

TravelCare

For Active Duty Family Members, Retirees and their families

TravelCare is when a family member enrolled in Prime receives urgent or emergent care from a source other than their PCM, and the care is received out of the local area. Remember, all care received must be authorized to ensure maximum coverage of your care.

Emergent care is defined as a sudden or unexpected condition, or the acute worsening of a chronic condition that is threatening to life, limb, or sight and requires immediate medical treatment or requires treatment to relieve suffering from painful symptoms. Urgent care refers to medical attention for a condition that, while not life- or limb-threatening, is serious enough that you cannot delay treatment.

What to do if you are enrolled in TRICARE Prime

1. For emergent care, go to the nearest facility that is equipped to handle your situation.
2. Emergency care does not require a preauthorization, however, you (or someone acting on your behalf) must call the Health Care Finder Line or your Primary Care Manager (PCM) within 24 hours of receiving care to ensure maximum coverage of your care.
3. For urgent care, contact the Health Care Finder Line or your PCM **before** receiving care.



What to do if you are TRICARE Standard

1. For emergent care, go to the nearest facility that is equipped to handle your situation.
2. For any outpatient care, make sure your provider is "TRICARE authorized." If you are not sure, ask the provider. You may also call the Provider Locator Service Line to assist you.
3. For an inpatient mental health admission, a nonavailability statement may be needed if you live in the Pensacola area. Claims will not be processed without an NAS. This statement is prepared by the Health Benefits Office.
4. Tell the civilian hospital or physician where to file the claim. The provider can call the Naval Hospital Pensacola Health Benefits Office (850) 505-6709/6916 to get this information.

