TRICARE®
Your Military Health Plan

TRICARE Self-Service Options

Updated February 2014
Today’s Agenda

- What Is TRICARE?
- Self-Service Options Online, Including:
  - The “I want to …” section of www.tricare.mil
  - Enrolling in TRICARE benefits
  - Using Beneficiary Web Enrollment
  - Using milConnect
  - Accessing customer service resources
What Is TRICARE?

TRICARE Stateside Regions

TRICARE is available worldwide and managed regionally.

UnitedHealthcare Military & Veterans

Health Net Federal Services, LLC

Humana Military, a division of Humana Government Business
Self-Service Options Online

TRICARE Self-Service—Why Not Single Sign On?

Because TRICARE is a network of Military Health System resources, which includes civilian health care professionals, the logon requirements may differ for each system, such as:

- Regional contractors
- Pharmacy and dental contractors
- Claims
- TRICARE For Life
Self-Service Options Online

Using TRICARE’s “I want to …” Section

You can manage your benefits at home or on the go via TRICARE partner secure Web sites. On www.tricare.mil, the “I want to …” section directs you to links that allow you to:

- Enroll in or purchase a plan
- File or check a claim
- View referrals and prior authorizations
- Find a doctor
- Update your contact information

... and much more!
<table>
<thead>
<tr>
<th>I want to...</th>
<th>See What's Covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sign up for eCorrespondence</td>
<td>Enroll or Purchase a Plan</td>
</tr>
<tr>
<td>Find a Doctor</td>
<td>Manage My Prescriptions</td>
</tr>
<tr>
<td>Compare Plans</td>
<td>File or Check a Claim</td>
</tr>
<tr>
<td>View My Referrals/Authorizations</td>
<td>Look Up Costs</td>
</tr>
<tr>
<td>Update Personal Information</td>
<td>Book Appointments</td>
</tr>
<tr>
<td>Pay My Bill</td>
<td>Download a Form</td>
</tr>
<tr>
<td>Change My PCM</td>
<td>Get Proof of Coverage</td>
</tr>
<tr>
<td>Download a Handbook or Brochure</td>
<td>View My Military Health Record</td>
</tr>
<tr>
<td>Get Dental Care</td>
<td></td>
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</tbody>
</table>
Enrolling or Purchasing a Plan

You must enroll or purchase the following health plans to participate:

- **TRICARE Prime**
  - TRICARE Prime Remote
  - TRICARE Prime Overseas
  - TRICARE Prime Remote Overseas
  - US Family Health Plan
  - TRICARE Reserve Select
  - TRICARE Retired Reserve
  - TRICARE Young Adult
  - Continued Health Care Benefit Program

*Active duty service members must enroll in TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Overseas or TRICARE Prime Remote Overseas (based on the duty station).

Enrolling in a Dental Plan

The TRICARE Dental Program and TRICARE Retiree Dental Program are voluntary dental insurance plans each requiring enrollment separate from any of the health plan options.
Self-Service Options Online
TRICARE Self-Service Enrollment Online

Enroll or Purchase a Plan

- Enroll Online
- TRICARE Prime
- Prime Service Area ZIP Code Look-Up
- TRICARE Prime Drive Times and Distances
- Prime Enrollment Fees
- When Coverage Begins
- Split Enrollment
- Disenrolling from TRICARE Prime
- TRICARE Prime Remote

TRICARE Prime

TRICARE Prime is available in Prime Service Areas.

- Enroll all family members on one enrollment form
- Send enrollment fees (if applicable) with your enrollment form

Step 1: See if You Live in a Prime Service Area

- Check your ZIP code online
- Call your regional contractor

If you don’t live in a Prime Service Area, visit the Plan Finder to learn about your options.

Step 2: Choose a Primary Care Manager

The type of provider you select as your primary care manager (PCM) depends on where you live. If you don’t list a PCM on your enrollment form, we will select one for you.

