



# Tripler Army Medical Center

## Public Affairs Office Media Release

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### *Editorial*

## Healthcare changes on the way for TRICARE-eligible patients

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HONOLULU—There are a lot of changes happening to our healthcare system right now that are due to begin July 1st. First and foremost, our current healthcare civilian partner in TRICARE – HealthNet Federal Services – is being replaced by a new organization – TriWest Healthcare Alliance.

*(Editor's note: Beneficiaries not enrolled in TRICARE Prime should contact their civilian provider. For assistance in finding a PCM or learning about your TRICARE benefits, call TriWest at 1-888-TRIWEST (874-9378) or visit your local TRICARE Service Center.)*

What's this going to mean for TRICARE Prime patients - you and me and our families?

- Changes in the way our healthcare may look to us, and changes in the way we access that care. We have new phone numbers for services that include:  
TRICARE Information: 1-888-874-9378  
TRICARE Retail Pharmacy: 1-866-DOC-TRRx (866-363-879)  
TRICARE Mail Order Pharmacy: 1-866-DOD-TMOP (866-363-8667)
- Changes in the doctors we can go to in the TRICARE Civilian Network. Not all of the doctors from the HealthNet Federal Services Network have signed up with the TriWest Network. Currently, this may affect close to 200 people

who are being seen by a Civilian Primary Care Manager. These people will be individually contacted through the mail to look at their options. If people want to check on their status, please call 1-888-874-9378.

- Changes in how we get our prescriptions filled and where, and what kind of brand name drugs we get. These are important numbers for people to have. They're also included on the back of new TRICARE cards.  
TRICARE Retail Pharmacy: 1-866-DOC-TRRx (866-363-879)  
TRICARE Mail Order Pharmacy: 1-866-DOD-TMOP (866-363-8667)
- Changes in who can be enrolled in some clinics. For example, there may be changes in who enrolls at which clinics. Patients who need more information should call 1-888-874-9378 or the Beneficiary Counseling and Assistance Coordinator (BCAC) at the clinic you are interested in.
  - Tripler Army Medical Center 433-3422
  - Schofield Barracks Health Clinics 433-8485
  - Navy 473-2444 extension 509
  - Air Force 448-6124
  - Coast Guard 541-2409 or 433-3422
  - Marine Corps 473-2444 extension 509

For program issues, please call the Multi Service Market Management Office at 433-6846.

- Changes in the way we can get healthcare when we're not in Hawai'i.
  - In an emergency, dial 911 or go to the nearest medical facility.
  - To obtain a provider when out of area care is needed, contact TriWest at 1-888-TriWest (874-9378) for an initial authorization for non-emergency care. For authorization for follow-up non-emergency care when out of the area, please call the Hawaii Referral Management Center at 1-800-322-8262. The center is open weekdays, 7:30 a.m. – 4:30 p.m., Hawaii Standard Time (HST). Please leave a message if no one is available to take your call and we will contact you.

And that's just the beginning.

Change can be good or bad. What definitely happens with change, usually involves some bumps in the road as we get used to those changes and doing business a different way.

That's where we need your help. We need to hear from you when you experience those bumps – or problems or concerns – so we can fix what is not working, and educate people about what is working so others understand how to deal with the changes.

The party line is the method of delivery for our healthcare has changed but the benefit hasn't. But it might not look that way to you, and that's why I want you to be prepared for these changes.

The reason the contract is changing is to control government costs and improve customer service to you – the reason our military healthcare system exists. My concern is that as we change, at the beginning, it may cause perceptions that customer service is suffering and I wanted to be upfront about all of this.

We currently have more than 92,000 people enrolled in our TRICARE Prime Healthcare System.

That translates to 1.2 million outpatient visits at military and civilian TRICARE clinics a year all together. That's a whole lot of healthcare being provided, and there's bound to be concerns and problems as we transition.

How can you help us? By calling or stopping by the TRICARE TriWest Service Center on Tripler's first floor Oceanside or calling 1-888-TriWest (874-9378) and letting us know what's working and what's not. For program issues, please call the Multi Service Market Management Office at 433-6846.

At Tripler, Managed Care TRICARE Operations phone is 433-3422. Staff will be available weekdays, 8 a.m. – 4:30 p.m.

At the other clinics, contact your Beneficiary Counseling and Assistance Coordinator (BCAC):

Schofield Barracks Health Clinics 433-8485  
Navy 473-2444 extension 509  
Air Force 448-6124  
Coast Guard 541-2409 or 433-3422  
Marine Corps 473-2444 extension 509

And there is another change I need to tell you about. When you call the new TRICARE TriWest toll-free number (1-888-874-9378), chances are you won't be speaking to someone in Hawai'i. They may be in Arizona, so they might not have specific local answers. We need to know about that too, and whether it's causing problems for you and your families to get the information you need to make informed decisions about your healthcare.

As I wrote earlier, change can be good or bad. I believe the worse thing about change is when you are not told about it so you can't adjust and be prepared. We don't want that to happen.

Please work with us to make this transition as painless as possible. Thank you for taking the time to read this and educating yourself about the potential issues we are all facing.

And, please let us know how we can do a better job of providing healthcare for you and your family. Our Interactive Customer Evaluation is always available online at <http://ice.disa.mil>.

Thank you!

*For more information, please go to the following websites:*

- [www.tricare.osd.mil](http://www.tricare.osd.mil)
- [www.triwest.com](http://www.triwest.com)
- [www.tricareonline.com](http://www.tricareonline.com)