



# Transitioning to Adulthood

Tidewater Military Health System - Fiscal Year 2016



## A Guide to TRICARE Eligibility and Health Care Resources for Children Transitioning from Pediatrics to Adulthood

- \* The age of majority – when a child legally becomes an adult – is 18 in most states. Unmarried children remain eligible for TRICARE under their sponsor until age 21, or 23 if they are a full-time student. To help ease the transition to adulthood, there are programs in place that offer various support services, and extended health care coverage when TRICARE eligibility is lost.
- \* Unmarried adult children with disabilities may keep TRICARE eligibility beyond the normal age if incapable of self-support because of a qualifying condition that existed before age 21, or occurred between ages 21 to 23 while still eligible for TRICARE as a full-time student.

## TRICARE Regions and Regional Managed Care Support 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)

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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



## TRICARE Eligibility, DEERS and ID Cards

- \* TRICARE eligibility is managed by the Defense Enrollment Eligibility Reporting System (DEERS).
- \* An ID card is required to obtain TRICARE benefits (ID cards are not required for children under 10 living with a custodial parent).
- \* For information, call the Defense Manpower Data Center (DMDC) at 1-800-538-9552, or visit a personnel office.
- \* To locate an ID card office near you, visit the Rapids Site Locator at: [www.dmdc.osd.mil/rsi](http://www.dmdc.osd.mil/rsi).
- \* To schedule an appointment for services at an ID card office, visit: <https://rapids-appointments.dmdc.osd.mil/>.
- \* Individuals 21 and older must have two unexpired forms of ID, including a state or government issued photo ID.
- \* To replace an ID card that was lost or stolen, the individual will need a letter from their command sponsoring agency (Command, Base Security, Human Resources) that the ID card was reported lost or stolen.
- \* To extend eligibility to age 23, college students age 21 and 22 must have a letter from their school registrar stating that they are enrolled full time in an accredited college in pursuit of an Associate Degree or higher.
- \* Individual ID card offices may have other requirements. Check the appointment scheduler page on the Rapids Site Locator site, or call the ID card office directly for information.
- \* Register newborns in DEERS as soon as possible after birth to establish TRICARE eligibility, and allow enrollment into Prime.
  - \* Registration can be done by the sponsor (or other parent, with a Power of Attorney) with the following:
    - \* DD Form 1172 (ID Card Application)
    - \* Proof-of-Birth Letter or Official Birth Certificate
    - \* Parents' Marriage Certificate
  - \* The baby must also be added to Page 2 of the sponsor's personnel record.
  - \* Newborns of unwed dependent daughters are not eligible for TRICARE benefits unless:
    - \* The newborn's father is a service member and registers the baby in DEERS;
    - \* The unwed daughter's sponsor legally adopts the newborn; or
    - \* Secretary of the Navy Designee status is authorized (space-available care).

### ID Card Offices in Tidewater

PSD Portsmouth NMCP Building 3, 9th Floor  
620 John Paul Jones Circle  
Portsmouth, VA 23708  
Phone: (757) 953-7874; Fax: (757) 953-5632  
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Norfolk Naval Shipyard Pass and ID Office  
Building 1502, Rooms 127 and 128  
Portsmouth, VA 23709  
Phone: (757) 396-5796; Fax: (757) 396-3798  
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Naval Station Norfolk Pass and ID Office  
Building CD-9, 9040 Hampton Boulevard  
Norfolk, VA 23505  
Phone: (757) 322-2975  
Mon-Fri, 7:30—4

Navy Exchange Norfolk ID Card Lab  
Building CD-13, 1560 Mall Drive, Suite 202  
Norfolk, VA 23511  
Phone: (757) 444-8263; Fax: (757) 444-9227  
Mon-Fri, 9—5 (Appointments 9—4); Saturday 9—3

Naval Station Norfolk Personnel Support Detachment  
Building A-48, 1755 Powhatan Street, Room 119  
Norfolk, VA 23511  
Phone: (757) 445-5202; Fax: (757) 444-0581  
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

Navy Operational Support, NMCRC Little Creek  
Building 1, One Navy Drive  
Virginia Beach, VA 23459  
Phone: (757) 318-4500; Fax: (757) 318-4554  
Mon-Thu, Appointments 9:30—12:10 (Walk-in 12:10—3)  
Fri, Walk-in 9:30—3 (Mobilizing Reservists priority)

JEB Little Creek Personnel Support Detachment  
Building 3510, 1155 Nider Boulevard  
Virginia Beach, VA 23459  
Phone: (757) 462-5319  
Mon-Fri, 7:30—4

JEB Fort Story ID Card Office  
517 Solomons Road  
Virginia Beach, VA 23454  
Phone: (757) 422-7752  
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

NAS Oceana Personnel Support Detachment  
Building 326, 1161 D Avenue  
Virginia Beach, VA 23460  
Phone: (757) 433-2184; Fax: (757) 433-2186  
Mon-Fri, 7:30—4 (Walk-in 7:30—3)

