

# FALCON FAMILY NEWS

February 2016



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Android

Do you have an iTunes or Android enabled device? Scan the QR codes above with your barcode scanner to download the new Air Force Academy App. Get the latest Academy news, photos, videos, and more.

You can also access free photos on USAFA WEBSITE:

<http://www.usafa.edu/cadetFocus/cadetPhotos/index.cfm> Just select your cadet's class year!

**USAFA'S PUBLIC CALENDER Link: (Managed by the Association of Graduates.)**

<http://www.usafa.org/Calendar/Events>

**Parent Information link:**

<http://www.usafa.edu/superintendent/cma/parentsclub.cfm?catname=Class%20of%202014>

**CLASS STATISTICS (as of 31 January 2016)**

Class Year	Men	Women	Total
2015	0	0	0
2016	642	185	827
2017	781	237	1018
2018	836	226	1062
2019	849	293	1142
<b>WING</b>	<b>3108</b>	<b>941</b>	<b>4049</b>

- ❖ 56 International Cadets are counted in the Cadet Wing Strength, but do not count in the Fiscal year Strength.

### **UPCOMING DATES:**

11 Feb 16	100s Night (Class of 2016)
10 – 12 Mar 16	Recognition (Class of 2019)
18 – 27 Mar 16	Cadet Wing Spring Break (Cadet Wing returns 7:00 pm on 27 Mar 16)
18 – 27 Mar 16	Prep School Spring Break (released LMD/return by 7pm on 27 Mar 16)
15-20 May 16	Finals
24 May 16	Prep School Graduation
27 May 16	Ring Dance
2 Jun 16	2016 Graduation
4 Jun 16	1 <sup>st</sup> Summer Session Begins
24 Jun 16	1 <sup>st</sup> Summer Session Ends
25 Jun 16	2 <sup>nd</sup> Summer Session Begins
30 Jun 16	Class of 2020 In-Processes
15 Jul 16	2 <sup>nd</sup> Summer Session Ends
16 Jul 16	3 <sup>rd</sup> Summer Session Begins
6 Aug 16	3 <sup>rd</sup> Summer Session Ends

**CADET TAXES:** Most cadets don't have many deductions and file an EZ form. USAFA has volunteers that can do their taxes for free and ensure they have used all the appropriate deductions. Tax preparation is done on an appointment basis. This information will be posted in the cadet area. The USAFA Tax Center is located near the South Gate, at the 10th ABW/HQ Building, 8034 Edgerton Drive, Suite 237. Cadets can call for appointments at 333-3920. If your cadets (C4Cs) need proof of attendance for you to claim part of the year, the cadet needs to go online to USAFA Registrar's website and request a letter. The cadet can pick up the letter from the Registrar's Office (Fairchild Hall).

### **GRADUATION INFO:**

<http://www.usafa.edu/superintendent/graduation/index.cfm?catname=graduation>

**HONOR LIST:** Fall Semester Honors List can be found at the below website.

<http://www.usafa.edu/df/dfr/Spring2016HonorsList.pdf>.

### **HONORS LIST CRITERIA:**

**Athletic Director's List:** Cadets who earn a semester Physical Education Average (PEA) of at least 3.0 will be on the Athletic Director's list. These cadets are authorized to wear the Athletic Director's pin on their uniform for the next semester. PEA is a weighted 4.00 grading scale (50% Physical Fitness Test + 35% Phy Ed course grades + 15% Aerobic Fitness Test).

**Dean's List:** The cadet has to earn a 3.0 GPA, minus grades from physical education courses.

**Commandant's List:** The top one-third of each class year are eligible for this honor. Stipulation, if a cadet is on "ANY" probation, he/she is not eligible for the honor.

**SUPTS List:** Cadets must be on the Dean's/Commandant's/AD lists combined

**HONOR CODE HANDBOOK:** The handbook is available on the USAFA Website/Commandant/Honors Directorate. The current edition is located at the following link:

[http://www.usafa.edu/Commandant/cwc/cwch/Handbook\\_2014.pdf](http://www.usafa.edu/Commandant/cwc/cwch/Handbook_2014.pdf)

**2016-2017 ACADEMIC CALENDAR:** The Academic Calendar for 2016-2017 hasn't been approved yet, but I will send out as soon as the calendar has been approved.

**MILITARY FAMILY LIFE COUSELORS (MFLC) (FOR CADETS)**

Military Family and Life Counselors are available to all cadets and Cadet Candidates at the Academy. Support and counseling are offered through formal and informal meetings with Cadets, as they may experience issues such as: balance and self-regulation, family separation, adjustment to cadet life, relationship stress, grief and loss, authority issues, intimacy and trust, and access to self-help resources.

