

TRICARE®

Beneficiary Updates

In Case You Missed It

June 2020

- 1. Automatic referral and authorization extensions.** With provider offices across the country rescheduling appointments due to the COVID-19 outbreak, we know some health care authorizations issued by Health Net Federal Services, LLC (HNFS) will expire before patients can be seen by their doctors. We are [automatically extending certain referrals and authorizations](#) to make sure you can get the care you need as provider offices re-open.
- 2. Telemedicine updates in response to COVID-19.** To improve virtual access to health care during COVID-19, TRICARE recently [expanded its policy on telehealth services](#). As of May 12, 2020, audio-only telehealth is available as a covered benefit. In addition, TRICARE is waiving deductibles, cost-shares and copayments for telehealth visits with network providers. This waiver applies to all covered in-network telehealth services, not just services related to COVID-19. **Need to find a telehealth provider?** Look for the new telemedicine filter option in our [online network provider directory](#).
- 3. COVID-19 myths vs. facts.** Getting care during this uncertain time may be difficult or confusing. Knowing the facts can ensure you and your family receive the care you need, when you need it. [Learn more about COVID-19 immunity myths](#), making routine appointments, and how to avoid potential scams or fraud.
- 4. Using expired ID cards.** In an effort to keep military and civilian personnel safe, the Department of Defense is temporarily allowing [exceptions for expired ID cards](#). Users who have a Common Access Card (CAC) may renew unexpired card credentials online using the [ID Card Office](#). Users with a Uniformed Service ID card may continue to use their cards if they expired on or after Jan. 1, 2020. These exceptions are in place through Sept. 30, 2020.
- 5. Catastrophic cap credit.** TRICARE had discovered enrollment fees were not being applied to the [annual TRICARE family catastrophic cap](#) for certain households. This issue has now been corrected. In late April 2020, HNFS mailed letters to West Region beneficiaries affected by this error. The letters explained how overpayments were applied to future premiums and the option of requesting a refund.
- 6. Copayments waived for COVID-19 testing and antibody testing.** Retroactive to March 18, 2020, TRICARE is waiving deductibles, cost-shares and copayments for medically necessary, doctor-ordered COVID-19 testing and antibody testing. Beneficiaries who have already been tested can file a claim for reimbursement. Please refer to [TRICARE's COVID-19 FAQ page](#) for additional benefit details.
- 7. Keep DEERS up to date.** Whether you are new to TRICARE, or have experience with using TRICARE benefits, it's important to keep your [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) record accurate and up-to-date. Keeping DEERS updated ensures you and your family have the access to care that you need. And, don't forget a qualifying life event means your DEERS account may be affected too.
- 8. Substance use disorder and TRICARE.** If you or someone you know is [struggling with substance abuse](#), TRICARE can help. TRICARE beneficiaries have access to inpatient hospital services, partial hospitalization programs, intensive outpatient treatment, opioid treatment programs, office-based opioid treatment and psychotherapy. During the COVID-19 pandemic, many of these services or programs are available using telehealth methods. Talk to your TRICARE-authorized provider about your treatment options.
- 9. Register for health teleclasses today.** We offer teleclasses that allow you to receive education from a health professional while in the comfort of your home. If you have, or think you may have depression, register for [The Basics of Depression Management](#). If you are thinking about quitting tobacco, [Preparing to Quit Tobacco](#) will help you get started with the information and tools to be successful. [Making Healthy Changes for Life](#) will assist you in being successful with any health change you choose to make. If classes are not for you, try one of our self-paced [online programs](#).
- 10. Do you have or think you may have asthma?** If you have symptoms of asthma, your doctor may use a spirometry test to diagnose you. Visit [Choosing Wisely®](#) to learn more about asthma and spirometry tests. Take our online program, [The Basics of Asthma Management](#), to learn how to effectively manage your asthma symptoms and tools to help you live a quality life.