CSD Dam Neck  
Building 502, 408 Tartar Avenue  
Virginia Beach, VA 23461  
Phone: (757) 492-7741; Fax: (757) 492-6510  
Mon-Fri, 7:30—12; 1—4

U.S. DEPARTMENT OF DEFENSE

MILITARY HEALTH SYSTEM



TRICARE: Your Military Health Plan



# Continuing TRICARE Eligibility for Children with Special Needs

## Permanent Eligibility

- \* Children with certain disabilities may retain eligibility for TRICARE beyond the normal age when eligibility ends if the child is not married and incapable of self-support because of a qualifying condition that existed before turning 21, or occurred between 21 and 23 while eligible as a full-time student.

## Policy Guidance

- \* The guidance for establishing permanent eligibility is Air Force Instruction 36-3026\_IP, Section 4.6. The same guidance is used by all service branches and is otherwise designated:
  - \* USA - Army Regulation 600-8-14
  - \* USCG - Commandant Instruction M5512.1A
  - \* USMC - Marine Corps Order 5512.11D
  - \* USN - BUPERS Instruction 1750.10C

## Application

- \* The application for a continued dependency determination should be started no later than 90 days before the current eligibility expires.
- \* Required documentation:
  - \* DD Form 137-5, *Dependency Statement - Incapacitated Child Over Age 21*.
  - \* DD Form 1172, *Application for Uniformed Services ID Card and DEERS Registration*.
    - \* Not required by the Coast Guard.
  - \* A current narrative medical statement from the child's physician explaining:
    - \* The onset of the disability.
    - \* The current cognitive and physical status.
    - \* The child's functional level, and why the child is incapable of self-support.
  - \* Proof of Medicare Parts A and B if under age 65 and entitled to Medicare because of disability or end-stage renal disease; or
  - \* Current statement from Social Security certifying non-eligibility if not entitled to premium-free Medicare Part A.
    - \* Medicare is not required for ADFMs.
  - \* Birth certificate and parents' marriage certificate.
  - \* If the incapacitation occurred between age 21 and 23, a letter from the school registrar verifying the child was a full time student.

## Service Points-of-Contact

- USA: Defense Finance and Accounting Office (DFAS) – Indianapolis Center  
Attn: DFAS-IN-JEGCG 107  
8899 East 56<sup>th</sup> Street  
Indianapolis, IN 46249-0885  
Ph: 1-317-510-3486/3482/3484
- USAF: DFAS – DE/PMJOB  
6760 East Irvington Place  
Denver, CO 80279-3000  
Ph: 1-303-676-7907
- USN: Navy Personnel Command (PERS 673E), 5720 Integrity Drive  
Millington, TN 38055-6730  
Ph: 1-866-827-5672
- USMC: Headquarters Marine Corps  
Manpower Reserve Affairs  
3280 Russell Road  
Quantico, VA 22134  
Fax: 1-703-784-9828
- USCG: Special Needs Program Manager  
USCG Office of Work-Life, J 9-0827  
2100 Second Street, SW  
Washington, D.C. 20593  
Email: [Sheila.A.Langston@uscg.mil](mailto:Sheila.A.Langston@uscg.mil)  
Ph: 1-202-475-5156 Fax: 1-202-475-5908



## TRICARE Choices

	Prime	Extra	Standard	
Program Type	Managed Care	Preferred Provider	Fee-for-Service	
Annual Retiree Enrollment Fee (Fiscal Year 2016)*	\$282.60/single; \$565.20/family	N/A		
FY Outpatient Deductible	None (except POS)	Active Duty Sponsor E-4 and below: \$50/individual; \$100/family All others: \$150/individual; \$300/family		
FY Point-of-Service (POS) Outpatient Deductible	\$300/single; \$600/family	N/A		
POS Cost-Share	50%			
Civilian Office Visit Co-Pay	ADFM - \$0; Retiree - \$12	ADFM - 15% Retiree - 20%	ADFM - 20% Retiree - 25%	
Civilian ER Co-Pay	ADFM - \$0; Retiree - \$30			
Civilian Ambulance Co-Pay	ADFM - \$0; Retiree - \$20			
Civilian Outpatient Behavioral Health Co-Pay	ADFM - \$0 Retiree - \$25/individual; \$17/group			
Civilian Inpatient Hospitalization Co-Pay	ADFM - \$0 Retiree - \$11/day (\$25 minimum)	ADFM - \$18/day Retiree - lesser of \$250/day or 25%	ADFM - \$18/day Retiree - lesser of \$810/day or 25%	
Routine Eye Exams	ADFM - annually Retiree - every 2 years (≥age 3)	ADFM - annually Retiree - not covered for anyone over age 6		
Referrals and Authorizations	Required for most specialty services	Prior authorization required for certain services		
Providers	MTF or TRICARE Network	TRICARE Network	TRICARE Non-Network	
			Participating	Non-Participating
Balance Billing	N/A		N/A	Up to 15%
Claims	Provider files		Provider may file	
FY Family Catastrophic Cap	ADFM - \$1,000; Retiree - \$3,000 (does not include Prime POS or Standard balance billing charges)			

