

TRICARE®

Beneficiary Updates

In Case You Missed It



April 2020

- 1. Understanding COVID-19 symptoms and getting care.** Knowing the [symptoms of COVID-19](#) and taking the proper precautions can protect you and your community. COVID-19 can spread from person-to-person and symptoms include fever, cough and shortness of breath. If you have symptoms, avoid going into a clinic. Instead, contact your health care facility first to begin the screening process. You can also contact the [Military Health System Nurse Advice Line 24/7](#).
- 2. Non-emergent dental and medical appointments postponed.** As of March 31, 2020, all military treatment facilities and dental treatment facilities have [postponed elective surgeries and procedures](#) for TRICARE beneficiaries. The purpose of this action is to enhance the safety of military medical staff, prolong the supplies of personal protective equipment to ensure the availability for emergency use, and ensure medical staff are available to provide care related to the pandemic.
- 3. Telemedicine benefit.** Did you know [TRICARE covers certain telemedicine services](#)? Not all providers offer this service, so check with your doctor to see if this may be an option. Covered medically and psychologically necessary telemedicine services include office visits, preventive health screenings and telemental health services. TRICARE recently expanded [applied behavior analysis \(ABA\) services](#) that can be rendered via telemedicine.
- 4. COVID-19 testing kit scam.** The Defense Health Agency was recently informed by law enforcement [about an attempt to scam](#) a Medicare beneficiary into giving out personal information in order to receive a COVID-19 test kit. Remember, TRICARE does not call beneficiaries to sell services. Do not release any personal identifiable information to unknown sources.
- 5. Don't miss out on your TRICARE information.** We want to make sure you don't miss out on important health care information. Log in and use the "Manage Preferences" option at www.tricare-west.com to sign up for text and email alerts. These alerts let you know when you have messages about claims or referrals waiting for you in your Secure Inbox. You can log in at any time to view your secure inbox and update your preferences.
- 6. Attend TRICARE webinar briefings online.** In light of the current social distancing guidelines, Health Net Federal Services, LLC (HNFS) is offering beneficiary briefings via webinar. Our experienced TRICARE staff offer online presentations on various TRICARE-related topics. View the current schedule at www.tricare-west.com/go/webinars.
- 7. Using self-service web tools from home.** HNFS offers several public and secure tools you can use to conduct TRICARE transactions online. From the comfort of your home, you can check claim status, change your primary care manager, pay enrollment fees, attend online webinars, and more. Visit www.tricare-west.com today to get started.
- 8. Handling emotional responses amid COVID-19.** Learning how to [overcome some of the emotional and behavioral effects](#) that come from the media and the ongoing COVID-19 threat, can help ease worry and fear. Simple measures can make a difference; stay home if you're sick, try to stick to a regular routine, limit media exposure, and control what you can.
- 9. Register today for health teleclasses.** HNFS offers teleclasses that allow you to receive education from a health professional without leaving your home. Get the support you need and start making healthy behavior changes today. Register for What You Need to Know About Anxiety, Making Healthy Changes for Life, Heart Healthy Living or the Essentials of Diabetes Management class. If teleclasses aren't for you, work at your own pace and take an [online health program](#). Topics include weight management, tobacco cessation, self-care, and how to begin making healthy changes.
- 10. Take Charge of Your Health!** Learn about healthy habits, how to make good health decisions, improve communication with your doctor, and much more with this self-paced online program. Also identify your health risks by taking this [Health Risk Assessment](#). Get your results instantly, along with a tailored plan to live healthier.