**MFLC COUNSELORS**

**(719) 651-4810**

**(719) 246-1360**

Our Mission: To provide confidential non-medical, short term, problem-solving, non-record keeping counseling support, coaching, and education to Cadets to ensure readiness, and to address the stressors that can typically be associated with cadet life.

- **Confidential non-medical counseling to cadets.**
- **Licensed masters and doctorate level counselors.**
- **Services can be provided on or off of military installations.**
- **No records are kept.**
- **MFLC program is voluntary and available at no cost to cadets.**

**INFORMATION FROM CADET MEDIA:**

Cadet Wing Media  
PO Box 6066  
USAFA, CO 80841-6066  
Commercial: (719) 333-4644  
Fax: (719)333-6376  
Contact Us: [cwmedia@usafa.edu](mailto:cwmedia@usafa.edu)

**97.7FM KAFA CADET RADIO STATION "VOICE OF USAFA"**

- Listen online at <http://www.usafa.org/Media/KAFAPopup>
- Download for FREE from the USAFA apps for Android© or iPhone© click the "Radio" button for mobile streaming
- Station contact info: (719) 333-KAFA (5232), [kafafm@gmail.com](mailto:kafafm@gmail.com)

**PHOTO ACCESS FOR PARENTS:**

The U.S. Air Force Academy Public Affairs office provides command information to the installation and the public. One of the ways we do this is through social media venues such as Facebook, Twitter, Instagram and YouTube. All information provided is official, but there is also fun stuff on there too. Did you know you can download photos from our Facebook page, for free?

FB: [www.facebook.com/USAF.A.Official](http://www.facebook.com/USAF.A.Official)

Twitter: @AF\_Academy

Instagram: AF\_Academy

We also want your Academy photos. Upload them to Instagram using #YourAcademy. You might see it on Facebook and Twitter. If you have any questions, please call the Public Affairs office at 719-333-7731.

There are also more **FREE** pictures on the **USAF.A webpage**. You can gain access from our website, <http://www.usafa.af.mil/> and go to the Military tab, cadet photos and select class year.

<http://www.usafa.edu/cadetFocus/cadetPhotos/index.cfm>

# 2016 CADET SPRING BREAK BUS TRANSPORTATION

Bus tickets will go on sale starting January 11th thru March 8, 2016. All seats sold after MAR 8 sold on space available basis. Cadets will be notified by E-mail about cancellations or changes. Please call (719) 333-4602 for updates....All dates, times subject to cancellation per demand.

**MUST HAVE AT LEAST 15 PAID SIGN-UPS FOR A BUS TO RUN...**

\*\*\*\*\*

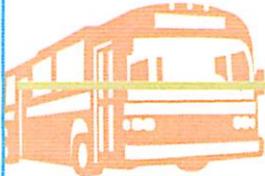
## DENVER INTERNATIONAL AIRPORT

DEPART BASE OF RAMP (northeast corner below Terrazzo, Cadet Area)

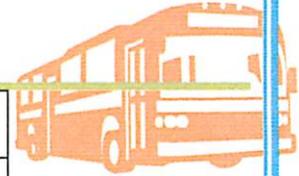
18 MAR 2016: 0700, 0800, 1000, 1200, 1300, 1400, 1500, 1600, 1700 1800

19 MAR 2016: 0400, 0600

RETURN 27 MAR 2016: 1100, 1200, 1300, 1400, 1500, 1600, 1700, 1800



Type of Ticket	Purchase Tickets 11 Jan 2016 – 8 Mar 2016
ROUND TRIP	\$45.00
ONE WAY	\$30.00



## COLORADO SPRINGS AIRPORT

DEPART BASE OF RAMP (northeast corner of Terrazzo, Cadet Area)

18 MAR 2016: 0715, 0815, 1015, 1215, 1315, 1415, 1515, 1615

19 MAR 2016: 0415, 0615,

RETURN 27 MAR 2016: 1200, 1300, 1400, 1500, 1600, 1700, 1800

Type of Ticket	Purchase Tickets 11 Jan 2016 – 8 Mar 2016
ROUND TRIP	\$30.00
ONE WAY	\$20.00

- 1) Since this is a high volume time at the airports, allow additional time to check luggage or take only one carry-on bag.
- 2) Only bus times that meet sign up requirements are guaranteed a ride. Standby space may be available at the departure site.

