beneficiary Web Enrollment](#)
- Phone: 877-TRICARE (877-874-2273)
- Mail: [TRICARE Prime Enrollment, Disenrollment, and PCM Change Form](#)

For more information about enrollment, visit [TRICARE Prime Enrollment](#).

Contact Information:

North Region Contractor (Health Net)
877-TRICARE (877-874-2273)
www.hnfs.com

How do I change my primary care manager?

You can change your primary care manager (PCM) by:

- Using the [TRICARE Beneficiary Web Enrollment](#) web site
- Calling your regional contractor: 877-TRICARE (877-874-2273)
- Sending a completed [TRICARE Prime Enrollment, Disenrollment, and PCM Change Form](#) to your regional contractor with your new PCM's information

Contact Information:

North Region Contractor (Health Net)
877-TRICARE (877-874-2273)
www.hnfs.com

What are the differences between TRICARE Standard, TRICARE Extra, and TRICARE Prime?

To view the difference between the different TRICARE plans, click [HERE](#).