

Portability



TRICARE Prime Transfers With You

Are you transferring to a new duty station, moving to another region or have family members (enrolled in Prime) located in a different region? If you answered “yes” to any of these questions, “portability” is definitely an important facet of the TRICARE



Prime program that you should know about.

“Enrollment portability” is where a family may retain their enrollment in TRICARE Prime during a transfer or move from one region

to another. “Split enrollment”, also known as multi-regional family enrollments, is when members of the same family reside in different regions and are enrolled in TRICARE Prime.

Enrollees may transfer enrollment when they move to another TRICARE region where Prime is offered. The releasing region’s contractor will provide continuing coverage during the transient period until (1) the enrollee applies for enrollment in the new location, (2) the enrollee disenrolls, or (3) the contractor must disenroll the beneficiary for failure to pay required enrollment fees. During the transient period, authorization and referral rules of the releasing region’s contractor will continue to apply. **Claims for non-emergency care without an authorization will be processed under the Point of Service**

(POS) option. Once the gaining region’s contractor receives an enrollment application, they must contact the releasing region’s contractor to coordinate the proper disenrollment and new enrollment.

Split enrollment involves different members of the same family who are living and enrolled in different TRICARE regions. For example, a sponsor and spouse live in one region and are enrolled in TRICARE Prime, but their



college age child lives in another region and is also enrolled in Prime. Again, a retiree family will pay enrollment fees totaling no more than the TRICARE Prime family enrollment fee (\$460) regardless of their location. For more information, contact the TRICARE Service Center at 1-800-444-5445.

Active duty service members (ADSMs) and active duty family members (ADFMs) who are moving can now transfer their TRICARE Prime enrollment by phone in addition to online or by mail.

BY PHONE (NEW): If you are an ADSM or ADFM moving to a new location, the easiest way to transfer your PRIME enrollment is to call your current regional contractor to begin the process. If you are moving to a new region, your information will be sent to your new regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location. Your new regional

contractor will work with you to assign a primary care manager (PCM) best suited to your needs and the location of your work or home. Your new regional contractor will inform you if the US Family Health Plan is available in your new area. If you are moving within your current region, your regional contractor will help you transfer to a new PCM.

If you need to seek care before your transfer is processed, contact the regional contractor for the region you are moving from for authorization and referral information.

If you prefer to call your new regional contractor upon arrival at the new location, then your new regional contractor can also transfer your TRICARE Prime enrollment at that time.

Regional Contractor Phone Numbers

Stateside
TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273)
TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445
TRICARE West Region Tri-West Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378)

Overseas
TRICARE Eurasia-Africa TOP Regional Call Center +44-20-8762-8384 (<i>overseas</i>) 1-877-678-1207 (<i>stateside</i>)
TRICARE Latin America and Canada TOP Regional Call Center +1-215-942-8393 (<i>overseas</i>) 1-877-451-8659 (<i>stateside</i>)
TRICARE Pacific TOP Regional Call Centers Singapore: +65-6339-2676 (<i>overseas</i>) 1-877-678-1208 (<i>stateside</i>) Sydney: +61-2-9273-2710 (<i>overseas</i>) 1-877-678-1209 (<i>stateside</i>)

ONLINE: If you are a stateside TRICARE Prime beneficiary, you may also transfer your enrollment online using the Beneficiary Web Enrollment (BWE) Web site. For more information or how to access BWE, visit www.tricare.mil/bwe and use one of the following to log on:

- Valid Common Access Card (CAC)
- Defense Finance and Accounting Service myPay login ID and password
- DoD Self-Service Logon

Note: BWE is only available to beneficiaries in the United States.

BY MAIL: You may transfer your TRICARE Prime Enrollment by completing the *TRICARE Prime Enrollment Application and PCM Change Form* (DD Form 2867) and mailing it to your new regional contractor at the address listed below. You may also drop it off at a TRICARE Service Center. To download *DD Form 2876*, visit www.tricare.mil/forms.

TRICARE North Region
www.hnfs.com
 Health Net Federal Services, LLC
 PO Box 870143
 Surfside Beach, SC 29587-9743

TRICARE South Region
www.humana-military.com
 Humana Military Healthcare Services, Inc.
 Attn: PNC Bank
 PO Box 105838
 Atlanta, GA 30348-5838

TRICARE West Region
www.triwest.com
 TriWest Healthcare Alliance Corp.
 PO Box 43590
 Phoenix, AZ 85080-3590

TRICARE Eurasia-Africa
 International SOS Assistance
 TOP Prime Enrollments
 PO Box 11520
 Philadelphia, PA 19116
 USA

TRICARE Latin America and Canada
International SOS Assistance
TOP Prime Enrollments
PO Box 11520
Philadelphia, PA 19115
USA

TRICARE Pacific
International SOS Assistance
TOP Prime Enrollments
PO Box 11520
Philadelphia, PA 19116
USA

US Family Health Plan
1-800-74-USFHP (1-800-748-7347)
www.usfhp.com

Beneficiary Web Enrollment
www.dmdc.osd.mil/appj/bwe/

TRICARE Enrollment Portability
www.tricare.mil/enrollment