



AUGUST 1, 2002

TRICARE PRIME REMOTE

TRICARE Prime Remote (TPR) is a program that provides active duty beneficiaries in the United States with the TRICARE Prime option while they are assigned to duty stations in areas not served by the traditional Military Health System. TPR, which is currently available only to active duty service members, will be extended to active duty family members residing with their TPR-eligible active duty sponsors in remote locations 1 September 2002.

Eligibility for TRICARE Prime Remote:

Active Duty

Active duty personnel, under full-time orders, who **live and work** more than 50 miles or one hour's drive time from a military treatment facility, in TPR-designated ZIP codes, **must** enroll in TPR. In some cases, where geographic boundaries create undue hardship for travel, members living closer than 50 miles may be eligible for TPR. Beneficiaries may check their eligibility on the TPR Web site at www.tricare.osd.mil/remote.

Active Duty Family Members

Effective 1 September 2002, active duty family members residing with their TPR-eligible sponsors will become eligible for TPRADFM.

Reserve component family members must meet the eligibility requirements for TRICARE Prime (sponsor must be called to active duty for 179 days or more) to be eligible for TPRADFM*.

TRICARE Prime Remote Pre-Enrollment

Active duty family members, who reside with their sponsors in remote locations, may pre-enroll in the TRICARE Prime Remote for Active Duty Family Members (TPRADFM) program Aug. 1 to 20, 2002. To pre-enroll, family members must submit a TRICARE Prime enrollment application to their regional managed care support contractor by Aug. 20.

Pre-enrollment in the TPRADFM program is voluntary, but highly recommended, for active duty family members who live in remote locations and are not currently enrolled in TRICARE Prime

Family members, who choose to pre-enroll, like others enrolled in TRICARE Prime, will have no cost shares or deductibles. Additionally, they will receive other TRICARE Prime benefits, including enhanced access and preventive care services and reimbursement of travel expenses for medically necessary care.

To pre-enroll in the TPRADFM program, active duty sponsors and family members must be identified as eligible in the Defense Enrollment Eligibility Reporting System (DEERS). They also must live and work more than 50 miles or approximately a one-hour drive time from the nearest military treatment facility.

Interim "Waived Charges" Benefit Ending:



The interim “waived charges” benefit that began in August 2001 will end 31 August 2002 when TPRADFM is implemented. The “waived charges” benefit is for TPRADFM-eligible active duty family members residing with their TPR-eligible active duty sponsor in TPR areas. This benefit, implemented on August 1, 2001, waived most cost shares, co-pays, and deductibles associated with health care claims from October 30, 2000. **Active duty family members choosing not to enroll** in TPRADFM will use TRICARE Standard or Extra with applicable cost shares and deductibles. **Active duty service members are not eligible for the "waived charges" benefit, as they do not incur co-pays, cost shares, or deductibles.**

Obtaining Medical Care with TRICARE Prime Remote:

TPR enrollees, and TPRADFM enrollees, may select or be assigned a local primary care manager (PCM) when network primary care providers are available within the TRICARE Prime drive-time access standards. PCMs provide preventive services, care for routine illnesses or injuries, and manage referrals to specialists or hospitals if needed. If more than one network primary care provider is available, beneficiaries may choose the provider they prefer. **If no network primary care providers are available, beneficiaries may use any TRICARE authorized provider for primary care. Beneficiaries may contact their TRICARE regional managed care support contractor (MCSC)* to locate TRICARE authorized providers.**

If a PCM determines specialty care is needed, that care must be coordinated through the regional health care finder (HCF) located with the TRICARE regional MCSC. Network PCMs will coordinate specialty care with the regional HCF. However, beneficiaries who do not have a network PCM will need to coordinate their specialty care with the regional HCF. The regional HCF will coordinate active duty TPR specialty care referrals through the service point of contact (SPOC) to determine if the specialty care must be received from a military provider for a “Fitness for Duty” determination. Specialty care referrals for TPR active duty family members are managed by the HCF and are not coordinated through the SPOC.

