



Updated January 2018

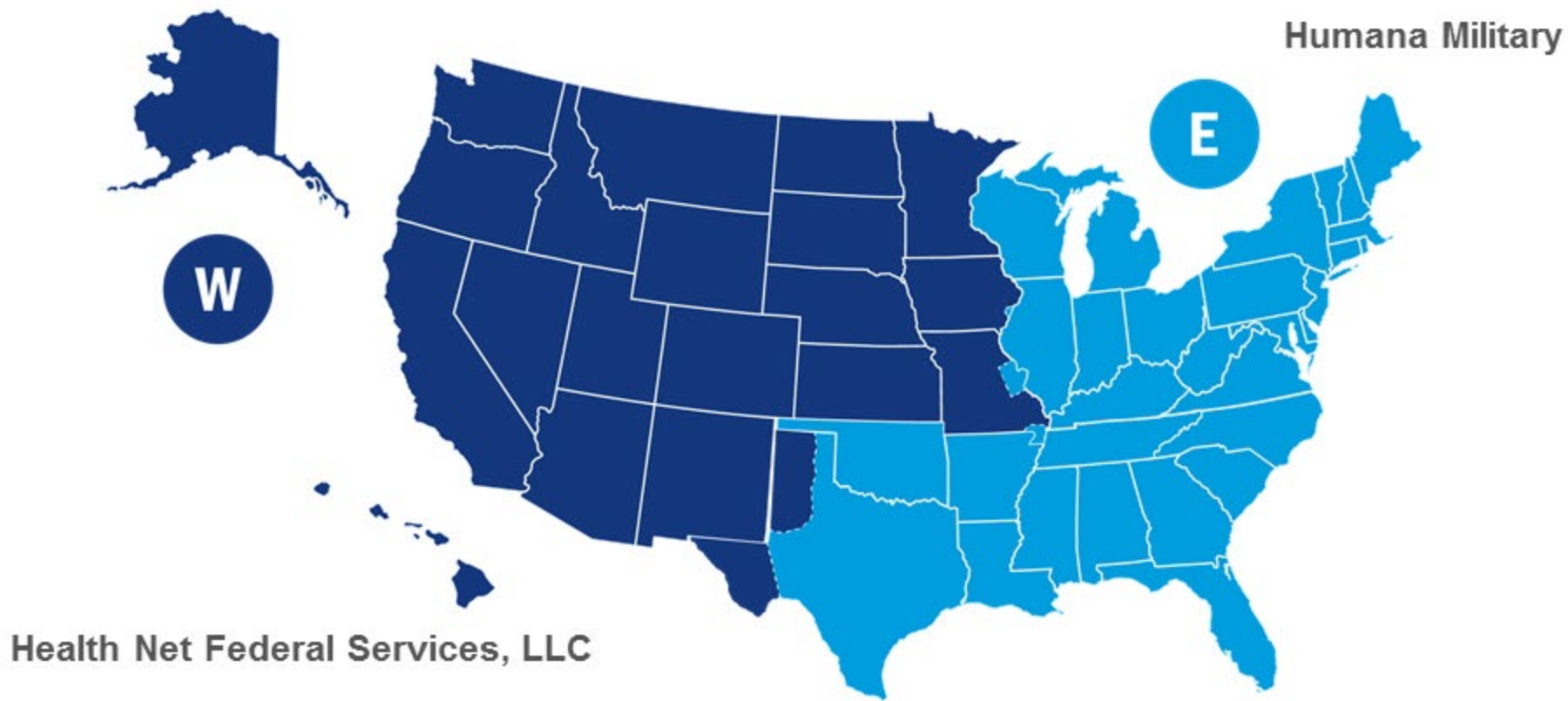
# Permanent Change of Station

Coordinating Your Medical Coverage Before, During, and After Your Move

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# TRICARE Stateside Regions





# TRICARE Overseas Program



## **Latin America and Canada**

Canada, the Caribbean Basin, Central and South America, Puerto Rico and the U.S. Virgin Islands