Your Contacts

North-Health Net
1-877-TRICARE
(1-877-874-2273)
www.hnfs.com

South-Humana Military
1-800-444-5445
Humana-Military.com

West-UnitedHealthcare
1-877-988-WEST
(1-877-988-9378)
www.uhcannualwest.com

View More Contacts
Self-Service Options Online
TRICARE Self-Service Enrollment Online (continued)

Step 3: Enroll Online

- Go to the [Beneficiary Web Enrollment website](#)
- Click on the red "Log On" link at the top of the page
- You must have a [Common Access Card (CAC)](#), [DFAS (MyPay) Account](#), or a [DoD Self-Service Logon (DS Logon)](#) Premium (Level 2) account to log in
- Once you log in, select the “Medical” tab to enroll in TRICARE Prime

You can read the [Beneficiary Web Enrollment Fact Sheet](#) for more information.

Other Enrollment Options

Enrolling online is your best option. But you can also mail your enrollment form to your regional contractor or turn it in to a TRICARE Service Center. You can get your enrollment form:

- [North Region](#)
- [South Region](#)
- [West Region](#)
Self-Service Options Online
Beneficiary Web Enrollment (BWE)

BWE is a secure portal that allows eligible TRICARE beneficiaries in the United States to:

- Enroll in or disenroll from TRICARE Prime options
  - Select or change primary care managers
- Enroll in TRICARE dental options
- Update contact information in DEERS
Self-Service Options Online

Secure Log On

- To access BWE through secure online self-service, you generally will need one of the following:
  - DS Logon
  - CAC
  - DFAS myPay PIN
Self-Service Options Online

Log-On Options by Beneficiary Category

Service Members*

Retirees

Eligible family members—spouses, widow(er)s, children ages 18 and older

*Coast Guard and U.S. Public Health Service members are not paid by the DoD and do not have DFAS myPay PINs.
**Self-Service Options Online**

**DS Logon**

**DS Logon:** Available to those without a CAC or myPay PIN (such as family members) to allow access to secure health care information.

- Sponsor can obtain DS Logons for self and family by:
  - Logging on to [https://myaccess.dmdc.osd.mil](https://myaccess.dmdc.osd.mil)
  - Visiting a Veterans Affairs (VA) Regional Office
Self-Service Options Online

DS Logon (continued)

**Beneficiary Web Enrollment Online**

**DS LOGON Registration**

Welcome to the registration wizard. Here you can create your DS LOGON account, whether you are a service member, veteran, or family member.

Select registration method

- I have a Common Access Card (CAC) with accessible card reader.
- I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS).
- I have a Defense Finance and Accounting Service (DFAS) myPay account.
- I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS).

[Continue]  [Cancel]
Self-Service Options Online

Many TRICARE-Related Sites Accept DS Logon

- Health Net Federal Services, LLC (Health Net)—North Region
- Humana Military, a division of Humana Government Business (Humana Military)—South Region
- UnitedHealthcare Military & Veterans (UnitedHealthcare)—West Region
- TRICARE For Life
- myTRICARE (claims processor)
- TRICARE Dental Program
- TRICARE Retiree Dental Program
- RAPIDS Self Service
- TRICARE Online
- Defense Manpower Data Center’s (DMDC’s) Reserve Component Purchased TRICARE Application
- Beneficiary Web Enrollment (BWE)
- milConnect
Self-Service Options Online
Sample Log-On Pages

[Images of various log-on pages for different services]
Self-Service Options Online

Your TRICARE Regional Contractor: Health Net

TRICARE North for Beneficiaries

Time to Get Vaccinated
Protect Your Family from the Flu

Frequently Asked Questions
Who is my primary care manager?
What if I need to be seen today?
What do I do if I’ve moved?
How do I change the doctor on my referral?
More >>

TRICARE Enrollment Options for...
Active Duty Service Members and Their Families
National Guard and Reserve and Their Families
Retirees and Their Families
Self-Service Options Online

Your TRICARE Regional Contractor: Humana Military

Walk-in service no longer provided
As of APRIL 1, 2014 walk-in customer service at TRICARE Service Centers (TSCs) located within the 50 United States will no longer be provided.