### \*TRICARE Prime Retiree Enrollment Fee Notes

- \* Two beneficiary categories are exempt from paying the higher FY-2016 fee amounts (the enrollment fee for these beneficiaries will remain frozen at their current fee amounts from FY-2011/2012/2013/2014/2015):
  - \* Surviving spouses of active duty deceased sponsors who are eligible as a retiree family member *and* are currently enrolled in TRICARE Prime. For information, go to: [www.tricare.mil/Welcome/Eligibility/Survivors.aspx](http://www.tricare.mil/Welcome/Eligibility/Survivors.aspx).
  - \* Medically-retired service members and their family members who are currently enrolled in TRICARE Prime.
- \* The enrollment fee is waived for retirees and retiree family members under age 65 who are Medicare-eligible because of a disability. TRICARE Prime is not an option for Medicare-eligible retirees and family members at age 65 and above.
- \* The enrollment fee is applied to the catastrophic cap. Medicare or other health insurance premiums do not apply to the cap.

For complete TRICARE program and benefit information, go to [www.tricare.mil](http://www.tricare.mil)



## Exceptional Family Member Program (EFMP)

- \* Each uniformed service has a mandatory EFMP, and enrollment by the active duty sponsor is required when a family member is identified with special needs.
- \* EFMP helps to locate families in geographic areas where the members' special needs can be met.
- \* Enrollment forms are available from the sponsor's Personnel Office, an EFMP Coordinator, or online at [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil):
  - \* *DD Form 2792, Exceptional Family Member Medical Summary* (for medical issues).
  - \* *DD Form 2791-1, Exceptional Family Member Special Education/Early Intervention Summary* (for educational issues).
- \* The Navy's East Coast Central Screening Committee is located at Naval Medical Center Portsmouth. Active duty Navy personnel can submit completed forms to the EFMP Coordinator at NMCP or the nearest branch health clinic.
- \* Keep copies of all forms, which will be needed later to apply for ECHO benefits.
- \* Check on the status of an EFMP enrollment application after 3 or 4 weeks:
  - \* Online - <https://qol.persnet.navy.mil/EFM/>
  - \* Call the Naval Personnel Command EFMP Office at 1-866-827-5672
- \* Members of other services must submit forms to their service-specific point-of-contact.



### EFMP Guidance and Service Points-of-Contact (SPOC)

Service Guidance	Enrollment Forms	Enrollment POC	Family Support POC	Local EFMP POCs (Area Code 757)
<b>USAF</b> Air Force Instruction (AFI) 40-701, Special Needs Identification and Assignment Coordination	DD 2792 for all qualified family members and DD 2792-1 for all qualified children enrolled in school/early intervention	EFMP Medical Coordinator and EFMP Family Member Relocation Clearance Coordinator at all MTFs	EFMP Coordinator at the Airman and Family Readiness Centers	Joint Base Langley-Eustis - USAF Hospital Langley Enrollment - EFMP Medical Coordinator; 225-5950 Family Support - 633 FSS/FSFR; 764-3990
<b>USA</b> Army Regulation (AR) 608-75, Exceptional Family Member Program	DD 2792 for all qualified family members and DD 2792-1 for all qualified children enrolled in school/early intervention DA 5888 for deployment screening and DA 7246 for EFMP Screening	EFMP Coordinator/Special Needs Advisor and Medical Director at Army MTFs	EFMP Program Managers at Army Community Service (ACS) Centers	JB Langley-Eustis - McDonald Army Health Center Enrollment - 314-7500 Special Needs Advisor/Case Coordinator - 314-7923 Family Support - EFMP Manager; 878-1954
<b>USCG</b> Commandant Instruction (COMDINST) 1754.7B, Coast Guard Special Needs Program	DD 2792 for all qualified family members and DD 2792-1 for all qualified children enrolled in school/early intervention	Work Life Family Resource Specialists (FRS) in the Health, Safety and Work Life Office	Work Life Family Resource Specialists (FRS) in the Health, Safety and Work Life Office	USCG Base Portsmouth - Work Life Division Family Resource Specialists; 686-4023 or 4025
<b>USMC</b> Marine Corps Order (MCO) P1754.4B, Exceptional Family Member Program	DD 2792 for all qualified family members and DD 2792-1 for all qualified children enrolled in school/early intervention	USMC EFMP Program Managers and Family Case Workers at Marine Corps Community Services, Marine and Family Services Centers	USMC EFMP Program Managers and Family Case Workers at Marine Corps Community Services, Marine and Family Services Centers	Camp Allen - Program Manager; 445-6876 USMC Family Case Worker - 953-2270 USMC Training/Outreach Specialist - 953-2222
<b>USN</b> OPNAV Instruction 1754.2D, Exceptional Family Member Program	DD 2792 for all qualified family members and DD 2792-1 for all qualified children enrolled in school/early intervention	Command EFMP POCs or EFMP at all MTFs	EFMP Liaisons located at all Fleet and Family Support Centers	NMCP EFMP Coordinator - 953-2935 NMCP Family Support Liaison - 953-7805