### **BUSES DO SELL OUT PLEASE PURCHASE EARLY!!**

#### DEPARTURE INFORMATION:

- 1) Cadet Buses leave from the BASE OF THE RAMP ON TIME! Luggage is limited to one large bag or two medium bags and one carry-on bag. Cadets are responsible for loading their own luggage onto the bus. Luggage should be clearly marked. REMEMBER all Cadets luggage looks the same.
- 2) Please allow at least 2 hours for driving time to Denver International Airport.
- 3) Please allow at least 1 hour for driving time to Colorado Springs Airport.
- 4) Additional departure times will be set up if the date or time for release or cadets LMD changes.

#### RETURNING INFORMATION:

- 1) There will be standby tickets sold at DIA for \$35.00, COS \$25.00 but there is NO GUARANTEE a seat will be available!!
- 2) Meet at DIA level 5 East baggage claim Door 505
- 3) Colo Spgs-ORC rep will be present outside baggage claim area

*Vandenberg ORC-ROOM IC15 (719) 333-4602*

**\*Note- Cadets must purchase tickets in person,  
Parents may purchase a bus ticket by phone for their Cadets with a MC or VISA.  
Open Mon, Tues, Thurs, Fri, 08:00 to 17:00 Closed Wed, Weekends and Holidays**

**\*Note All dates and times are subject to change or cancellation**

Revised 12/14/2015

## 2016 PREP SCHOOL SPRING BREAK BUS TRANSPORTATION

*Tickets on sale starting January 11, thru March 08, 2016*

*No refunds or changes after March 08, 2016*

*All seats sold after March 06 sold on space available basis*

*MUST HAVE AT LEAST 15 PAID SIGN-UPS FOR A BUS TO RUN...*

*Prep school students will be notified by E-mail about cancellations or changes.*

*Or call (719) 333-4602 for updates....All dates, times subject to cancellation per demand*

### DENVER INTERNATIONAL AIRPORT

DEPART from Prep school parking lot 18 Mar 2016: 0930

RETURN 27 Mar 2016: 1430



Type of Ticket	Purchase Tickets 11 Jan 2016 – 08 Mar 2016
ROUND TRIP	\$45.00
ONE WAY	\$30.00



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### COLORADO SPRINGS AIRPORT

DEPART from Prep school parking lot 18 Mar 2016: 0945

RETURN 27 Mar 2016: 1430

Type of Ticket	Purchase Tickets 11 Jan 2016 – 08 Mar 2016
ROUND TRIP	\$30.00
ONE WAY	\$20.00

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- 3) Since this is a high volume time at the airports, allow additional time to check luggage or take only one carry-on bag.
- 4) Only bus times that meet sign up requirements are guaranteed a ride. Standby space may be available at the departure site.

#### BUSES DO SELL OUT PLEASE PURCHASE EARLY!!

##### DEPARTURE INFORMATION:

- 5) Prep Buses leave from the Prep school parking lot ON TIME! Luggage is limited to one large bag or two medium bags and one carry-on bag. Students are responsible for loading their own luggage onto the bus. Luggage should be clearly marked. REMEMBER all luggage looks the same.
- 6) Please allow at least 2 hours for driving time to Denver International Airport.
- 7) Please allow at least 1 hour for driving time to Colorado Springs Airport.

##### RETURNING INFORMATION:

- 1) There will be standby tickets sold at DIA for \$35.00, COS \$25.00 but there is NO GUARANTEE a seat will be available!!
- 2) Meet at DIA level 5 East baggage claim Door 505
- 3) Colo Spgs-ORC rep will be present outside baggage claim area

*Vandenberg ORC-ROOM ICI5 (719) 333-4602*

Parents or Prep school students may purchase a bus ticket by phone with a MC or VISA. Open Mon, Tues, Thurs, Fri, 08:00 to 17:00 Closed Wed and Holidays

\*Note All dates and times are subject to change or cancellation

Revised 01/10/2016

**Proof of Cadet Health Insurance:** Please review the below link. The link will provide you with the phone number and information on how you can receive proof of medical coverage. I would suggest calling the Beneficiary Line highlighted below for urgent requests. Please let me know if you have any additional questions.

<http://www.tricare.mil/Plans/Eligibility/DEERS/milConnect/Proof.aspx>

#### REQUESTS FOR PROOF OF INSURANCE CERTIFICATES

Requests for certificates may be made in writing, via fax, or by phone.

