



TravelCare

for Active Duty family members, Retirees
and Their family members



Emergent care is defined as situations that require immediate intervention, such as acute psychiatric episodes, or 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.

Non-emergent care requires that you call your Primary Care Manager (PCM) **before** receiving any medical care.

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 have 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 any inpatient mental health care, have the civilian hospital fax or mail your Admission and Discharge Summaries to the Naval Hospital Pensacola Health Benefits Office to begin processing your Nonavailability Statement (NAS). Claims will not be processed without an NAS.
4. Tell the civilian hospital or physician where to file the claim.
5. If you need further assistance, call the Naval Hospital Health Benefits Office.

IMPORTANT NUMBERS TO REMEMBER:

Naval Hospital Pensacola

Health Benefits Office
6000 W Highway 98
Pensacola, FL 32512
(850) 505-6709 or 6916
FAX: (850) 505-6499

TRICARE Service Center

1-800-444-5445

Health Care Finder Line

1-800-444-5445

Where to file a claim:

TRICARE South Claims
P. O. Box 7031
Camden, SC 29020-7031
1-800-403-3950

Provider Locator Service Line

1-800-444-5445

Beneficiary Information Services

1-800-444-5445

NAVAL HOSPITAL PCM

24HRS/7DAYS A WEEK

1-877-879-1621