## TRICARE Extended Care Health Option (EHCO)

- \* ECHO supplements TRICARE with additional services, supplies and financial assistance for ADFMs who qualify because of a moderate or severe intellectual disability, a serious physical disability, or an extraordinary physical or psychological condition that causes the beneficiary to be homebound.
- \* ECHO is administered in the North Region by Health Net Federal Services (HNFS). Registration can be started after the sponsor enrolls in EFMP. Enrollment in EFMP does not automatically qualify a beneficiary for ECHO benefits.
- \* Contact HNFS to begin ECHO registration by calling 1-877-874-2273 and ask to speak with an ECHO Case Manager, or call the Tidewater area ECHO Case Manager at (757) 766-4735 or 1-800-977-7531, who will explain and help with the registration process, including verifying eligibility and proof of a qualifying condition, and proof of enrollment in EFMP.
- \* Once registered in ECHO, the Case Manager will explain:
  - \* Covered benefits under ECHO and TRICARE, including benefit caps and cost-shares.
  - \* How to identify and use public funds and facilities first and what to do when public assistance is not available or adequate.
  - \* Obtaining pre-authorization for ECHO benefits (benefits must be pre-authorized by HNFS) and selecting providers (all services, supplies and equipment under ECHO must be received from TRICARE-authorized providers).
  - \* TRICARE Prime requirements for obtaining care and services.
  - \* Procedures to follow when a sponsor and family move to a new location.



ECHO Costs and Limits			
Sponsor Pay Grade	Monthly Cost Share	Sponsor Pay Grade	Monthly Cost Share
E-1 to E-5	\$25	W-5, O-5	\$65
E-6	\$30	O-6	\$75
E-7, O-1	\$35	O-7	\$100
E-8, O-2	\$40	O-8	\$150
E-9, W-1, W-2, O-3	\$45	O-9	\$200
W-3, W-4, O-4	\$50	O-10	\$250
<ul style="list-style-type: none"> <li>* Monthly cost-share is per sponsor, not per ECHO beneficiary, and is paid only if ECHO benefits are used during the month.</li> <li>* TRICARE fiscal year limit for covered benefits per ECHO beneficiary is \$36,000 (not including the ECHO Home Health Care Benefit).</li> <li>* Unused benefit amounts are not transferable between eligible family members.</li> </ul>			

# Comprehensive Autism Care Demonstration Program (Autism Care Demo)

## Policy Guidance

- \* TRICARE Operations Manual 6010.56-M, February 1, 2008; Change-128, September 19, 2014; Chapter 18, Section 18, *Department of Defense (DoD) Comprehensive Autism Care Demonstration*.

## Applied Behavior Analysis (ABA) Therapy

- \* ABA therapy is a benefit for all TRICARE-eligible beneficiaries with an Autism Spectrum Disorder (ASD) diagnosis.
- \* Features of the Autism Care Demo include:
  - \* No annual or lifetime cost cap, and no age or duration limit, for medically-necessary ABA.
  - \* Revised testing requirements to allow more flexibility.
  - \* Direct ABA is available within or outside the U.S.; reinforcement ABA is only available in the U.S.

## ASD Diagnosis

- \* To qualify for ABA, a patient must have an ASD diagnosis from one of the following TRICARE-authorized providers:
  - \* Physician primary care manager (P-PCM) in family practice, internal medicine or pediatrics.
  - \* Specialized ASD provider for ABA, including a physician who is board-certified or board-eligible in developmental-behavioral pediatrics, child neurology, or child or adult psychiatry; or a doctoral-level licensed clinical psychologist.
- \* Active duty service members (ADSMs) with family members with ASD must be enrolled in their service-specific Exceptional Family Member Program (EFMP). Active duty family members (ADFMs) with ASD must be registered in the Extended Care Health Option (ECHO) Program.