Written (mailed or faxed) requests for a certificate must include:

- Sponsor's name and Social Security number or Department of Defense Benefits Number
- Name of person for whom the certificate is requested
- Reason for the request
- Name and address to whom and where the certificate should be sent
- Signature of the requester

Mail written requests to:

Defense Manpower Data Center Support Office (DSO)

Attn: Certificate of Creditable Coverage

400 Gigling Road Seaside, CA 93955-6771

Fax requests to 1-831-655-8317.

Call the DSO Beneficiary Line directly at 1-800-538-9552 to request or check the status of your certificate. The DSO will review each request. Certificates can take up to three weeks to process. However, if your request is urgent, you can request that processing be expedited and your certificate can be faxed directly to a particular number.

On base POC is Glenda Phillips [Glenda.phillips@us.af.mil](mailto:Glenda.phillips@us.af.mil). phone (719) 333-5281 (USAFA TRICARE for cadets)

#### **Letter from 10 MDG on Medical Coverage for USAFA Cadets:**

Each year there are lots of questions regarding medical coverage. The main question being: should I maintain my cadet on my family health insurance plan once they are at the USAFA? The other being, what happens when a cadet gets sick away from the AFA while traveling or is home on break?

#### **Medical Care for United States Air Force Academy Cadets –**

Welcome to the United States Air Force Academy Military Medical Treatment Facility-10th Medical Group. We are dedicated to providing your son/daughter with exceptional service and access to consistently high quality health care. I encourage you and your cadet, once they are settled in, to visit our cadet clinic.

While assigned to the USAFA as an active student they are entitled by law (Authority is 10.U.S.C. 1074, 6201-6203; 31 U.S.C. 1535) to the following military medical care:

- 1) Direct outpatient Care
- 2) Aeromedical Evacuation
- 3) Dental Care
- 4) Emergency Care
- 5) Immunizations
- 6) Prosthetic Devices (includes hearing aids)

**Cadets must have approval/authorization to receive care in the civilian community and Urgent Care Clinics.**

**Routine care is not covered.** The care and treatment of injuries/diseases that existed prior to departure on leave are not considered emergencies. Whenever cadets require routine medical care, they can use the nearest US. Military Medical Treatment Facility available (Army, Navy, or Air Force). For assistance in finding a military hospital near your home, call 1-877-988-9378 or visit website: <http://www.tricare.osd.mil/>.

Cadets requiring Emergent/Urgent care in the civilian community, have to utilize the local Emergency Room or contact the Cadet Clinic (719-333-5180). Current cadet clinic hours are from 0600-1800 Monday through Friday and 1200-2000 on Saturday, Sunday and Holidays. An On-Call provider is always available through the automated system (524-2273 or 526-2273) for after hours and weekend authorizations. After hours you will be directed to our answering service and they will contact the provider on-call. If it's after hours or you are unsure if you need to see a doctor, you can call the TRICARE's Nurse Advice Line by calling 1-800-TRICARE (874-2273) and choose Option 1, 24 hours per day seven days per week. Failure to receive authorization could result in a Point of Service charge where the Cadet/Cadet Candidate is responsible for the bill. If this occurs the cadet/cadet candidate could submit the claim through their parents' medical insurance if they are still a covered beneficiary.

For emergency situations (risk of loss of limb, limb, or eyesight) cadets should go to the nearest emergency room for care (or call an ambulance if the situation supports it). As soon as the medical situation has been stabilized, the cadet should report the visit to the Cadet/Flight Medicine Clinic (719-333-5180) and Benefit Support Office (719-333-5281, for insurance purposes).

For emergency dental care in the civilian community to eliminate or prevent undue pain and suffering, cadets must call the Cadet Dental Clinic (719-333-5190) for pre-authorization. Cadets should use the nearest military medical treatment facility for non-emergent dental care.

The cadet should identify himself or herself as an active duty member and provide their name, social security number, squadron and their Air Force Academy mailing address. If a civilian provider/facility is used, direct them to mail all claims to:

TRICARE  
West Region Claims  
P.O. Box 7064  
Camden, SC 29020

Cadets must report the use of civilian care to the USAFA Cadet Clinic, Commercial (719) 333-5183, DSN 333-5183. They must also contact our Benefit Support Office (719-333-5281) for benefit questions and insurance claim issues. If you receive bills from a civilian hospital, bring them immediately to the TRICARE Service Center, located in the main lobby of the 10th Medical Group. If you paid for medication or hospital bills, keep all receipts and any other documentation that shows proof of payment.