Self-Service
Get access to: make a payment, change your PCM, verify your eligibility, check referrals, claims and much more.

Enrollment
Payment options, online enrollment, changing your Primary Care Manager (PCM), updating DEERS.

TRICARE Plans
Plan and program information on TRICARE Prime, Extra & Standard, National Guard & Reserve, Warrior Navigation & Assistance Program.

Tools & Resources
TRICARE forms, newsletters, handbooks, brochures, useful links, disaster planning and more.

Highlights
Beneficiary Bulletin
Summer 2013
The Beneficiary Newsletter will keep you up to date with changes and valuable information about TRICARE. Learn More →

Quick Links
- Communication Preferences
- Claims
- Health & Wellness
- TRICARE Forms
- MyActiveHealth
- Make a Payment
- Relocating?
- Behavioral Health
- Pharmacy

Self Service
Log In ▷
Register Today ▷
Self-Service Options Online

Your TRICARE Regional Contractor: UnitedHealthcare

Overview

Secure Content
- My Eligibility
- My Referrals and Prior Authorizations
- My Claims
- My Deductibles
- My Other Health Insurance
- My Profile
- Make a Payment

Resources
- 2014 TSC Closures
- Affordable Care Act
- Behavioral Health Programs
- Case Management Program Claims

Getting Started
- Download the Welcome Packet
- Update DEERS
- Update your TRICARE Plan Enrollment
- Change Your PCM
- Enroll in Automatic Recurring Payments

Latest News
Popular Topics
- ABA Pilot
- Applied Behavior Analysis (ABA) Pilot program...
- October Allotment Credits
- Online Registration Benefits
- Referral & Authorization Expirations

DS Logon
Don't have a DS Logon?
Register Now

uhcmilitarywest Logon
Don't have a uhcmilitarywest.com Logon?
Register Now
Self-Service Options Online

TRICARE Self-Service Enrollment Online

Step 3: Enroll Online

- Go to the Beneficiary Web Enrollment website
- Click on the red "Log On" link at the top of the page
- You must have a Common Access Card (CAC), DFAS (MyPay) Account, or a DoD Self-Service Logon (DS Logon) Premium (Level 2) account to log in
- Once you log in, select the "Medical" tab to enroll in TRICARE Prime

You can read the Beneficiary Web Enrollment Fact Sheet for more information.

Other Enrollment Options

Enrolling online is your best option. But you can also mail your enrollment form to your regional contractor or turn it in to a TRICARE Service Center. You can get your enrollment form:

- North Region
- South Region
- West Region
Self-Service Options Online

Logging On to BWE

Welcome to TRICARE's Beneficiary Web Enrollment

LOG ON INSTRUCTIONS

Manage Medical and Dental Enrollments:

1. Click on the red "Log On" link above.
2. You are required to log on using either CAC, DS Logon or a DFAS account.
3. Once logged in, select the Medical tab to enroll or update your medical coverage, or the Dental tab to enroll or update your dental coverage.

Print Enrollment Forms: Click on the "Get Enrollment Forms" link on the left-hand sidebar.
milConnect is a Web application provided by DMDC. Sponsors, spouses, and eligible family members (age 18 and older) can access personal information, health care eligibility, personnel records, and other information in a central location.
Self-Service Options Online

milConnect—Once you log on, you can securely ...

- Update contact information in DEERS
- View current health care enrollments and manage TRICARE enrollments
- Locate the nearest military ID card-issuing facility
- View personnel information
- Obtain proof of insurance if currently in a TRICARE program
- Find answers to frequently asked questions about health care eligibility

Also: Transfer education benefits to eligible family members, view ID cards, view Servicemembers' Group Life Insurance information (except Marine Corps and Coast Guard)
Self-Service Options Online
Using milConnect

Sponsor Information
Welcome to the NEW eCorrespondence page. TRICARE Enrollment Cards and Age 21/23 Eligibility Change letters are now available online! Active Duty Service Members an National Guard or Reserve Service Members on Active Duty or Early Alert will automatically receive an email notification to their personnel email address in place of a mailed letter when this correspondence is available.

