

TRICARE®

# Beneficiary Updates

## In Case You Missed It

March 2020

- 1. Public safety alert: coronavirus.** Take action and stay informed about the new coronavirus, also known as COVID-19. Simple measures can protect you and your community. It's also important to identify the symptoms of COVID-19 and know when to seek help. Visit [www.tricare.mil/coronavirus](http://www.tricare.mil/coronavirus).
- 2. Learn about TRICARE's right of first refusal.** If you have TRICARE Prime, you may be referred to a military hospital or clinic for specialty care even if your provider requested you see a civilian provider. This is known as **TRICARE's right of first refusal (ROFR)**. It requires us to first check with your local military hospital or clinic before approving care to a provider in our network.
- 3. TRICARE enrollment payment options.** Knowing your **TRICARE enrollment payment options** can help you avoid missed payments and/or disruptions in coverage. If haven't set up an automatic method for paying enrollment fees and have fees due, you can make a one-time payment online and then establish automatic payments. If enrolled in TRICARE Reserve Select, TRICARE Retired Reserve or TRICARE Young Adult, you must use an automatic method to pay for ongoing enrollment premiums.
- 4. Getting care while on active duty.** Active duty service members (ADSMs) enrolled in TRICARE Prime receive most routine care at a military hospital or clinic. Unlike active duty family members and retirees, ADSMs must get a referral for urgent care, except if enrolled in TRICARE Prime Remote. As with all beneficiaries, **emergency care** does not require a referral; however, you must notify your primary care manager or military hospital or clinic within 24 hours (or the next business day).
- 5. What you need to know about qualifying life events (QLEs).** Outside of Open Season, you can enroll in or **make changes to your TRICARE Prime or Select plan following a QLE**. A QLE, such as marriage, birth of a child, separating from active duty, and other certain life events, opens a 90-day window for changes to your TRICARE plan. Be sure to update your information in the Defense Enrollment Eligibility Reporting System (DEERS) so your enrollment options display correctly for you and your family. Reminder: You do not need a QLE to change your primary care manager.
- 6. Access TRICARE publication materials.** Be in the know when it comes to your TRICARE benefits. Did you know TRICARE publishes handbooks, brochures, fact sheets and other benefit resources? View or download these materials at any time. TRICARE is always looking for ways to improve their education materials. Take the **TRICARE publications survey** today.
- 7. Get to know your TRICARE pharmacy options.** When it comes to pharmacy options, there are several to choose from. The **TRICARE pharmacy program** provides prescription drug coverage for all TRICARE beneficiaries through military pharmacies, home delivery, retail network pharmacies and non-network pharmacies. Keep in mind, filling your prescriptions at military pharmacies is the most cost effective option, as most covered generic and brand-name drugs can be filled at no charge. However, each pharmacy option is available depending on what works best for you and your family.
- 8. Take advantage of self-service tools to access TRICARE information.** Health Net Federal Services, LLC offers several **online self-service tools** that allow you to conduct TRICARE transactions at any time. Tools such as accessing the provider directory, covered benefits or cost information are public tools and do not require a log in. Additionally, you can securely access authorization and referral letters, eligibility information, claim status, Explanations of Benefits, and more by logging in and accessing the secure tools.
- 9. March is National Nutrition Month.** Learn from the comfort of your home with our online weight management program, **Healthy Weighs for Life**. You'll use videos and presentations, online resources, and easy-to-use forms to learn about healthy eating and cooking, meal planning, fitness planning, and key skills and strategies to help you stay on track with your weight management goals. Don't delay, begin eating and living healthier today.
- 10. Register for health teleclasses today.** Learn from a health professional while in the comfort of your home. If you have or think you may have depression, our **Basics of Depression Management** teleclass can help. If you are thinking about quitting tobacco, our **Preparing to Quit Tobacco** teleclass will help you focus on the key challenges of smoking and will arm you with the tools to be successful. If classes aren't for you, try our **Time to Quit** tobacco cessation online program.