A Cadet Clinic provider must see Cadets the next duty day from their return to the USAF Academy if medical treatment was received while away from the Academy.

Parents/guardians are encouraged to maintain health insurance coverage for their son/daughter in the event that they are disenrolled from the USAF Academy or develop catastrophic illnesses (e.g. liver transplant, potential heart transplant...). On average 40 cadets are medically disqualified and the Air Force has no financial obligation once the cadet is disenrolled from the Academy (medically or otherwise). Your son/daughter may qualify for Veterans Administration (VA) outpatient/inpatient care which they will determine.

If you need additional information about your cadet's medical coverage, please contact the Benefit Support Office at (719) 333-5281.

We look forward to caring for your son/daughter at the 10th Medical Group.

WALTER M. MATTHEWS, Col, USAF, MC, CFS  
Commander, 10th Medical Group

### Helpful Websites/POCs:

**Life Touch photos:** POC: Maria Turner, Prestige Portrait by Lifetouch, 800-426-9533 x 241

**Cadet Wing Media:** (719) 333-4644

**Academic Calendar website:** (2015/2016 calendar) (2016-2017 not posted yet)

<http://www.usafa.af.mil/shared/media/document/AFD-111208-035.pdf>

**Curriculum Handbook** (which also outlines what summer programs are available for cadets in what year):

<http://www.usafa.edu/df/data/CHB2012-2013.pdf>

**Cadet Clubs** (just a listing of clubs and POCs, not a schedule of where they may be):

<http://www.usafa.edu/cadetFocus/cadetClubs/>

**Admissions:** (parents can help us recruit future cadets):

<http://www.academyadmissions.com/>

**Sports Schedules:**

<http://www.goairforcefalcons.com/calendar/events/>

**Base Cadet Treats (Flower Shop)** 719-472-8589, [petalsnblooms.com](http://petalsnblooms.com)

**Gift Cards order phone numbers:** Cadet Store (Base Exchange) (472-1953); 10 FSS: (719) 472-7930

### **PREP SCHOOL INFORMATION:**

Below is the Point of Contact for questions for our Preparatory School Candidate parents.

Central Email for Prep School Questions: [PrepInfo@usafa.edu](mailto:PrepInfo@usafa.edu)

Link: <http://www.usafa.edu> Look under Prep School link at top right (7th tab)

Please don't hesitate to contact me if you have any questions.

**Marie**

ROSE MARIE NIKOVITS

Parents' Liaison

U.S. Air Force Academy, CO

(719) 333-3828 Toll Free 877-268-3383

Fax (719) 333-1433

e-mail: [rose.nikovits@usafa.edu](mailto:rose.nikovits@usafa.edu)



# TRICARE<sup>®</sup> Prime

A health care option for active duty service members and their families and other TRICARE-eligible beneficiaries in Prime Service Areas

TRICARE Prime is a health care option that is available to active duty service members (ADSMs), their family members, and certain other TRICARE-eligible beneficiaries in specific areas of the 50 United States. In overseas locations, TRICARE Overseas Program (TOP) Prime is available only to ADSMs and their command-sponsored family members. When you enroll in TRICARE Prime, you generally receive most of your routine care from a primary care manager (PCM) that you select or are assigned. Your PCM may be (1) at a military hospital or clinic; (2) a civilian TRICARE network provider within a TRICARE Prime Service Area (PSA); or (3) a primary care physician in the US Family Health Plan, depending on your location and sponsor status. Where you live and military hospital or clinic capacity levels determine whether you have a military hospital or clinic or civilian PCM.

Sponsors must ensure that their family members are properly registered in the Defense Enrollment Eligibility Reporting System (DEERS) and that they have up-to-date uniformed services identification cards. Visit [www.tricare.mil/deers](http://www.tricare.mil/deers) for more information.

## ELIGIBILITY

For ADSMs located in areas where TRICARE Prime is available, enrollment in TRICARE Prime is mandatory. Active duty family members (ADFMs) and retirees and their family members may also enroll in TRICARE Prime if they live in a PSA or, with a drive-time waiver, within 100 miles of an available PCM. A PSA is a geographic area where TRICARE Prime is offered. It is typically an area near a military hospital or clinic.

