

Life Events and Your Health Care



Moving, PCSing, separating, or retiring? Here's what you should know.

Eligibility

Your service personnel office determines your TRICARE eligibility. To check your eligibility, make sure your information is updated in the **Defense Enrollment Eligibility Reporting System (DEERS)**. Learn more at www.tricare.mil/deers or scan the QR code to the right.



Enrollment

You must enroll in or purchase one of the following health plans to participate.

- TRICARE Prime*
- TRICARE Prime Remote*
- TRICARE Prime Overseas*
- TRICARE Prime Remote Overseas*
- TRICARE Select
- US Family Health Plan
- TRICARE Reserve Select (TRS)
- TRICARE Retired Reserve (TRR)
- TRICARE Young Adult (TYA)
- Continued Health Care Benefit Program (CHCBP)

*Active duty service members must enroll in one of these plans, based on their duty station.

Learn more at www.tricare.mil/enroll.

You don't have to enroll to use TRICARE For Life. Coverage is automatic when you show as Medicare-eligible in DEERS and have Medicare Part A and Part B. Learn more at www.tricare.mil/tfl.

Qualifying Life Events

You and your family members can only enroll in or change enrollment to TRICARE Prime or TRICARE Select after a **Qualifying Life Event (QLE)** or during the annual fall **TRICARE Open Season**. However, you can purchase premium-based plans (TRS, TRR, TYA, and CHCBP) at any time.

A QLE is a certain change in your life, such as marriage, birth of a child, or retirement from active duty, which may mean different TRICARE options are available to you. A QLE opens a 90-day period for you and your family members to make eligible enrollment changes. **You must update DEERS whenever you or a family member has a QLE.** Learn more at www.tricare.mil/lifeevents.

Pharmacy Services

All TRICARE health plans include prescription drug coverage. You can get prescriptions through military pharmacies, TRICARE Pharmacy Home Delivery, TRICARE retail network pharmacies, and non-network pharmacies. Learn more at www.tricare.mil/pharmacy.

Dental Coverage

Dental coverage is separate from TRICARE's medical coverage. Your dental coverage is based on who you are. Learn more at www.tricare.mil/dental.

MHS GENESIS Patient Portal

MHS GENESIS is the Department of Defense's electronic health record. The MHS GENESIS Patient Portal lets you:

- View, download, and share your health data.
- Book, cancel, and manage appointments.
- Request prescription renewals and refills.
- See clinic notes and certain laboratory and test results.
- Send messages to your health care team.

Learn more at www.tricare.mil/mhsgenesis or scan the QR code to the right.



Contact Information

Your Military Hospital or Clinic

Go to www.tricare.mil/mtf to find more information about military hospitals and clinics near you.

Regional Contractors

TRICARE regional contractors manage provider networks, customer service call centers, enrollment, referrals, authorizations, and claims, and more.

East Region

Humana Military
1-800-444-5445

www.tricare-east.com

West Region

Health Net Federal Services, LLC
1-844-866-9378

www.tricare-west.com

Overseas

International SOS Government Services, Inc.

Find country-specific contact numbers at

www.tricare-overseas.com.

Getting Care

Your beneficiary category and TRICARE plan determine your rules for getting care. Learn more at www.tricare.mil/gettingcare.

Military Hospitals and Clinics

Military hospitals and clinics are located around the world. They're also known as "military treatment facilities" or "MTFs." Go to www.tricare.mil/mtf to find a hospital or clinic near you.

Getting Care With TRICARE Prime

When you get care with a TRICARE Prime option, you'll get most of your routine care from a primary care manager (PCM). Your PCM may be at a military hospital or clinic. Go to www.tricare.mil/pcm to learn how to find who your PCM is.

You'll need a referral for most care your PCM doesn't provide. Your PCM works with your regional contractor to get you a referral. Your regional contractor will post your referral authorization letter to their secure patient portal. Follow the instructions on the letter to schedule an appointment. Learn more at www.tricare.mil/referrals.

Getting Care With Other TRICARE Plans

TRICARE Prime beneficiaries have priority at military hospitals and clinics. All other beneficiaries can get care at military hospitals and clinics on a space-available basis. Learn more at www.tricare.mil/gettingcare.

Note: *If you aren't enrolled in a TRICARE plan, you're only eligible to get care at military hospitals and clinics on a space-available basis. TRICARE won't cover care you get from civilian providers.*

Emergency Care

An emergency is an illness or injury that threatens your life, limb, sight, or safety. If you're having an emergency go to your nearest emergency room or call 911 or your international emergency number. Learn more at www.tricare.mil/emergency.

Urgent Care

Urgent care is for non-emergency illnesses and injuries that need treatment within 24 hours. Learn more at www.tricare.mil/urgentcare.

About VA Health Benefits

If you qualify for VA health care, you'll receive coverage for the services you need to help you get—and stay—healthy. Learn more about your health care benefits at www.va.gov/health-care/about-va-health-benefits or scan the QR code to the right.



MHS Nurse Advice Line

The MHS Nurse Advice Line is available 24/7 by phone, web chat, and video chat. Contact the MHS Nurse Advice Line to:

- Get evidence-based health care advice from a registered nurse.
- Find an emergency or urgent care facility.
- Get recommendations for the most appropriate level of care.
- Schedule same- or next-day appointments when medically appropriate and enrolled to a military hospital or clinic.
- Get an online "absence excuse" or "sick slip" when medically appropriate (subject to service command requirements).

To speak to a nurse, call **800-TRICARE (800-874-2273)** and press option 1. Or go to www.MHSNurseAdviceLine.com or scan the QR code to the right.



Mental Health

TRICARE covers many emergency and non-emergency mental health care services. Learn more at www.tricare.mil/mentalhealth.

If you or someone you know is struggling or in crisis, help is available. Call or text 988 or chat www.988lifeline.org. This resource connects you with trained counselors who can help you get help 24/7.

Telemedicine

TRICARE covers secure video and audio-only telemedicine visits. Learn more at www.tricare.mil/telemedicine.