

TRICARE®

Beneficiary Updates

In Case You Missed It

July 2020

- 1. TRICARE's response to COVID-19 and what it means for you.** Due to the COVID-19 pandemic, the Defense Health Agency (DHA) has introduced temporary changes to help improve your access to care. Whether you are an active duty service member or a military retiree, [these changes](#) can help you and your family.
- 2. Changes coming for some TRICARE Select retired beneficiaries.** Starting on Jan. 1, 2021, [TRICARE Select Group A retired beneficiaries](#) must pay monthly enrollment fees in order to maintain their TRICARE health coverage. This is a change, and the first time this beneficiary group will pay enrollment fees.
- 3. Connect with a telemedicine provider.** Health Net Federal Services, LLC (HNFS) understands the importance of being able to connect with a provider via telehealth, now more than ever. That's why we've [updated our online network directory](#) so you can easily locate providers who offer telemedicine services. From the [directory](#), click "telemedicine" to get started.
- 4. Do you want to join the fight against COVID-19?** If you had the virus and meet eligibility requirements, you can help the military community. DHA is leading an effort to collect up to [10,000 COVID-19 convalescent plasma \(CCP\) units](#) by Sept. 30, 2020.
- 5. Protecting yourself from fraud.** During a crisis like the COVID-19 pandemic, scammers may take the opportunity to target you, including online scams, fake websites and mobile apps or attempts to sell products such as masks or testing kits. If you suspect fraud, report it. Visit www.tricare-west.com or www.tricare.mil/fraud to learn more.
- 6. Dedicated fetal surgery support line.** Pregnant TRICARE beneficiaries, who have a fetal condition or suspected fetal condition, and their providers now have access to a [dedicated call center option](#) to request an expedited referral for fetal surgery. Call our Case/Care Support line at 1-844-524-3578 and choose option 4. Fetal surgery requires prior authorization. Please allow HNFS three business days to complete its review.
- 7. TENS treatment excluded for lower back pain.** As of June 1, 2020, TRICARE no longer covers [transcutaneous electrical nerve stimulation \(TENS\)](#) for the treatment of lower back pain. If you were previously approved for TENS treatment for low back pain, be sure to discuss alternate treatment methods with your provider to avoid unexpected out-of-pocket costs.
- 8. Using the authorization status tool.** HNFS makes it easy for you to view authorization status and details. By logging in at www.tricare-west.com, you can access our Authorization Status tool. Simply enter in a few key details and your authorization information will populate. You can even print your authorization letter (if one has been generated), or scroll to the bottom of the page and print the details for your records.
- 9. A convenient way to learn to make a healthy change.** Take one of our free [telephone-based classes](#). August and September classes include Heart Healthy Living, The Essentials of Diabetes Management, What You Need to Know About Anxiety, and Making Healthy Changes for Life. 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 health changes.
- 10. Resources for anxiety, stress management and coping with uncertainty.** Register for our [What You Need to Know About Anxiety](#) teleclass, or visit our [Coping In Times of Uncertainty](#) resource page and our [Health Topics](#) section for additional resources on anxiety, depression and stress management.