Within PSAs, TRICARE Prime is available to:

- ADFMs
- Transitional survivors
- Certain former spouses who have not remarried
- Retirees, retiree family members, and survivors

- National Guard and Reserve members who are called or ordered to active service for more than 30 consecutive days and their eligible family members
- Medal of Honor recipients and their family members

For more information about these beneficiary categories, visit [www.tricare.mil/eligibility](http://www.tricare.mil/eligibility). Your DEERS information, including your residential address and, if applicable, a separate mailing address, must be accurate and current. Otherwise, you may not be eligible to enroll in TRICARE Prime. Only sponsors (or a sponsor-appointed individual with valid power of attorney) can add family members to DEERS. Family members age 18 and older may update their own contact information in DEERS.

**Note:** ADSMs and their families who do not live in PSAs may enroll in a TRICARE Prime Remote option. For more information, visit [www.tricare.mil/tpr](http://www.tricare.mil/tpr).

## ENROLLING IN TRICARE PRIME<sup>®</sup>

Eligible beneficiaries must be registered in DEERS to enroll in TRICARE Prime online, by phone, or by mail. You can enroll in TRICARE Prime by calling your regional contractor, using the Beneficiary Web Enrollment (BWE) Web site at [www.dmdc.osd.mil/appj/bwe](http://www.dmdc.osd.mil/appj/bwe), or submitting a *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876) to your regional contractor. For contact information, see the *For Information and Assistance* section of this fact sheet. Enrollment is open year-round. Enrollment forms received by your regional contractor by the 20th of the month become effective at the beginning of the following month (e.g., an application received by December 20 becomes effective January 1). If the application is received after the 20th of the month, coverage becomes effective on the first day of the second month following the receipt of the enrollment form (e.g., an application received December 27 becomes effective February 1). Visit [www.tricare.mil/forms](http://www.tricare.mil/forms) to download *DD Form 2876*.

*This fact sheet is not all-inclusive. For additional information, please visit [www.tricare.mil](http://www.tricare.mil).*

## YOUR TRICARE REGIONAL CONTRACTOR

Regional contractors administer the TRICARE medical benefit in each TRICARE region (*North, South, West, and Overseas*). Visit your regional contractor's Web site for information about how to change your PCM, how to enroll family members, covered services, referral and prior authorization requirements, and other helpful information. See the *For Information and Assistance* section of this fact sheet for regional contractor contact information.

## GETTING CARE WITH TRICARE PRIME

### Emergency Care

TRICARE defines an emergency as a serious medical condition that the average person would consider to be a threat to life, limb, sight, or safety.

If you have an emergency, call 911 or go to the nearest emergency room. You do not need to call your PCM or regional contractor before receiving emergency medical care (*including overseas care*). However, in all emergencies, your PCM must be notified within 24 hours or on the next business day following admission to coordinate ongoing care and to ensure you receive proper authorization.

**Note:** Most dental emergencies, such as going to the emergency room for a severe toothache, are not a covered medical benefit under TRICARE. ADSMs receive dental care from military dental clinics and, if necessary, from civilian providers through the TRICARE Active Duty Dental Program. ADFMs and retirees and their family members may be eligible to enroll in either the TRICARE Dental Program or the TRICARE Retiree Dental Program, depending on their status. Former spouses and remarried surviving spouses do not qualify to purchase coverage.

## MOVING MADE EASY WITH TRICARE PRIME

If you are a stateside TRICARE Prime beneficiary moving or planning to move, you have the option to transfer your TRICARE Prime enrollment over the phone. If you are an ADSM or ADFM moving to a new location, the easiest way to transfer your enrollment is to call your current regional contractor. Your current regional contractor will send your information to your new regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location.

You can also call your new regional contractor after you move to transfer your enrollment, use BWE to transfer your enrollment, or complete *DD Form 2876* and submit it to your new regional contractor. If you are a non-active duty TRICARE Prime beneficiary, and TRICARE Prime is available in your new location, call your new regional contractor upon arrival at the new location for your enrollment transfer.

If you are moving overseas, contact the appropriate TRICARE Overseas Program (TOP) Regional Call Center before you

move to determine TOP Prime eligibility requirements. ADFMs must meet command sponsorship requirements for TOP Prime or TOP Prime Remote coverage. To transfer enrollment, you will need a copy of the sponsor's orders and, for ADFMs, proof of command sponsorship.

**Note:** If you need care for an existing medical issue before your transfer is processed, contact your PCM or the regional contractor for the region you are moving from for referral and prior authorization information.