## ABA Service Providers

- \* Direct ABA service providers:
  - \* Board Certified Behavior Analyst (BCBA) or Behavior Analyst-Doctorate (BCBA-D), with a Master's degree or above in a qualifying field, and:
    - \* A current, unrestricted state license or certificate; or current certification from the Behavior Analyst Certification Board (BACB) where state license or certification is not available.
    - \* A Participation Agreement with the TRICARE Contractor.
- \* Tiered-delivery (reinforcement) ABA service providers:
  - \* Board Certified Assistant Behavior Analyst (BCaBA), with a Bachelor's degree or above in a qualifying field, and:
    - \* A current, unrestricted state license or certificate; or current BACB-certification where state license or certification is not available.
    - \* At least one hour of direct supervision from a BCBA or BCBA-D each month.
  - \* Registered Behavior Technician (RBT; ABA Tutor) who completed required training provided by a BCBA, BCBA-D, or supervised BCaBA trainer according to BACB guidelines, and:
    - \* At least one hour of direct supervision from a BCBA or BCBA-D each month.
- \* Autism Demonstration Corporate Services Providers (ACSP):
  - \* Autism centers and autism clinics (institutional providers).
    - \* Individual BCABs/BCAB-Ds with contractual agreements with individual BCaBAs/RBTs under their supervision, and a Participation Agreement with the TRICARE Contractor.
- \* To find an ABA provider in Tidewater, call 1-877-874-2273, or go to [www.hnfs.com](http://www.hnfs.com)
  - \* Under "TRICARE North Region," click on "I'm a Beneficiary"
  - \* Under "Find a...," click on "Doctor or Health Care Provider"
  - \* Click on "Search Network Provider Directory"
  - \* Complete the "Your Location Details" section
  - \* Under "Provider Details," click on "Type," and select "Behavior Specialists"

- \* Under "Specialty," select one of the following: ABA Autism Corporate Service Provider (ASCP), ABA Therapist, or BCBA Applied Behavior Analyst

- \* Make sure the necessary referral and authorization is in place, and contact the desired provider to ensure they are accepting new patients. If a network ABA provider is identified before the referral is submitted, include the ABA provider's contact information in the referral request.

## Referrals and Authorizations

- \* All ABA services require a referral from a P-PCM or specialized ASD provider, and authorization from Health Net (HNFS).
- \* The referral must indicate the ASD diagnosis and the severity level of autism. An individualized education program (IEP) must also be submitted to HNFS.
  - \* The IEP may also be submitted by the child's parent or school, but the preferred method is to have it submitted by the referring provider with the referral request. The HNFS fax number is 1-888-299-4181.
- \* After the referral is reviewed, HNFS will send an authorization letter to the patient and referring provider, which will include a list of ABA providers near where the patient lives.
  - \* If an appointment is unable to be scheduled with a listed ABA provider within 28 days, the patient can call the HNFS dedicated ABA team at 1-877-874-2273 (option 1, then option 5) for assistance and a list of other local ABA providers.
  - \* If a network ABA provider is identified before the referral is submitted, include the ABA provider's contact information in the referral request.
- \* Authorization is generally issued for six months at a time.
  - \* Before the authorization expires, the BCBA, BCBA-D, or ACSP must request re-authorization from HNFS. This may be done up to 60 days, but not less than 30 days, before the current authorization expires.
  - \* Every 2 years, HNFS will conduct a clinical necessity review before authorizing continuing ABA.
  - \* If a sponsor retires, current referrals and authorizations transition to the new retiree status.

## ABA Assessment

- \* The ABA assessment must include:
  - \* Patient demographics, background, history, and degree of impairment in social interaction, communication, and behavior.
  - \* Patient's ability to actively participate in ABA.
  - \* ABA objectives and goals for the beneficiary (and parents or caregivers), and any revisions to the objectives and goals.
  - \* Weekly hours and projected duration of ABA.
  - \* Recommendation for continuation of ABA or discharge plan for when target goals are reached.

## ABA Discharge Criteria

- \* May be based on losing TRICARE eligibility, or a determination by a BCBA/BCBA-D of one of the following:
  - \* ABA goals have been met and are no longer needed.
  - \* There is no measureable progress, or ABA gains are not generalizable or durable over time.
  - \* The patient is no longer able to participate in ABA because of medical, family, or other problems.



## TRICARE Young Adult (TYA) Program

- \* Eligibility - unmarried child of a TRICARE-eligible sponsor; at least 21 (23 if full-time student with 50% sponsor financial support), but not yet 26; not eligible for an employer health plan; and not otherwise eligible for TRICARE.
- \* To purchase, the child must be registered in DEERS.
- \* Download the TYA application at [www.tricare/mil/tya](http://www.tricare/mil/tya), and send it and the initial 2-month premium payment to:
  - \* Health Net Federal Services, LLC, P.O. Box 870162, Surfside Beach, SC 29587-9762; Fax: (888) 745-1545.
- \* 2016 monthly premiums are \$306 for Prime and \$228 for Standard/Extra, and payment methods are:
  - \* Initial – personal check, cashier’s check, money order, or credit/debit card.
  - \* Monthly – electronic (due no later than the last day of the month for the next month’s coverage).
- \* After the application is processed, the child will receive a welcome letter and TYA enrollment card showing the effective date in the mail. The enrollment card and two other forms of ID, including an unexpired government-issued picture ID card, must be taken to an ID card office – either with the sponsor or with a completed and notarized DD Form 1172 signed by the sponsor – to get a new ID card.
- \* Ending TYA coverage:
  - \* Voluntary termination or non-payment of monthly premium will result in a 1-year lock-out.
  - \* Change in status – reach age 26, get married, become eligible for an employer-sponsored health plan (if eligibility for an employer-sponsored plan is subsequently lost, eligibility for TYA may be reinstated), become eligible for other TRICARE coverage, or sponsor ends or loses eligibility for TRICARE.



