

Increased TRICARE Beneficiary Use of Online and Phone Customer Service Leads to End of Walk-in Service as of April 1, 2014

Keeping up with the rapidly increasing number of TRICARE beneficiaries who most often turn to a laptop or cell phone when they have questions, walk in service at the Naval Hospital Lemoore TRICARE Service Center (TSC) will no longer be available as of April 1, 2014. Find out more at www.tricare.mil/TSC

Naval Hospital Lemoore patients still have a wide variety of secure, electronic customer service options available through www.tricare.mil. The new “I want to.....” feature puts everything beneficiaries want to do online right on the front page of www.tricare.mil.

When walk-in service ends April 1, beneficiaries who want to get personal assistance can call United Health Care Military and Veterans at 877-988-9378 for enrollment and benefit help. All health care, pharmacy, dental and claims contact information is located at www.tricare.mil/contactus. Beneficiaries can get 24/7 TRICARE benefit information at www.tricare.mil, and make enrollment and primary care manager changes at www.tricare.mil/enrollment

TRICARE beneficiaries can even combine high-tech with low-tech by downloading health care forms online and sending them in the old fashioned way, through the U.S. mail. The forms can be downloaded at www.tricare.mil/enrollment.

Sign up for general TRICARE news and benefit e-alerts at www.tricare.mil/subscriptions. Put in a key word and search FAQs at www.tricare.mil/FAQs.

Look up handbooks, fact sheets and more at tricare.mil/smart

Find phone numbers at tricare.mil/callus

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