## GETTING CARE WHEN TRAVELING OVERSEAS

With TRICARE Prime, you may receive care while traveling overseas from either a military hospital or clinic or a host nation provider. When traveling overseas, plan for possible health care needs in advance of your trip. If you need emergency care, go to the nearest emergency care facility or call the TOP Medical Assistance number for the overseas area where you are traveling. If you are admitted, you must call your PCM and the TOP Regional Call Center within 24 hours or on the next business day after admission or, at the very latest, before leaving the facility. Call the TOP Regional Call Center to coordinate authorization, continued care, and payment, if applicable. See the *For Information and Assistance* section of this fact sheet for contact information.

Contact your PCM and the TOP Regional Call Center for urgent care. To locate an overseas provider, contact the TOP Regional Call Center where you are located or visit [www.tricare-overseas.com](http://www.tricare-overseas.com).

If you are an ADSM traveling overseas or between duty stations and you are hospitalized, contact your stateside regional contractor or service point of contact. If possible, ADSMs\* traveling overseas should contact the local TOP Regional Call Center before seeking care or before making a payment. ADSMs must receive all nonemergency care, including urgent care, at a military hospital or clinic if one is available. If a military hospital or clinic is not available, prior authorization from your regional contractor is required. For urgent care overseas, ADSMs should contact the TOP Regional Call Center.

When seeking care from a host nation provider, be prepared to pay up front for services and then file a claim with the TOP claims processor. To process your claims reimbursements quickly and efficiently, you must submit proof of payment with all overseas claims. For more information, visit [www.tricare.mil/claims](http://www.tricare.mil/claims).

**Note:** In the Philippines, you must use TRICARE-certified providers. To find a certified provider, visit [www.tricare-overseas.com/philippines.htm](http://www.tricare-overseas.com/philippines.htm).

\* Includes National Guard and Reserve members called or ordered to active service for more than 30 consecutive days, who should follow normal procedures for emergency care and must provide a copy of their orders to the nearest TOP Regional Call Center to verify TRICARE eligibility

## Definitions and Examples of Types of Care

Type of Care	Definition	Examples	Primary Care Manager Role
<b>Emergency</b>	TRICARE defines an emergency as a serious medical condition that the average person would consider to be a threat to life, limb, sight, or safety.	No pulse, severe bleeding, spinal cord or back injury, chest pain, broken bone, inability to breathe	You do not need to call your primary care manager (PCM) before receiving emergency medical care. Your PCM must be notified within 24 hours or on the next business day following admission.
<b>Urgent</b>	Urgent care services are medically necessary services required for an illness or injury that would not result in further disability or death if not treated immediately, but does require professional attention within 24 hours.	Minor cuts, migraine headache, urinary tract infection, sprain, earache, rising fever	Call your PCM first for appropriate guidance. Urgent care services require a referral if you do not see your PCM for care.
<b>Routine</b>	Routine ( <i>primary</i> ) care is general health care and includes general office visits. Routine care also includes preventive care to help keep you healthy.	Treatment of symptoms, chronic or acute illnesses and diseases, follow-up care for an ongoing medical condition	You will receive most of your routine care from your PCM.
<b>Specialty Care</b>	Specialty care consists of medical services provided by a physician specialist. Specialty care providers offer treatment that your PCM cannot provide.	Cardiology, dermatology, gastroenterology, obstetrics	Your PCM will refer you to another health care provider for care he or she cannot provide and will coordinate the referral with your regional contractor when necessary.

## REFERRALS AND PRIOR AUTHORIZATIONS

### Referrals

Under TRICARE Prime, your PCM will provide referrals for you to receive services from specialty care providers and will coordinate the referral request with your regional contractor when necessary. Some services do not require referrals, including clinical preventive services received from a network provider in your enrolled TRICARE region and the first eight outpatient mental health care visits per fiscal year (FY) (October 1–September 30) to a network provider for a medically diagnosed and covered condition.\* If you seek care, including clinical preventive services or mental health care, from a non-network TRICARE-authorized provider without a referral from your PCM or prior authorization from your regional contractor, or from a network provider outside your enrolled TRICARE region, you are using the point-of-service (POS) option, resulting in higher out-of-pocket costs. For more information, visit [www.tricare.mil/costs](http://www.tricare.mil/costs).

**Note:** ADSMs always require referrals for any civilian care, including clinical preventive services, mental health care, and specialty care (*except for emergency services; for information about how TRICARE defines a medical emergency, see “Emergency Care” in the Getting Care with TRICARE Prime section of this fact sheet*).

\* Certain types of mental health care services are excluded and always require a referral or prior authorization. Contact your regional contractor for more details.

