



Eligibility and DEERS

Tidewater Military Health System - Fiscal Year 2016



Eligibility

- * TRICARE eligibility for is established through DEERS (Defense Enrollment Eligibility Reporting System). Service members register when first entering the military, and again at retirement.
 - * The sponsor is responsible to register family members, and DEERS information must be updated with a change in duty station, status, home address, telephone number or email address; or when a family member is added or removed.
 - * Adding (marriage, birth, adoption) or removing (death, divorce) a family member must be done in person at an ID card office. All patients (except children under age 10 living with a custodial parent) must show an ID when receiving health care services. Eligibility is verified when scheduling an appointment or presents for care.
 - * To update demographic information:
 - * Visit an ID card office. To find one, visit the Rapids Site Locator at www.dmdc.osd.mil/rsl. See over for a list of local offices.
 - * Call the Defense Manpower Data Center (DMDC) at 1-800-538-9552, by fax to DMDC at 1-831-655-8317.
 - * Go online to www.tricare.mil/DEERS/address.
 - * Mail to Defense Manpower Data Center Support Office, Attn: COA, 400 Gigling Rd, Seaside, CA 93955-6771.
- * Inaccurate information may result in appointment, referral, or medical claims issues.

TRICARE-Eligible Beneficiaries

- * Service member/sponsor - active, retired, Guard or Reserves, Medal of Honor recipient.
- * Family members.
 - * Spouse, including unmarried widows/widowers, and certain divorced spouses.
 - * Unmarried children to age 21 (23 if a full-time college student). TRICARE Young Adult to 26, if not eligible for an employer plan.
 - * An unwed dependent daughter's newborn is not eligible unless the baby's father is in the service and registers the baby in DEERS, or the mother's sponsor adopts the child.
- * Survivors of a sponsor who dies on active duty.
 - * A spouse is eligible as an active duty family member (ADFM) for 3 years, then as a retiree family member status. Eligibility is lost if the spouse remarries.
 - * Children stay eligible as ADFMs until eligibility is lost because of age or marriage.
- * Others - limited, direct-care in a military treatment facility (MTF).

Married Service Members

- * Children of married service members, or with a biological father and step-father in the service, should be registered in DEERS under both. Only one service member is designated as the primary sponsor, under whom the children will be listed with full benefits, and will show as "Receiving Benefits Under Another Sponsor" under the secondary sponsor.
- * If a married couple are both active duty and one separates or retires, the separating service member, and any children, should re-register in DEERS under the service member still on active duty.
- * When both parents are retired, the financial advantage of registering all family members under one parent as the primary sponsor include having one annual family Prime enrollment fee and one catastrophic cap.

Ineligibility

- * If a valid ID card is not provided when receiving health care, if the card is mutilated or expired, or if the patient fails a DEERS check, the patient or sponsor must complete an *Eligibility for Medical Care* form (NAVMED 6320/9) to certify eligibility for medical care in an MTF. Any discrepancy must be resolved through DEERS, and proof of eligibility submitted to the MTF's administration office within 30 days to avoid being billed for services. Contact DMDC at 1-800-538-9552 for information.

Other Health Insurance (OHI)

- * Patients with OHI, such as Medicare, employer insurance, or a group health plan, must provide the OHI information to their providers and the TRICARE regional contractor (Health Net for the North Region).
 - * Most OHI is primary (pays first) for services from civilian providers. The military health system is also required to bill OHI (except Medicare) for services rendered within an MTF. TRICARE supplements and Medicaid are not considered OHI, but Medicare supplements are.
 - * For NMCP information, contact Billing at 953-1503, or a Health Benefit Advisor at 953-2610.
- * Third Party Collections (TPC). Other insurance may be billed in third party liability personal injury cases, (i.e., auto insurance for accident injuries. Patients will be asked to provide insurance policy or adjuster information for these claims.

See over for more eligibility information, a list of ID card offices in Tidewater, and points-of-contact for information and assistance.

McDonald Army Health Center
Joint Base Langley-Eustis
Information: (757) 314-7500

Naval Medical Center Portsmouth
Naval Support Activity
Information: (757) 953-5000

USAF Hospital Langley
Joint Base Langley-Eustis
Information: (757) 225-7630



Health Care Options and Eligibility Criteria

Continued Health Care Benefit Program (CHCBP) - www.humana-military.com. Temporary (18-36 months), premium-based coverage when TRICARE eligibility is lost because:

- * Service members released from active duty (under other than adverse conditions) and family members.
- * Selected Reserve and family members in certain circumstances. Runs concurrently with TRS enrollment.
- * Unmarried former spouses eligible for TRICARE on the day before the divorce, dissolution or annulment.
- * Unmarried children no longer eligible, but were eligible on the day before losing family member status.

Transitional Assistance Management Program (TAMP) - www.tricare.mil/tamp. Provides 180 days of coverage for service members and their dependents when the sponsor is separated from active duty:

- * Involuntarily, or following an involuntary retention (stop-loss) in support of a contingency operation.
- * After serving a voluntary agreement to remain on active duty for less than a year in support of a contingency operation.
- * With an agreement to immediately join the Selected Reserve, or with a sole survivorship discharge.
- * Demobilizing Guard or Reserve member following activation for more than 30 days in support of a contingency operation.

