



Online and Telephone Resources

Tidewater Military Health System Fiscal Year 2016



There are many internet and toll-free telephone resources that TRICARE beneficiaries can use to help manage their health care, learn about their medical benefits, and find answers to their questions. Several online sites also offer convenient and secure self-service features where beneficiaries can enroll in or purchase a TRICARE plan, schedule an appointment, view referrals and authorizations, refill prescriptions, file or check a claim, update their eligibility information, and communicate with their doctor.

Following are some of the resources available to beneficiaries in the Tidewater area.

Resource	Internet	Telephone	Information Services	Self-Services
Claims (PGBA) (TRICARE North Region Claims Processor)	www.mytricare.com	1-877-874-2273	<ul style="list-style-type: none"> * Claims * Points-of-contact * TRICARE programs and benefits 	<ul style="list-style-type: none"> * Claims
Defense Enrollment Eligibility Reporting System (DEERS)	www.tricare.mil/deers http://milconnect.dmdc.mil	1-800-538-9552	<ul style="list-style-type: none"> * Eligibility * Rapids Site (ID card office) locator 	<ul style="list-style-type: none"> * Verify and update DEERS information
Defense Health Agency (DHA) and the Military Health System (MHS)	www.health.mil		<ul style="list-style-type: none"> * Points-of-contact * Policies and procedures * Training resources * TRICARE programs and benefits 	
Delta Dental (TRICARE Retiree Dental Program - TRDP)	www.trdp.org	1-888-838-8737	<ul style="list-style-type: none"> * Dental benefits and costs * Points-of-contact * Provider directory 	<ul style="list-style-type: none"> * Enrollment * Forms * Online inquiry (email)
Express Scripts (ESI) (TRICARE Pharmacy Program)	www.tricare.mil/pharmacy www.express-scripts.com/TRICARE	1-877-363-1303	<ul style="list-style-type: none"> * Pharmacy programs and benefits * Formulary search tool * Home delivery (mail order) * Retail pharmacy 	<ul style="list-style-type: none"> * Home delivery (mail order)
Hampton Roads Appointment Center		1-866-645-4584	<ul style="list-style-type: none"> * Military treatment facility (MTF) TRICARE Prime appointments, and referral and authorization status 	
Health Net Federal Services (HNFS) (TRICARE North Region Managed Care Support Contractor)	www.hnfs.com	1-877-874-2273	<ul style="list-style-type: none"> * Health and wellness * Points-of-contact * Provider directory * TRICARE programs and benefits 	<ul style="list-style-type: none"> * "I Need to...." section, links to: * Claims * Eligibility (DEERS) * Enrollment * Forms * Referrals and Authorizations * And more...
MetLife (TRICARE Dental Program - TDP)	www.tricare.mil/tdp www.metlife.com/tricare	1-855-638-8371	<ul style="list-style-type: none"> * Dental benefits and costs * Points-of-contact * Provider directory 	<ul style="list-style-type: none"> * Enrollment * Forms * Online inquiry (email)
MiCare (USAF Medicine)	www.airforcemedicine.af.mil/MiCare		<ul style="list-style-type: none"> * MTF patient services 	<ul style="list-style-type: none"> * USAF Medicine - secure link to Relay Health * Access and download personal health information * Appointments * Email your doctor * Medication refills * Review test results
milConnect	www.dmdc.osd.mil/milconnect		<ul style="list-style-type: none"> * Military benefits and records * Military transitions 	<ul style="list-style-type: none"> * Manage education benefits, health care coverage and personal records * Verify and update DEERS information

More.....

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



Resource	Internet	Telephone	Information Services	Self-Services
Naval Medical Center Portsmouth (NMCP)	www.med.navy.mil/sites/NMCP2	(757) 953-5000	* MTF patient services	* Medical Home Port - NMCP On-Line, secure link to Relay Health * Access and download personal health information * Appointments * Email your doctor * Medication refills * Review test results
Nurse Advice Line (NAL)		1-800-874-2273	* Health care information and advice	
Relay Health	www.relayhealth.com https://app.relayhealth.com		* Health information technology * MTF patient services	* MTF patient services * Access and download personal health information * Appointments * Email your doctor * Medication refills * Review test results
TRICARE	www.tricare.mil		* Points-of-contact * Policies and procedures * Training resources * TRICARE programs and benefits	* "I Want to...." section, links to: * Claims * Eligibility (DEERS) * Enrollment * Forms * Pharmacy and Prescriptions * Referrals and Authorizations * And more...
TRICARE for Life (TFL) (Wisconsin Physicians Service)	www.tricare.mil/tfl www.tricare4u.com www.medicare.gov	1-866-838-8737	* Points-of-contact * Policies and procedures * TFL programs and benefits	* Claims * Eligibility (DEERS) * Enrollment * Forms * Pharmacy and Prescriptions * Referrals and Authorizations * And more...
TRICARE Online	www.tricareonline.com	1-800-600-9332	* Points-of-contact * Policies and procedures * TRICARE programs and benefits	* MTF patient services * Access and download personal health information (Blue Button) * Appointments * Email your doctor * Medication refills * Review test results

More Resources for Information and Assistance

Resource	Internet	Telephone
Cancer Clinical Trials <i>National Cancer Institute</i>	www.tricare.mil/Welcomes/SpecialPrograms/CancerClinicalTrials.aspx	
Continued Health Care Benefit Program <i>Humana Military</i>	www.humana-military.com	1-800-444-5445
Military OneSource	www.militaryonesource.mil	1-800-342-9647
Reserve Affairs	www.defenselink.mil/ra	
TRICARE Active Duty Dental Program <i>United Concordia</i>	www.tricare.mil/addp www.addp-ucci.com	1-866-984-2337
TRICARE Overseas Program <i>International SOS</i>	www.tricare-overseas.com	1-888-777-8343
TRICARE Pharmacy Formulary <i>Express Scripts</i>	www.express-scripts.com/static/formularysearch/	1-877-363-1303
TRICARE South Region <i>Humana Military</i>	www.humana-military.com	1-800-444-5445
TRICARE West Region <i>United Healthcare Military and Veterans</i>	www.uhcmilitarywest.com	1-877-988-9378
Uniformed Services Family Health Plan	www.usfhp.com	1-800-748-7347
Veterans Affairs	www.va.gov/health	1-877-222-8387

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