

## Know Your TRICARE Options Before You Move

If you will soon be moving, there are several things to consider that can help you manage your TRICARE coverage.

### Plan Ahead

Give yourself plenty of time to schedule routine physicals, well-child care and immunizations and fill prescriptions before you leave. This is important if you or a covered family member is pregnant, has a chronic condition, is undergoing physical therapy or is under the care of a specialist. If you are taking medication for a long-term condition, such as high blood pressure, diabetes or asthma, make sure you have enough medication to last through your move. If you have a family member with special needs, coordinate with your service's Exceptional Family Member Program office, so his or her needs continue to be met.

Discuss ongoing health care needs with your current primary care manager (PCM) or specialist to ensure the care you require is available at your next duty station. Have your military treatment facility's (MTF's) or civilian PCM's telephone number available in case you need a referral for health care services while you're on the road during your move.

### Don't Forget Your Medical Records

Ask your PCM and dentist for copies of your medical and dental records before moving. If you have a civilian PCM or dentist, you may be charged an administrative fee for copies of your records. Having your records will help your new health care providers understand your health history and better coordinate your care.

*continued on page 2*

## Flu Vaccination Reminder

According to the Centers for Disease Control and Prevention (CDC), more than 200,000 people in the United States are hospitalized each year due to flu-related causes. You can decrease your chances of getting the flu by getting vaccinated.

### Who Should Be Vaccinated

If you or a family member is in one of the categories below, the CDC recommends an annual flu vaccine:

- Children ages 6 months to 18 years
- Pregnant women
- People age 50 and older
- People with certain chronic medical conditions
- People who live in nursing homes or other long-term care facilities

People who live with, care for or interact with those in the above categories should also receive annual flu vaccines. This includes health care workers and caregivers.

### What's Covered

TRICARE covers the flu shot and the nasal-spray vaccine (FluMist®). A healthy beneficiary of any age may receive the flu shot; however, the nasal-spray vaccine should only be administered to healthy people ages 2 through 49, except for pregnant women.

### Where to Get Vaccinated

**Military treatment facilities:** If you are an active duty service member (ADSM) or National Guard and Reserve

*continued on page 4*

### Inside This Issue ...

- Military Treatment Facilities Have the Right of First Refusal for All Care
- Using TRICARE Overseas: Changes and Improvements
- Prepare for Cold and Flu Season



**An Important Note about TRICARE Program Information:** At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

## Know Your TRICARE Options Before You Move

continued from page 1

### Research Your Options

Determine which TRICARE options—TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members (TPRADFM) or TRICARE Standard and TRICARE Extra—may be available for you and your family in your new location. **Note:** Active duty service members (ADSMs) will need to enroll in TRICARE Prime or TPR at the new location.

TRICARE Prime is only available within TRICARE Prime Service Areas—geographic areas around MTFs or other predetermined areas as defined by ZIP codes. Before you move, you should call the regional contractor in your new location to discuss which TRICARE options will be available to you. To provide the best possible access to care, remember that TRICARE's access-to-care drive-time standards state that your PCM should be located within a 30-minute drive of your residence.

### Transfer Enrollment upon Arrival

Do not disenroll from your current TRICARE Prime program before you arrive at your new location. Your current MTF, PCM or primary care provider will coordinate your care until you arrive. Once there, update your Defense Enrollment Eligibility Reporting System (DEERS) information with your new address. Then, if you or your family members will be using TRICARE Prime, TPR or TPRADFM at your new location, you will need to transfer enrollment. If TRICARE Prime options are not available, you will need to terminate your or your family's TRICARE Prime enrollment. Your family members will be covered under TRICARE Standard and TRICARE Extra once disenrolled from TRICARE Prime.

### Use BWE To Manage Enrollment

To update enrollment status, submit a *TRICARE Prime Enrollment Application and PCM Change Form (DD Form 2876)* to your regional contractor by mail or through a TRICARE Service Center (TSC). Eligible TRICARE Prime enrollees can also use the Beneficiary Web Enrollment (BWE) Web site, which allows service members and their families in the United States to manage enrollment in TRICARE Prime program options without visiting a TSC or submitting *DD Form 2876*.

BWE is linked to DEERS and allows updates to personal contact information (e.g., home address, phone number, e-mail) for both DEERS and TRICARE. To access BWE, log on to [www.dmdc.osd.mil/appj/bwe/](http://www.dmdc.osd.mil/appj/bwe/) using a valid Common Access Card (CAC), Defense Financial and Accounting Services myPay PIN or DoD Self-Service Logon.

Through BWE, you can:

- Enroll or disenroll (**Note:** Beneficiaries in remote areas that do not have PCMs available cannot enroll online.)
- Transfer your enrollment to a new location
- Request a new PCM (**Note:** This option is not available to ADSMs enrolled in TRICARE Prime.)
- Make an initial enrollment fee credit card payment, if applicable
- Add other health insurance information (when initially enrolling)
- Request a new enrollment card
- View your enrollment information

### TRICARE Standard and TRICARE Extra

TRICARE Standard is a flexible, affordable fee-for-service plan that offers the greatest provider choice, as well as the option to seek care in and out of network. TRICARE Standard beneficiaries are responsible for paying deductibles and cost-shares. TRICARE Standard does not require enrollment or enrollment fees, and beneficiaries do not need referrals for specialty care. TRICARE Standard beneficiaries can save 5 percent on cost-shares by visiting network providers under the TRICARE Extra benefit. TRICARE Standard and TRICARE Extra beneficiaries enjoy cost-share waivers for most preventive health care services, as well as a low catastrophic cap. **Note:** ADSMs are not eligible for TRICARE Standard and TRICARE Extra.