## **Eurasia-Africa**

Africa, Europe and the Middle East

## **Pacific**

American Samoa, Asia, Australia, Guam, India, Japan, New Zealand, Northern Mariana Islands, South Korea and Western Pacific remote countries

# Staying Covered When Moving

- ADSMs must be enrolled in a TRICARE Prime option.
- Do **not** disenroll from TRICARE Prime, TRICARE Prime Remote or TRICARE Select. Your current coverage will continue until your enrollment transfer is completed after you arrive at your new location.
- Verify your current information in the Defense Enrollment Eligibility Reporting System (DEERS).
- Inform your current regional contractor about your upcoming move.
- Learn about TRICARE options in your new location.





# Ongoing Medical Care

## **Before moving, sponsors and dependents should:**

- Request copies of medical and dental records
- Fill/refill prescriptions
- Plan ahead for routine medical care
- Keep a list of providers' phone numbers
- Coordinate services for family members with special needs

# How to Get Care During Your Move

Type of Care	TRICARE Prime	TRICARE Select
<b>Emergency</b> (immediate)	Call 911 or go to the nearest emergency room	
<b>Urgent</b> (within 24 hours)	See any TRICARE-authorized provider	
<b>Prescriptions</b>	<ul style="list-style-type: none"><li>• Military treatment facility pharmacy: <b><a href="http://www.tricare.mil/mtf">www.tricare.mil/mtf</a></b></li><li>• TRICARE retail network pharmacy: <b><a href="http://www.express-scripts.com/TRICARE">www.express-scripts.com/TRICARE</a></b> or <b>1-877-363-1303</b></li></ul>	



# Keep DEERS Information Up To Date



Go to an **ID card office**. Find an office at [www.dmdc.osd.mil/rsi](http://www.dmdc.osd.mil/rsi).

**Note:** You must use this option to add family members in DEERS.

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Log on to <http://milconnect.dmdc.osd.mil>.

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Call **1-800-538-9552**.

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Fax **1-831-655-8317**.



# TRICARE Prime Enrollment

- Updating DEERS does **not** transfer your TRICARE Prime enrollment.
- You may call your current regional contractor to transfer TRICARE Prime enrollment

**OR**

- Complete the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876).
- Ways to access the form:
  - Beneficiary Web Enrollment (BWE) Web site: **[www.tricare.mil/bwe](http://www.tricare.mil/bwe)**
  - Online: **[www.tricare.mil/forms](http://www.tricare.mil/forms)**



# TRICARE Prime and TRICARE Prime Remote

- TRICARE Prime:
  - Available near a military hospital or clinic and other areas with established TRICARE networks, or in areas where the US Family Health Plan (USFHP) is offered
- TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM):
  - Available to ADSMs who live and work in remote locations (more than 50 miles from a military hospital or clinic) and eligible family members residing with them
  - Find out if you live in a remote area at [www.tricare.mil/tprzipcode](http://www.tricare.mil/tprzipcode).





# Active Duty Dental Benefits

- No enrollment is necessary.
- Where possible, care is provided by military dentists.
- Active Duty Dental Program (ADDP):
  - Benefit administered by United Concordia® Companies, Inc.
  - Available with military dentist referrals or to those living and working in remote locations
  - Need an Appointment Control Number (ACN) to get care
  - Web site: [www.addp-ucci.com](http://www.addp-ucci.com)





# TRICARE Dental Program (TDP)

## When moving:

- Do **not** disenroll family members from TDP.
- Update your address with United Concordia
- Find a participating dentist at **[www.uccitdp.com](http://www.uccitdp.com)**  
or by calling:
  - **1-844-653-4061** (CONUS)
  - **1-844-653-4060** (OCONUS toll-free)
  - **1-717-888-7400** (OCONUS toll)





# Pharmacy Options

## **Military Pharmacy**



- Usually inside military hospitals and clinics
- Get up to a 90-day supply

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## **TRICARE Pharmacy Home Delivery**



