



# Pre-Deployment Brief

# Agenda

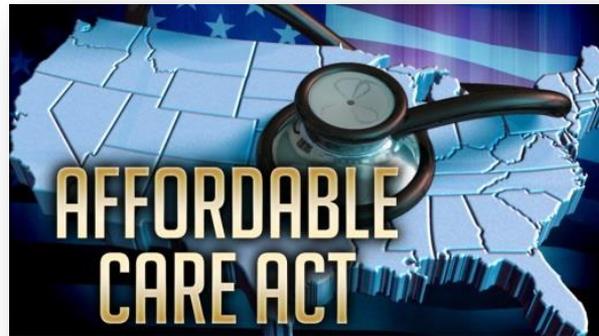


- 1) TRICARE and the Affordable Care Act (ACA)
- 2) TRICARE Regions and Managed Care Support Contractors
- 3) TRICARE Eligibility, DEERS and ID Cards
- 4) Access to Care in a Military Treatment Facility (MTF)
- 5) TRICARE Programs and Benefits
- 6) Internet and Telephone Resources for Information and Assistance

# TRICARE and the Affordable Care Act



- All TRICARE programs (except line-of-duty care or direct-care-only) meet the minimum essential requirements (MEC) of the Affordable Care Act (ACA)
- Eligibility information in DEERS must be up-to-date and accurate to ensure compliance
- [www.healthcare.gov](http://www.healthcare.gov)



# TRICARE Regions and Contractors



## TRICARE Regional Offices (TRO)

TRO North  
1-866-307-9749

[www.tricare.mil/tronorth](http://www.tricare.mil/tronorth)

TRO South  
1-800-554-2397

[www.tricare.mil/trosouth](http://www.tricare.mil/trosouth)

TRO West  
1-800-558-1746

[www.tricare.mil/trowest](http://www.tricare.mil/trowest)



## TRICARE Overseas Program International SOS

1-888-777-8343

[www.tricare-overseas.com](http://www.tricare-overseas.com)

## Regional Contractors

### North Region

Health Net Federal Services

1-877-874-2273

[www.hnfs.com](http://www.hnfs.com)

### South Region

Humana Military

1-800-444-5445

[www.humanamilitary.com](http://www.humanamilitary.com)

### West Region

United Healthcare

1-877-988-9378

[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

# TRICARE Eligibility, DEERS and ID Cards



- DEERS (Defense Enrollment Eligibility Reporting System)
  - Military personnel function
  - Update with any change in status
  - Rapids sites (ID card offices)
    - Information – 1-800-538-9552
      - [www.milconnect.dmdc.mil](http://www.milconnect.dmdc.mil)
    - Site locator
      - [www.dmdc.osd.mil](http://www.dmdc.osd.mil)
    - Appointments
      - <https://rapids-appointments.dmdc.osd.mil>



# MTF Access-to-Care Priorities



- 1) Active duty service members (ADSMs)
- 2) Active duty family members (ADFMs) in Prime
- 3) Retirees, family members and survivors in Prime
- 4) TRICARE Plus
- 5) ADFMs not in Prime (includes TRS enrollees)
- 6) Retirees, family members and survivors not in Prime (includes TFL beneficiaries and TRR enrollees)
- 7) Others – space-available direct care only

*Note: MTF ancillary services (emergency room, pharmacy, immunizations, laboratory and radiology) usually available to all TRICARE-eligible beneficiaries on a walk-in basis*

# TRICARE Triple Options for ADFMs



|  | Prime                             | Extra   | Standard    |
|--|-----------------------------------|---|-------------|
| Annual Deductible<br>(Fiscal Year – FY)              | None (except POS)                 | Sponsor E-4 and below:<br>\$50/individual; \$100/family<br>All others: \$150/individual; \$300/family |             |
| Point-of-Service (POS)<br>Outpatient Deductible (FY) | \$300/individual;<br>\$600/family | N/A   |             |
| POS Cost-Share                                       | 50%                               | N/A   |             |
| Civilian Provider Visit                              | \$0                               | 15%   | 20%         |
| Hospitalization                                      |                                   | \$18/day  |             |
| Outpatient Behavioral Health                         |                                   | 15%   | 20%         |
| Provider Category                                    | MTF or Network                    | Network   | Non-Network |
| Balance Billing                                      | No                                |   | Up to 15%   |
| Family Catastrophic Cap (FY)                         | \$1000                            |   |             |