## Continued Health Care Benefit Program (CHCBP)

- CHCBP is a premium-based, temporary health care program for former uniformed service members and their families. CHCBP acts as a “bridge” to provide continued health care coverage from the time TRICARE eligibility is lost until civilian health insurance is obtained. CHCBP is not part of TRICARE, but offers benefits similar to TRICARE Standard and Extra. Participation is voluntary, and beneficiaries have 60 days from the loss of TRICARE eligibility (30 days after the loss of TRICARE Reserve Select eligibility) to enroll in CHCBP.
- Eligibility
  - Former service members (including Guard and Reserve members activated for more than 30 days) released from active duty (under other than adverse conditions) and eligible family members. Coverage is limited to 18 months.
  - Unmarried former spouses who were eligible for TRICARE on the day before the final decree of divorce, dissolution or annulment. Coverage, with exceptions, is limited to 36 months.
  - Adult children who cease to meet the requirements to be an eligible family member and were eligible for TRICARE on the day before ceasing to meet those requirements. Coverage is limited to 36 months.
  - Certain unmarried children by adoption or legal custody. Coverage is limited to 36 months.
- Enrollment - submit the following to Humana Military Healthcare Services, Inc., Attn: CHCBP, P.O. Box 740072, Louisville, KY 40201-7472:
  - Completed *Continued Health Care Benefit Program Application* form (DD Form 2837)
  - A payment for the first 90 days of coverage
  - Copy of the *Certificate of Release or Discharge From Active Duty* (DD Form 214)
  - Unmarried former spouses must also submit a copy of the final decree of divorce, dissolution or annulment.
  - Information - 1-800-444-5445; [www.humana-military.com](http://www.humana-military.com)
- Costs
  - Individual coverage is available to the sponsor, an unmarried former spouse, or an adult child.
    - \$1,300 premium per quarter (every three months).
  - Family coverage is available to former uniformed service members and their dependents. For family coverage, the dependents (except for an unmarried former spouse or adult child) cannot enroll unless the sponsor is enrolled.
    - \$2,925 premium per quarter.
  - Deductibles and copayments are the same as for TRICARE Standard and Extra, and depend on the sponsor’s status at the time coverage is purchased.
- TRICARE-Authorized Providers
  - Network providers - benefits similar to TRICARE Extra.
  - Non-Network participating or nonparticipating providers - benefits similar to TRICARE Standard.
  - Non-Network nonparticipating providers can balance-bill up to 15% above the TRICARE-allowable charge.
  - CHCBP enrollees may not use military treatment facilities except in emergency situations.