- Must use this option for some drugs
- Get up to a 90-day supply

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## **TRICARE Retail Network Pharmacy**



- Fill prescriptions without submitting a claim
- Get up to a 30-day supply

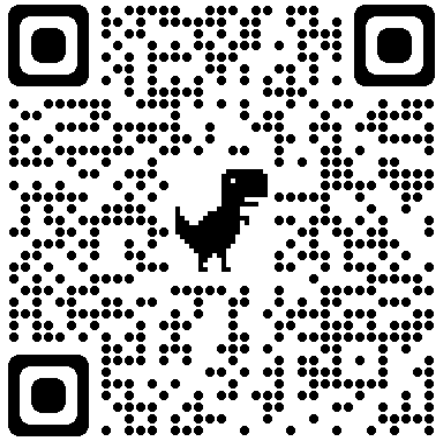
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## **Non-Network Pharmacy**



- Pay full price up front and file a claim to get a portion of your money back
- Get up to a 30-day supply

# Making a Claim While In Transit



If you wish to file a claim for care while in transit, scanning the above QR Code will take you to the Claims Center with in the Tricare website.




**Additional Questions?  
Contact  
TRICARE ISOS  
+44 20 8762 8384**



# Moving with TRICARE

## Before You Move:

- Do **not** disenroll from TRICARE Prime or TRICARE Select.
  - Contact your current regional contractor to begin transferring enrollment.
  - Verify DEERS information.
  - Fill prescriptions.
  - Get copies of medical and dental records.
  - Make sure you have your current PCM's phone number.
  - Coordinate special care needs.
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# Moving with TRICARE



## On the Road:

- For urgent and routine care, no referral is required.
- For emergency care, no referral is required; call 911 or go to the nearest emergency room.

## At Your New Location:

- Update DEERS.
- Finish transferring TRICARE Prime or TRICARE Select enrollment, if applicable.
- If you are enrolled in the TRICARE Dental Program, provide your new contact information to United Concordia.



### Stateside Regional Contractors

E

#### TRICARE East Region

Humana Military  
1-800-444-5445  
HumanaMilitary.com  
[www.tricare-east.com](http://www.tricare-east.com)

W

#### TRICARE West Region

Health Net Federal Services, LLC  
1-844-866-WEST (1-844-866-9378)  
[www.tricare-west.com](http://www.tricare-west.com)



### Overseas Regional Contractor

O

#### TRICARE Overseas Program (TOP)

International SOS  
Government Services, Inc.  
[www.tricare-overseas.com](http://www.tricare-overseas.com)

#### TOP Regional Call Centers

##### *Eurasia-Africa*

+44-20-8762-8384 (overseas)  
1-877-678-1207 (stateside)

Medical Assistance: +44-20-8762-8133

##### *Latin America and Canada*

+1-215-942-8393 (overseas)  
1-877-451-8659 (stateside)

Medical Assistance: +1-215-942-8320

##### *Pacific*

Singapore: +65-6339-2676 (overseas)  
1-877-678-1208 (stateside)

Sydney: +61-2-9273-2710 (overseas)  
1-877-678-1209 (stateside)

Medical Assistance:

Singapore: +65-6338-9277  
Sydney: +61-2-9273-2760

### Additional Contacts

#### Exceptional Family Member Program

[www.militaryonesource.mil/efmp](http://www.militaryonesource.mil/efmp)

#### Extended Care Health Option

[www.tricare.mil/echo](http://www.tricare.mil/echo)

#### Autism Care Demonstration

[www.tricare.mil/autism](http://www.tricare.mil/autism)

#### More Resources

##### TRICARE Website

[www.tricare.mil](http://www.tricare.mil)

##### Publications

[www.tricare.mil/publications](http://www.tricare.mil/publications)

#### Connect with TRICARE



[www.tricare.mil/media](http://www.tricare.mil/media)