



TRICARE® Service Centers

WALK-IN SERVICE NO LONGER PROVIDED AS OF APRIL 1

TRICARE offers many convenient resources for customer support

As TRICARE beneficiaries increasingly access electronic, Internet, and toll-free customer service features, the need for walk-in locations has lessened. As a result, walk-in customer service at TRICARE Service Centers (TSCs) located within the 50 United States will no longer be provided as of April 1, 2014. Due to the unique needs of overseas beneficiaries, TSCs outside of the United States will continue to offer walk-in service. To view TSC change information and sign up for e-mail updates, visit www.tricare.mil/tsc.

BACKGROUND

Few, if any, commercial health plans offer walk-in customer service. When TRICARE began almost 20 years ago, walk-in customer service at the TSCs was viewed as critical to the program's success. As a result, TRICARE regional contractors operate nearly 200 TSCs in the United States, with the majority at military hospitals and clinics. Now that TRICARE is a mature program and beneficiaries increasingly use more convenient Internet and toll-free phone options, continuing walk-in customer service at TSCs is no longer cost-effective. The majority of walk-in visits to TSCs are for enrollment, billing, primary care manager changes, and general information on benefits and plans—all of which can be handled through Web sites, mobile applications, or by calling toll-free call centers operated by the regional contractors.

SUPPORT TO MILITARY HOSPITALS AND CLINICS WILL CONTINUE

TRICARE regional contractors will continue beneficiary and military hospital and clinic customer service support before, during, and after implementation of the TSC initiative. Regional contractors will coordinate with individual military facilities for services such as briefings and distribution of materials, among other support services.

COST SAVINGS

Walk-in customer service in the TSCs is the most expensive option for the government to provide customer support to our beneficiaries. Those services cost approximately \$51 million per year. The elimination of walk-in service at U.S. TSCs on April 1, 2014, will save an estimated \$254 million over five years. This change supports the Department of Defense's (DoD's) efforts to manage the rising cost of providing health care for TRICARE's 9.6 million beneficiaries without making changes to benefits, fees, or beneficiary cost-shares.

CONVENIENT ACCESS TO SERVICE AND SUPPORT

Beneficiaries can easily manage their benefits at home or on the go via secure Web sites. On www.tricare.mil, the "I want to..." section allows beneficiaries to:

- Enroll in or purchase a plan
- File or check a claim
- View referrals and prior authorizations
- Find a doctor
- Change primary care managers
- See what's covered
- Compare plans
- Manage prescriptions

Beneficiaries can also inquire about health care benefits, get answers to questions, and get enrollment assistance by contacting their regional contractor.

Additional service and support options are listed on the following page.

*This fact sheet is **not** all-inclusive. For additional information, please visit www.tricare.mil.*

FOR INFORMATION AND ASSISTANCE

TRICARE Regional Contractors

Regional contractors work with the DoD to administer the TRICARE medical benefit.

STATESIDE



North Region

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



South Region

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



West Region

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

OVERSEAS

TRICARE Overseas Program (TOP)

International SOS Assistance, Inc.
www.tricare-overseas.com



TOP Regional Call Centers

Eurasia-Africa

+44-20-8762-8384 (overseas)
1-877-678-1207 (stateside)

Latin America and Canada

+1-215-942-8393 (overseas)
1-877-451-8659 (stateside)

Pacific (Singapore)

+65-6339-2676 (overseas)
1-877-678-1208 (stateside)

Pacific (Sydney)

+61-2-9273-2710 (overseas)
1-877-678-1209 (stateside)

Keep Your DEERS Information Up To Date!

The key to receiving timely TRICARE benefits is keeping your information in the Defense Enrollment Eligibility Reporting System (DEERS) up to date: www.tricare.mil/deers

You have several convenient options for updating DEERS:

- milConnect: <http://milconnect.dmdc.mil>
 - Verify and update your DEERS information.
 - Learn about your other military benefits.
 - Learn more about how to log on to milConnect: <https://myaccess.dmdc.osd.mil>
- 1-800-538-9552 or 1-866-363-2883 (TDD/TTY)
- 1-831-655-8317 (fax)

Find a local identification card-issuing facility: www.dmdc.mil/rsl

TRICARE Program Costs

Costs vary depending on your TRICARE program. Get the latest TRICARE cost information here including dental and pharmacy costs: www.tricare.mil/costs

Getting Care

Find a doctor: www.tricare.mil/providerdirectory

Military hospital and clinic appointments online:
www.tricareonline.com

Military hospital and clinic locator: www.tricare.mil/mtf

TRICARE Covered Services

Get details about TRICARE coverage, limitations, and exclusions:
www.tricare.mil/coveredservices

Additional Resources

TRICARE Contacts: www.tricare.mil/contacts

TRICARE SMART Site (view/download TRICARE materials):
www.tricare.mil/smart

Claims: www.tricare.mil/claims

Enrollment: www.tricare.mil/enroll

Forms: www.tricare.mil/forms

Frequently Asked Questions: www.tricare.mil/faqs

Behavioral Health Care: www.tricare.mil/mentalhealth

Reserve and Service Member
Support Office, Great Lakes: 1-888-647-6676

Customer Service Community Directory:
www.tricare.mil/bcacdcao

National Suicide Prevention Lifeline: 1-800-273-8255

Military OneSource: www.militaryonesource.mil

Report Fraud and Abuse:

Web site: www.tricare.mil/fraud

E-mail: fraudline@tma.osd.mil

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.