## State, Federal and Other Programs

- \* Health Departments and Community Health Care Centers.
  - \* Availability, nature and level of assistance for uninsured and under-insured patients varies between localities.
  - \* Visit a local Community Health Care Center or contact the Virginia Department of Health - [www.vahealth.org](http://www.vahealth.org) or 1-804-864-7991.
  - \* A nationwide list of Community Health Care Centers is at: <http://findahealthcenter.hrsa.gov>.
- \* State/Local Hospitalization (SLH) Program.
  - \* Cooperation between state and local governments to provide coverage for inpatient and outpatient care, and care provided in local health departments and approved ambulatory surgical centers.
  - \* Coverage is available to indigent people who are not on Medicaid.
  - \* A person may be eligible if employed or not, and insured or not if certain income and resource criteria is met. The Department of Social Services where the applicant lives determines eligibility.
- \* Medicaid is the health care program for people with low income and limited resources, including children, the elderly and people with disabilities. Information and applications are available from the local Department of Social Services: [www.dss.virginia.gov](http://www.dss.virginia.gov).
- \* Children's Health Insurance Program helps provide insurance to children from working families unable to qualify for Medicaid, but unable to afford private health insurance.
  - \* Available in all states and Washington DC; [www.cms.gov/CHIPRA/](http://www.cms.gov/CHIPRA/)
  - \* The point-of-contact in Virginia is: Rebecca Mendoza, Director, Maternal and Child Health Division, Virginia Department of Medical Assistance, 600 East Broad Street, Suite 1300, Richmond, VA 23219; Email: [Rebecca.mendoza@dmas.virginia.gov](mailto:Rebecca.mendoza@dmas.virginia.gov); Tel: 1-804-786-3206 Fax: 1-804-225-3961
- \* Medicare is federal health insurance for people age 65 and older, and for people under 65 who have been receiving Social Security Disability Insurance (SSDI) benefits for at least two years.
  - \* The two year waiting period is waived for people with Lou Gehrig's Disease or end-stage renal disease.
  - \* For information, visit: [www.medicare.gov](http://www.medicare.gov).
- \* Supplemental Security Income (SSI).
  - \* If not yet receiving SSI benefits, people with disabilities should contact the Social Security Administration (SSA) to apply.
  - \* Most children who qualify for SSI will also qualify for Medicaid. In some states, Medicaid comes automatically with SSI; in others, including Virginia, a separate application is needed.
  - \* When a child becomes an adult at 18, SSA uses different guidelines for determining SSI eligibility; For example, only the adult's income and resources – and not that of the parents or other family members – are considered when determining eligibility.
  - \* Children receiving SSI benefits must have their medical condition reviewed by SSA at age 18; children not eligible for SSI before their 18<sup>th</sup> birthday should apply for reconsideration as an adult.
  - \* For information, see SSA Publication No. 05-11000, *Supplemental Security Income (SSI)*, at: [www.ssa.gov/ssi/](http://www.ssa.gov/ssi/).
- \* Patient Advocate Foundation (PAF) is a national non-profit organization that provides mediation and arbitration services to patients to remove obstacles to healthcare including medical debt crisis, insurance access issues and employment issues for patients with chronic, debilitating and life-threatening illnesses.
  - \* PAF assists patients with medical debt crisis, insurance access issues, and job retention issues.
  - \* PAF, 421 Butler Farm Road, Hampton, VA 23666; Phone: 1-800-532-5274; Fax: (757) 873-8999; Email: [help@patientadvocate.org](mailto:help@patientadvocate.org)
  - \* Web: [www.patientadvocate.org/](http://www.patientadvocate.org/)
- \* Patient Services, Inc. (PSI) is a non-profit organization that evaluates an individual's financial, medical, and insurance situation to determine eligibility for premium or co-pay assistance. PSI also provides help for many illnesses and offers many types of financial assistance.
  - \* PSI's Advocating for Chronic Conditions, Entitlements and Social Services (A.C.C.E.S.S.®) program helps families understand the complicated issues in proving entitlement for Social Security Disability, Supplemental Security Income, Medicare, and Medicaid as well as eligibility for health insurance through state high-risk pools and other alternatives, and through group health insurance continuation under federal law (COBRA and HIPAA).
  - \* For information, visit: [www.patientservicesinc.org](http://www.patientservicesinc.org).
- \* Patient Access Network (PAN) Foundation is a non-profit organization providing under-insured patients with co-pay assistance through 21 disease-specific funds that give them access to the treatments and medications they need.
  - \* PAN Foundation, P.O. Box 221858, Charlotte, NC 28222-1858
  - \* Phone: 1-866-316-7263; Fax: 1-866-316-7261; Web: [www.panfoundation.org](http://www.panfoundation.org)
- \* HealthWell Foundation is a non-profit organization that helps eligible individuals with coinsurance, copays, insurance premiums and deductibles for certain disease treatments and medications.
  - \* Eligibility is based on an individual's financial, medical, and insurance situation, including those covered by private insurance, employer-sponsored plans, Medicare, or Medicaid.
  - \* For information: <http://healthwellfoundation.org/>.
- \* Community Alternatives, Inc. (CAI) is a non-profit organization that offers additional oversight of care under the direction of a Health Services Coordinator. The Health Services Coordinator provides on-going monitoring of health care needs and a coordination of medical services.
  - \* Eligible individuals must be 5 years of age or older, and have a diagnosis of an intellectual disability and/or other disabilities. A psychological test or proof of disability is required.
  - \* CAI, 863 Glenrock Rd., Suite 200, Norfolk, VA 23502
  - \* Phone: (757) 468-7000; Fax: (757) 468-7007; Web: <http://www.comalt.org/index.html>
- \* Virginia Health Promotion for People with Disabilities (HPPD) Project is administered by the Partnership for People with Disabilities at Virginia Commonwealth University.
  - \* This initiative was established in 2002 and is funded through the National Center for Birth Defects and Developmental Disabilities at the Centers for Disease Control and Prevention (CDC).
  - \* The HPPD Project's mission is to promote the health of people with disabilities, to prevent secondary conditions, and to eliminate disparities between people with and without disabilities in Virginia.
  - \* HPPD works to improve the health of individuals with disabilities by raising awareness of special healthcare issues and needs, enhancing public health system services and accessibility, and planning programs and activities that facilitate systems change.
  - \* HPPD is the first comprehensive statewide program that specifically promotes the overall health of individuals with disabilities and the importance of preventing secondary health related conditions.
  - \* For information, visit: <http://www.hppd.vcu.edu/> or <http://www.vcu.edu/partnership/>.
- \* Partnership for Prescription Assistance (PPA) is a non-profit organization that helps qualifying patients without prescription drug coverage get the medicines they need for free or nearly free.
  - \* PPA's goal is to increase awareness of patient assistance programs and boost enrollment of those eligible.
  - \* PPA offers a single point of access to more than 2,500 medications through more than 475 public and private programs, including nearly 200 offered by pharmaceutical companies.
  - \* For information, call 1-888-477-2669, or visit: [www.pparx.org](http://www.pparx.org).

