

TravelCare

For Active Duty Service Members



Remember! Active duty members will always need to call their Primary Care Manager (PCM) no matter what type of care is received. When the call is to be made is determined by the type of care received. Medical care is divided into two categories: Emergent and non-emergent.

Emergent care is defined as situations that require immediate intervention, such as to prevent the loss of life, limb, sight, body tissue, or to prevent undue suffering. The member is to seek emergency medical or dental care at the nearest medical or dental facility available, whether Federal or not. You must contact your PCM as soon as possible after receiving that medical care. Any situation that does not meet the above definition is considered non-emergent care and will require that you call your PCM before receiving any medical care. Here's what you should do:

FOR AN EMERGENCY THAT REQUIRES IMMEDIATE INTERVENTION, GO TO THE NEAREST FACILITY THAT IS EQUIPPED TO HANDLE YOUR SITUATION. OTHERWISE, SEEK CARE AT A MILITARY HOSPITAL OR VETERAN'S HOSPITAL IF ONE IS AVAILABLE WITHIN 40 MILES OR AT A BRANCH HEALTH CLINIC IF ONE IS AVAILABLE WITHIN 20 MILES.

As soon as you are physically able to, you (or someone authorized to act on your behalf) must do the following:

1. If you do utilize a civilian hospital, inform the hospital staff that claims for your care should be filed to TRICARE P.O. BOX 7031, Camden, SC 29020-7031.
2. If you use a Prime network provider or a TRICARE participating provider, he/she should file the claim for you.
3. However, if you use a provider who does not participate in TRICARE, you may be required to file the claim yourself, at which time you must request an itemized bill from the provider. You must then complete and sign a DD Form 2642 CHAMPUS Claim (available on the TRICARE website - <http://tricare.osd.mil/ClaimForms>). If you receive a check in the mail from TRICARE, it is your responsibility to ensure the provider is paid promptly.
4. If he/she requires you to pay at that time for any medical services received, you will instead need to file a claim for reimbursement. A representative at the Branch Health Clinic or Naval Hospital can assist you. You must provide proof of payment (receipt or billing statement). It is your responsibility to initiate this type of claim.
5. Obtain copies of civilian health care treatment records for inclusion in your military health record.
6. If you are not admitted to the hospital, notify your Primary Care Manager (PCM).
7. If you are admitted to the hospital or will require any convalescence, you must contact your command or nearest military authority AND your Primary Care Manager (PCM).
8. Emergent care does not require pre-authorization. However, if the civilian physician tells you to see him or her for any follow-up care, you must call your PCM for authorization before you receive that care.