TRICARE Prime, Extra and Standard, and the U.S. Family Health Plan (USFHP) - www.tricare.mil or www.usfhp.com. Provides coverage for:

- * Active duty (Prime only) and retired service members, and Medal of Honor recipients, and their dependents.
- * Surviving spouse and children of a service member who dies on active duty.
- * Retired National Guard and Reserve members and their dependents when the sponsor reaches age 60.
- * Unmarried former (divorced) spouses who meet specific criteria.

TRICARE for Life (TFL) - www.tricare.mil/tfl or www.tricare4u.com. Provides coverage for retired service members and dependents entitled to, and enrolled in, Medicare Parts A and B. Starts for most people at age 65; under age 65 with disabilities.

TRICARE Reserve Select (TRS) - www.tricare.mil/trs. Premium-based program provides coverage for inactive members of the Selected Reserve and their family members who are not eligible for or enrolled in the Federal Employee Health Benefit (FEHB) program. The sponsor must be enrolled for family members to enroll.

TRICARE Retired Reserve (TRR) - www.tricare.mil/trr. Premium-based coverage for retired Guard and Reserve members under age 60 ("Gray Area") and their family members who are not eligible for or enrolled in the FEHB program. The sponsor must be enrolled for family members to enroll.

TRICARE Young Adult (TYA) - www.tricare.mil/tya. Premium-based program provides coverage for unmarried children who lose regular eligibility because of age (age 21 for most children; age 23 if a full-time student).

- * Available to eligible children until age 26. The child must not be eligible for an employer health plan.
- * For children of inactive members of the Selected Reserve to be eligible, the sponsor must be enrolled in TRS; and for children of retired Guard and Reserve members under age 60, the sponsor must be enrolled in TRR.

TRICARE Dental Programs - Premium-based programs for active duty family members (www.tricare.mil/dental or <https://mybenefits.metlife.com/tricare>), or retirees and retiree family members (www.trdp.org).

ID Card Offices in Tidewater (Area Code 757)

- * CSD Dam Neck, 492-6163
- * Newport News Shipyard, 380-4595
- * USAF Langley, 764-2270/2276
- * US Army, Fort Eustis, 878-0948/2564
- * JEB Little Creek, 462-5319
- * JEB Fort Story, 422-7752
- * NAS Oceana, 433-2184/2939
- * Naval Station Norfolk, 445-3124
- * Naval Station Norfolk PSD, 445-5202
- * Naval Medical Center Portsmouth, 953-7874
- * NWS Yorktown, 887-7702/7706
- * Navy Exchange Norfolk, 444-8263/9226
- * NOSC, NMCRC Little Creek, 318-4500 (x-4101/5005)
- * Norfolk Naval Shipyard, 396-5796
- * NSWDG, 862-3116
- * USCG Portsmouth 686-4002/6691
- * USCG Training Center Yorktown, 856-2181/2140



Patients with Limited, Situational Eligibility for Health Care in an MTF

Occupational Medicine	Medical services required for employment (i.e., health screen or immunizations) are provided to government/DoD employees at no cost.
Worker's Compensation	Government/DoD employees with a work-related injury or illness may receive medical care, as appropriate, in an MTF. The patient's supervisor, human resources office, and/or occupational health department will assist with submitting and processing a worker's compensation claim.
Disabled Veteran	A disabled veteran who is not an active duty or retired service member is not eligible to receive health care in an MTF unless specifically referred and authorized by the Veterans' Health Administration (VHA). Most care for disabled veterans is available through a VA medical facility. For information, contact the VA Medical Center in Hampton, Virginia at (757) 722-9961.
National Guard and Reserves	Inactive, or activated for less than 30 days, are entitled to line-of-duty (LOD) care in an MTF for injuries or illnesses that occurred while on, or aggravated by, active duty service. For care received at NMCP, the member should provide a copy of their orders to the Billing or Health Benefit Advisors Office. Members activated for more than 30 days should update their and their family members eligibility status in DEERS.

Tidewater Health Benefit Advisors

- Naval Medical Center Portsmouth
(757) 953-2610/2611
- Branch Health Clinic (BHC) Dam Neck
953-9322
- BHC Norfolk (Sewell's Point)
953-8708
- BHC Little Creek (Boone)
953-8182
- BHC NAS Oceana
953-3933 (option 7)
- BHC NWS Yorktown
953-8441
- TRICARE Prime Clinic (TPC) Chesapeake
953-6382
- TPC Virginia Beach
953-6710/6711
- McDonald Army Health Center
(757) 314-7748/7766/7777
- USAF Hospital Langley
225-5111
- USCG Training Center Yorktown
(757) 856-2230/2345

TRICARE Information and Assistance

- * Hampton Roads Appointment Center (Prime appointments at Tidewater MTFs) - 1-866-645-4584
- * Medicare and Social Security: 1-800-772-1213; www.medicare.gov or www.ssa.gov
- * TRICARE - for complete TRICARE program and benefit information, visit: www.tricare.mil
- * TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273 (1-800-TRICARE)
- * TRICARE North Region - www.tricare.mil/tronorth
 - * Health Net Federal Services - 1-877-874-2273; www.hnfs.com
- * TRICARE South Region - www.tricare.mil/trosouth
 - * Humana Military - 1-800-444-5445; www.humana-military.com
- * TRICARE West Region - www.tricare.mil/trowest
 - * United Healthcare Military and Veterans - 1-877-988-9378; www.uhcilitarywest.com
- * TRICARE Overseas - International SOS; 1-888-777-8343