## Additional Resources and Points-of-Contact

### TRICARE Dental Program Information and Assistance

Program	Administrator	Telephone	Web Site
Active Duty Dental Program	United Concordia Companies, Inc. ADDP Unit, P.O. Box 69430, Harrisburg, PA 17106-9430	1-866-984-2337	<a href="http://www.addp-ucci.com">www.addp-ucci.com</a> <a href="http://www.tricare.mil/dental">www.tricare.mil/dental</a>
TRICARE Dental	MetLife TRICARE Dental Program P.O. Box 14185, Lexington, KY 40512	1-855-638-8371	<a href="http://www.tricare.mil/dental">www.tricare.mil/dental</a> <a href="https://mybenefits.metlife.com/tricare">https://mybenefits.metlife.com/tricare</a>
TRICARE Retiree Dental Program	Delta Dental of California Federal Services, P.O. Box 537008 Sacramento, CA 95853	1-888-838-8737	<a href="http://www.trdp.org">www.trdp.org</a>
NMCP Military Dental Treatment Facilities	Naval Medical Center Portsmouth Naval Dental Clinic Norfolk Naval Branch Dental Clinic Boone Naval Branch Dental Clinic Oceana Naval Branch Dental Clinic Yorktown Naval Branch Dental Clinic NNSY	(757) 953-2711 (757) 953-8635 (757) 953-8334/35 (757) 953-3917/18 (757) 953-8454 (757) 953-6509	<a href="http://www.med.navy.mil/sites/nmcp">www.med.navy.mil/sites/nmcp</a>

**Transitioning from Pediatrics to Adulthood Workshops - Naval Medical Center Portsmouth  
2016 Schedule - March 31, June 28, and October 27 (all Thursday) - 9 a.m. to 3 p.m.**

For information, call (757) 953-7379, or visit [www.med.navy.mil/sites/nmcp2/neuropeds.aspx](http://www.med.navy.mil/sites/nmcp2/neuropeds.aspx)

#### 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](http://www.medicare.gov) or [www.ssa.gov](http://www.ssa.gov)
- \* TRICARE - for complete TRICARE program and benefit information, visit: [www.tricare.mil](http://www.tricare.mil)
- \* TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273 (1-800-TRICARE)

#### TRICARE Pharmacy Program Information and Assistance

- \* Accredo (nationwide specialty medication mail order pharmacy) - 1-800-803-2523
- \* Express Scripts - Retail Network and Home Delivery
  - \* 1-877-363-1303; TDD/TTY 1-877-540-6261; [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)
- \* MCAHC Main Pharmacy - 314-7900 (Option 3); Refills - 314-7965; Toll Free 1-866-878-9321
- \* NMCP Main Pharmacy - 953-0258; Refills - 953-6337; Toll Free 1-866-285-1008
- \* NMCP Pharmacy Formulary - [www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy](http://www.med.navy.mil/sites/NMCP2/PatientsServices/Pharmacy)
- \* TRICARE Pharmacy Formulary - [www.express-scripts.com/static/formularysearch/](http://www.express-scripts.com/static/formularysearch/)
- \* TRICARE Pharmacy Program - [www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram](http://www.tricare.mil/mybenefit/home/Prescriptions/PharmacyProgram)
- \* USAF Hospital Langley Main Pharmacy - 764-6497; Refills - 764-3784/6419

#### Additional Internet Resources

- \* Endependence Center: [www.endependence.org](http://www.endependence.org)
- \* Medicare: [www.medicare.gov](http://www.medicare.gov) and Social Security: [www.ssa.gov](http://www.ssa.gov)
- \* Military Child Education Coalition: [www.militarychild.org](http://www.militarychild.org)
- \* Military Home Front: [www.militaryhomefront.dod.mil](http://www.militaryhomefront.dod.mil)
- \* Military One Source: [www.militaryonesource.com](http://www.militaryonesource.com)
- \* Naval Medical Center Portsmouth: [www.med.navy.mil/sites/NMCP2/](http://www.med.navy.mil/sites/NMCP2/)
- \* Wright's Law Advocacy and Law Libraries: [www.wrightslaw.com](http://www.wrightslaw.com)

#### NMCP Pediatrics

- \* Pediatric Clinic, Building 2, 2nd Floor, (757) 953-7337
- \* Neurodevelopmental Pediatric Clinic, Building 3, 2nd Floor, (757) 953-7379

#### 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