Active Duty Service Members' Service Points of Contact (SPOC):

The SPOC for the Army, Navy, Air Force, Coast Guard, and Marine Corps are based at the Military Medical Support Office (MMSO) at Great Lakes, Illinois. Active duty service members with questions for the SPOC, may call MMSO Customer Service at 1-888-MHS-MMSO (1-888-647-6676). Written inquiries should be addressed to the appropriate address listed on MMSO Web site http://mms0.med.navy.mil/MMSO_Address_Contact_Info.html. General questions may be addressed to:

Military Medical Support Office (MMSO)
PO Box 886999
Great Lakes, IL 60088-6999

Dental Care with TRICARE Prime Remote:

Active duty service members, except Coast Guard, are covered under the Tri-Service Remote Dental Program (RDP). There is no preferred dental network, so care can be received from any licensed dentist in the area. Active duty service members, except Coast Guard, may contact their SPOC directly for information and authorizations related to dental treatment. More information about the RDP can be found at the MMSO Dental Web site at http://mms0.med.navy.mil/MMSO_Dental_Info.html or by calling MMSO customer



service at 1-888-MHS-MMSO (1-888-647-6676). Coast Guard service members may call 1-800-942-2422 for information and authorizations related to dental treatment. Family members are covered under the TRICARE Dental Program (TDP)*.

For More Information:

Additional information about TRICARE Prime Remote, TRICARE Prime Remote for active duty family members, or the interim “waived charges” benefit, may be obtained from the TRICARE regional MCSC* or by visiting the following TRICARE Prime Remote Web sites:

www.tricare.osd.mil/remote/.

[TRICARE Dental Program](#)

To change your information on the fact sheet distribution list, please call 303-676-3700 (DSN 926-3700), FAX 303-676-3567 (DSN 926-3567), e-mail william.orchard@tma.osd.mil or by the U.S. mail at: TRICARE Management Activity, 16401 East Centretech Parkway, Aurora, CO 80011-9066.



INFORMATION PAPER

DASG-HSZ
20 August 2002

SUBJECT: TRICARE Prime Remote for Active Duty Family Members

1. Purpose. To provide information on TRICARE Prime Remote Pre-enrollment for Active Duty Family Members (TPRADFM) residing with their sponsors in remote locations.

2. Facts.

a. The TPRADFM program, authorized under the Fiscal Year 2001 National Defense Authorization Act (NDAA), reduces or eliminates out-of-pocket costs for ADFMs choosing to enroll and brings equity of the TRICARE Prime benefit to ADFMs residing with their TPR-eligible (live and work more than 50 miles or approximately a one-hour drive from the nearest military treatment facility) sponsors in remote locations in the 50 United States. The Department of Defense initiated the waived charges benefit effective 30 October 2000, an interim measure, to provide immediate relief from out-of-pocket costs for eligible remote families by eliminating cost shares, co-payments, and deductibles. By law, this benefit ends on 31 August 2002 just prior to the start up of TPRADFM.

b. The ADFMs residing with their TPR-eligible sponsors may pre-enroll in the TPRADFM program from now until 20 September 2002, assuring a seamless transition from the waived charges benefit to enrollment in TPRADFM effective 1 September. Pre-enrollment in the TPRADFM program is voluntary; however, eligible families not enrolled in TPRADFM by 20 Sep 02 will automatically revert to TRICARE Standard and will be subject to TRICARE Standard cost shares and deductibles for any care received after 1 Sep 02.

c. ADFMs who do not reside with their military sponsor in a remote area are not eligible for TPRADFM at this time.

d. To pre-enroll, family members must submit a TRICARE Prime enrollment application to their regional managed care support contractor by 20 Sep 02. You can contact your TRICARE Service Center for an enrollment form or you can visit the website www.tricare.osd.mil/regional/ click on your region and download an enrollment form. Mail or fax the complete form to the address shown on the form. If you are in Regions 7&8 you can enroll online.

e. For additional information on the TPRADFM program, AD sponsors and ADFMs may contact a TRICARE Service Center. Please see the attached map for your region's toll free number. The TRICARE Service Center directory is located on the TRICARE website at www.tricare.osd.mil/tricareservicecenters/default.cfm. Beneficiaries may also obtain information via the Internet at <http://tricare.osd.mil/remote/benes/adf.html>. Questions may also be e-mailed to the TRICARE Help E-mail Service at TRICARE_help@amedd.army.mil.



f. Our point of contact is LTC Judith Ruiz, TRICARE Policy Division, Office of the Assistant Chief of Staff for Health Policy and Services, Office of The Surgeon General, Department of the Army, DSN 761-3273 or Commercial (703) 681-3273.

LTC Ruiz/DASG-HSZ/(703) 681-3273

APPROVED BY: COL Williamson