# Traveling with Prime

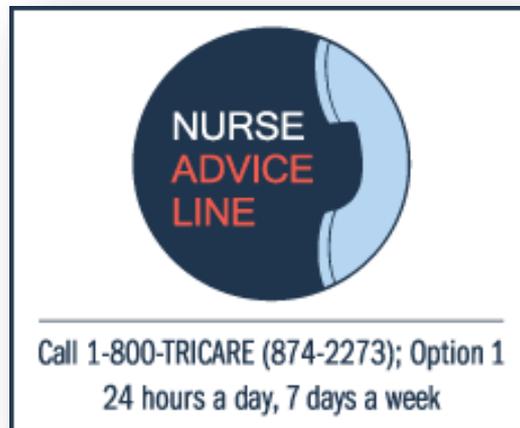


- If medical care is needed when traveling away from home, use an MTF, if available
  - Emergencies – call 911 or go to the nearest ER
    - Notify PCM within 24 hours
    - Coordinate all follow-up care with PCM
  - Urgent care – medically-necessary within 24 hours
    - Coordinate with PCM
    - Call the Nurse Advice Line – 1-800-874-2273
    - Unauthorized urgent care is point-of-service
    - Coordinate all follow-up care with PCM
  - Routine care not authorized

# Nurse Advice Line (NAL)



- For all beneficiaries in the U.S., including Alaska and Hawaii (does not include USFHP enrollees)
- Answer health care questions and concerns
- Advise on need for care – self, routine, urgent or emergent
- Communicate with MTF PCMs and schedule appointments for MTF Prime-enrolled patients



# OB and Maternity Care



- Prime patients in Tidewater receive OB and maternity care through Women's Health at NMCP (953-4300), or USAF Hospital Langley (764-6994/6992)
- Maternity care includes:
  - Prenatal care, including OB visits and medically-necessary ultrasounds
  - Antepartum care for high risk pregnancies
  - Hospitalization for labor and delivery
  - Postpartum care for up to 6 weeks after delivery
  - Breastfeeding support

# Pharmacy Choices and Costs



| Pharmacy  | # Days Supply | Formulary   |  | Non-Formulary |
|---|---------------|---|--|---------------|
|   |               | Generic   | Brand Name                               |               |
| Military Treatment Facility<br><a href="http://www.tricare.mil/coveredservices/pharmacy">www.tricare.mil/coveredservices/pharmacy</a> | 90            | No Cost   |  | Not Available |
| Home Delivery (1-877-363-1303)<br><a href="http://www.express-scripts.com/tricare">www.express-scripts.com/tricare</a>                |               | No Cost   | \$20                                     | \$49          |
| Retail Network (1-877-363-1303)<br><a href="http://www.express-scripts.com/tricare">www.express-scripts.com/tricare</a>               | 30            | \$10  | \$24                                     | \$50          |
| Retail Non-Network  |               | 50% of the total cost after POS deductible is met                               |  |               |
| Prime   |               | Greater of \$24 or 20% of the total cost after Standard/Extra deductible is met | Greater of \$50 or 20%, after deductible |               |
| ADFM Non-Prime  |               |   |  |               |

- ADSMs do not pay for any authorized prescription medications at any pharmacy.
- The annual TRICARE Standard/Extra deductible or TRICARE Prime point-of-service (POS) deductible for all other beneficiaries does not apply to prescriptions filled through home delivery or at a retail network pharmacy.
- Limited availability of non-formulary medications at retail pharmacies.
- TRICARE pharmacy formulary – [www.express-scripts.com/static/formularySearch/](http://www.express-scripts.com/static/formularySearch/)

# Online Information



- Medicare – [www.medicare.gov](http://www.medicare.gov)
- NMCP – [www.med.navy.mil/sites/NMCP2/](http://www.med.navy.mil/sites/NMCP2/)
- Reserve Affairs – [www.defenselink.mil/ra](http://www.defenselink.mil/ra)
- Social Security – [www.ssa.gov](http://www.ssa.gov)
- TRICARE – [www.tricare.mil](http://www.tricare.mil)
- Veterans Affairs – [www.va.gov](http://www.va.gov)
- Veterans Health Administration – [www.va.gov/health](http://www.va.gov/health)



# Tidewater Health Benefit Advisors



- Beneficiary Counseling and Assistance Coordinators and Debt Collection Assistance Officers in Tidewater
  - McDonald Army Health Center – (757) 314-7939
  - NMCP – 953-2610
  - USAF Hospital Langley – 225-5111
  - Branch Health Clinic (BHC) Dam Neck – 953-9522
  - BHC Little Creek (Boone Clinic) – 953-8182
  - BHC Norfolk (Sewell’s Point) – 953-8708
  - BHC Northwest – 421-8220
  - BHC Oceana – 953-3933 (option 7)
  - BHC Yorktown – 953-8441
  - TRICARE Prime Clinic (TPC) Chesapeake – 953-6382
  - TPC Virginia Beach – 953-6710



## Tidewater Military Health System

620 John Paul Jones Circle  
Portsmouth, Virginia 23708



Edward Coryell, (757) 953-0436  
TRICARE Marketing, Navy Medicine East  
[edward.m.coryell.civ@mail.mil](mailto:edward.m.coryell.civ@mail.mil)



Rhita Walker-Smith  
Health Net Federal Services