No matter which TRICARE program you choose, know that delivering quality health care to our nation's heroes and their families is TRICARE's number-one priority. ■

# Military Treatment Facilities Have the Right of First Refusal for All Care

If you live in a TRICARE Prime Service Area and are enrolled in TRICARE Prime, it's important to remember that the military treatment facility (MTF) is your first option for health care services. This means that if your civilian provider submits a referral or authorization request to Health Net Federal Services, LLC (Health Net) on your behalf, you may be referred to the MTF for care, regardless of whether a civilian network provider is requested or even if you don't normally receive care at the MTF. Knowing when this occurs can help prevent confusion and frustration for you and your family.

The MTF has the right of first refusal (ROFR) for any services requested for a TRICARE Prime enrollee by a civilian provider. If you live near an MTF (within a 60-minute drive time) and are referred by a civilian provider for specialty care or procedures requiring prior authorization, Health Net will first attempt to coordinate the care at the MTF. If the services are not available at the MTF, Health Net will refer you to a TRICARE civilian network provider.

The ROFR policy also applies to circumstances in which you receive related care from a civilian provider, like obstetrical care during pregnancy or orthopedic care for an injury. When it's time for actual delivery of a baby or orthopedic surgery, you may be referred to the MTF for care if it is available. If you have special health care needs, talk to your provider about referrals and authorizations in advance so you know what to expect.

## What Are the Referral Requirements?

TRICARE referral requirements are based on where the beneficiary lives and the beneficiary's TRICARE program.

## How Does the Right of First Refusal Process Work?

When a civilian provider submits a referral request to Health Net, the request is forwarded to the MTF, which

reviews the request to determine if it is able to provide the service(s). The MTF will notify Health Net in a timely manner if it can provide the service.

If so, Health Net will complete the referral to the MTF, and you will be advised to contact the MTF to schedule an appointment. If the MTF refuses your referral request, Health Net will complete your referral to a civilian network provider and notify you so you can schedule your appointment. If the MTF does not respond within a timely manner, then Health Net will assume the MTF does not have the service available and refer you to a civilian network provider. Do not schedule any appointments until you receive a decision letter from Health Net.

## Important Points to Remember about Military Treatment Facility Right of First Refusal

- Consider the MTF your first option for all referred care, even if you have been seeing a civilian provider for other related care.
- The MTF has the ROFR for specialty care, ancillary services, physical therapy requests and other services for TRICARE beneficiaries living within a 60-minute drive time from an MTF.
- If your provider requests a referral to a civilian provider, you may be referred to the MTF if the service/care is available there.
- If the MTF accepts the referral, you will be contacted to schedule an appointment with the MTF.
- If you live within a 60-minute drive of an MTF, do not schedule an appointment with a civilian network provider (who is not your PCM) until you receive approval from Health Net.

For more information about the MTF ROFR, visit Health Net's Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com). ■

## Using TRICARE Overseas: Changes and Improvements

On Sept. 1, 2010, International SOS Assistance, Inc. (International SOS) began service as the contractor for the TRICARE Overseas Program (TOP) in all areas outside of the 50 United States and the District of Columbia.

International SOS will provide all beneficiary services, including TOP Prime enrollment, claims processing,

customer service and beneficiary education, regardless of overseas location. Overseas beneficiaries will continue to receive the same high-quality health care and gain some important advantages as a result of this change.

For more information on the new TOP contractor, please visit [www.tricare-overseas.com](http://www.tricare-overseas.com). ■

Health Net Federal Services, LLC  
P.O. Box 2890  
Rancho Cordova, CA 95741

## CONTACTS

Health Net Federal Services, LLC  
1-877-TRICARE  
[www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

**TRICARE Pharmacy Program**  
1-877-363-1303  
[www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)

**TRICARE Web Sites**  
[www.tricare.mil](http://www.tricare.mil)  
[www.tricareonline.com](http://www.tricareonline.com)

**Update DEERS**  
1-800-538-9552  
[www.tricare.mil/deers](http://www.tricare.mil/deers)

.....  
*TRICARE Health Matters* is published by the TRICARE Management Activity. Please provide feedback at [www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback).



## Prepare for Cold and Flu Season

**T**he easiest thing you can do to keep from getting sick and spreading illness is to wash your hands. While it is not a guarantee that you won't get sick, it can decrease your chances. For other helpful tips to prevent colds and

the flu, go to [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com) and click on "Beneficiary," then select the "Healthy Living" tab and choose "Find-It-Fast." ■

## Flu Vaccination Reminder

*continued from page 1*

member, contact the nearest military treatment facility (MTF) to determine where to receive a flu vaccination. Non-ADSMs should check their local MTFs to see if flu vaccines are offered to them.

**TRICARE retail network pharmacies:** You may also visit your nearest participating TRICARE retail network pharmacy to receive seasonal flu vaccinations without paying copayments. Visit the Express Scripts, Inc. Web

site at [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE) to locate a participating pharmacy near you.

**Doctor's office:** You can also receive the flu vaccine from your primary care manager at his or her office for no copayment.

Make an appointment to get vaccinated and help protect your family from the flu. For more information on TRICARE's flu vaccine coverage, visit [www.tricare.mil/flu](http://www.tricare.mil/flu). ■