Future eCorrespondence enhancements include replacing additional mailed letters with e-mail notifications as well as expanding e-mail notifications to non-Active Duty populations and family members regarding benefits changes. Click on the help button for more information.

If you have problems retrieving your electronic correspondence, please refer to the help section of this page. For any remaining issues, please send an email to eCorrespondence@osd.pentagon.mil.
## Self-Service Options Online

**TRICARE Self-Service—www.tricare.mil/contactus**

### Contact Us

Select from one of the following customer service options:

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Toll-Free</td>
<td>Call toll-free to speak to a customer service representative.</td>
</tr>
<tr>
<td>Mental Health Crisis Hotlines</td>
<td>Call or chat online with mental health counselors.</td>
</tr>
<tr>
<td>Login or Register</td>
<td>Login or register for secure services on our partner sites.</td>
</tr>
<tr>
<td>Fill Out Your Profile</td>
<td>Get immediate benefit information tailored for you.</td>
</tr>
<tr>
<td>Check FAQs</td>
<td>Find instant answers to the most frequently asked questions.</td>
</tr>
<tr>
<td>Email Us</td>
<td>Send us your questions and we will reply in 30 business days.</td>
</tr>
<tr>
<td>Report Fraud or Abuse</td>
<td>Report any suspicious activity regarding your health care.</td>
</tr>
<tr>
<td>File a Grievance</td>
<td>File a complaint about the quality of care you received.</td>
</tr>
</tbody>
</table>

### Related Websites

- Find a Beneficiary Counseling and Assistance Coordinator
- Find a Debt Collection Assistance Officer
- Find a Military Hospital or Clinic

### Related Downloads

- TRICARE Resources for Service Overview
- TRICARE Contact Wallet Card
Self-Service Options Online
TRICARE Self-Service—www.tricare.mil/callus

Contact Us

Call Us

Mental Health Crisis Hotlines
TRICARE Regional Offices
TRICARE For Life
US Family Health Plan
TRICARE Pharmacy Program
TRICARE Dental Options
Continued Health Care Benefit Program
Defense Enrollment Eligibility Reporting System
Reserve and Service Member Support Office, Great Lakes
TOL Secure Web Portal
Mental Health Crisis Hotlines
Login for Secure Services
Email Us: Send Us Your Benefit Question

Call Us

The North, South and West regional contractors provide customer service for all plans except TRICARE For Life and the US Family Health Plan. The overseas contractor provides customer service for all overseas plans.

North Region

- Health Net Federal Services, LLC
  - www.hnfs.com
  - 1-877-TRICARE (1-877-874-2273)

South Region

- Humana Military, a division of Humana Government Business
  - Humana-Military.com
  - 1-800-444-5445

West Region

- UnitedHealthcare Military & Veterans
  - www.uhcwest.com
  - 1-877-988-WEST (1-877-988-9378)

Overseas

- International SOS
  - www.tricare-overseas.com
  - Country-Specific Toll-Free Numbers

Related Websites

Find a Beneficiary Counseling and Assistance Coordinator
Find a Debt Collection Assistance Officer
Find a Military Hospital or Clinic
Veterans’ Affairs Toll-Free Numbers

Related Downloads

TRICARE Resources for Service Overview
TRICARE Contact Wallet Card
Self-Service Options Online

TRICARE Interactive Resources Online

- Sign up for general TRICARE news and benefit alerts at www.tricare.mil/subscriptions.
- Use keywords and search frequently asked questions at www.tricare.mil/FAQs.
- Download handbooks, fact sheets, and more at www.tricare.mil/smart.
- Manage TRICARE benefits through www.tricare.mil, the “I want to …” section—get coverage, find providers, check referrals and prior authorizations, view claims, and more.
- View TRICARE information on your mobile device by typing www.tricare.mil into your mobile browser.