### Prior Authorizations

Prior authorization is a review of the requested health care service to determine if it is medically necessary at the requested level of care. Some providers may contact the regional contractor to obtain prior authorization for you. If you have questions about prior authorization requirements, visit [www.tricare.mil/authorization](http://www.tricare.mil/authorization). ADSMs require prior authorization for all inpatient and outpatient specialty services. An additional fitness-for-duty review is required for maternity care, physical therapy, mental health care services, and family counseling.

For all other TRICARE Prime beneficiaries, the following services require prior authorization:

- Adjunctive dental services (*i.e., dental care that is medically necessary in the treatment of an otherwise covered medical—not dental—condition*)
- Extended Care Health Option services (*ADFM only*)
- Home health care services
- Home infusion therapy
- Hospice care
- Nonemergency inpatient admissions for substance use disorders or mental health care
- Outpatient mental health care beginning with the ninth visit per FY; certain types of mental health care services are excluded and always require a referral or prior authorization

- Other mental health care services, such as partial hospitalization, child and adolescent psychiatric residential treatment center care, and outpatient psychoanalysis
- Transplants—all solid organ and stem cell
- Some prescription medications (*e.g., brand-name medications or those with quantity limitations*)

This list is **not** all-inclusive.

Each regional contractor has additional prior authorization requirements. Visit your regional contractor's Web site or call the toll-free number to learn about your region's requirements, as they may change periodically. See the *For Information and Assistance* section of this fact sheet for contact information.

## FILING CLAIMS

In most cases, you do not need to file claims for health care services. However, there may be times when you will need to pay for care up front and then file a claim for reimbursement. You will be reimbursed for TRICARE-covered services at the TRICARE-allowable charge, less any copayments, cost-shares, or deductibles. For example, non-network nonparticipating providers may require that you pay up front for some services.

In the United States and U.S. territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*), claims must be filed within one year of either the date of service or the date of inpatient discharge. Overseas, claims must be filed within three years of either the date of service or the date of inpatient discharge. You must submit proof of payment with all overseas claims.

To file a claim, complete a *TRICARE DoD/CHAMPUS Medical Claim—Patient's Request for Medical Payment* form (DD Form 2642). You can download *DD Form 2642* from the TRICARE Web site at [www.tricare.mil/forms](http://www.tricare.mil/forms) or from your regional contractor's Web site.

When filing a claim, attach a readable copy of the provider's bill to the claim form, making sure it contains the following information:

- Patient's name
- Sponsor's Social Security number (SSN) or Department of Defense Benefits Number (DBN) (*eligible former spouses should use their own SSN or DBN, not the sponsor's*)
- Provider's name and address (*if more than one provider's name is on the bill, circle the name of the provider who delivered the service for which reimbursement is requested*)
- Date and place of each service
- Description of each service or supply furnished
- Charge for each service
- Diagnosis (*if the diagnosis is not on the bill, complete block 8a on the form*)

If you receive care while traveling in the United States, you must file your TRICARE claims in the region where you live, not the region where you received care. If you receive care while traveling overseas (*including U.S. territories*),

you must file your TRICARE claims with the TOP claims processor. For overseas claims information and mailing addresses, visit [www.tricare-overseas.com/contactus](http://www.tricare-overseas.com/contactus).

## COORDINATING CLAIMS WITH OTHER HEALTH INSURANCE

If you have other health insurance (OHI), fill out the *TRICARE Other Health Insurance Questionnaire*, available at [www.tricare.mil/forms](http://www.tricare.mil/forms), to keep your regional contractor informed about your OHI so they can coordinate your benefits and help ensure that your claims are not delayed or denied. Follow your OHI's rules for filing claims and file the claim with your OHI first. If there is an amount your OHI does not cover, you or your provider can file the claim with TRICARE for reimbursement. It is important to meet your OHI's requirements. If your OHI denies a claim for failure to follow its rules, such as obtaining care without prior authorization or using a non-network provider, TRICARE may also deny your claim. Overseas, if you have OHI, including traveler's and host nation insurance programs, your OHI must pay first.

## TRICARE PRIME COSTS

### Enrollment Fees

There are no enrollment fees for ADSMs and their family members. Retired service members and their eligible family members, surviving spouses after the first three years, eligible former spouses, and others pay TRICARE Prime enrollment fees, which are applied to the annual catastrophic cap.

These fees are subject to change each FY. Survivors of deceased active duty sponsors and medically retired uniformed service members and their dependents enrolled in TRICARE Prime are exempt from future enrollment fee increases. The fees for the survivors and medically retired uniformed service members and their dependents remain frozen at the rate in effect when they were classified and enrolled, as long as the policy remains active. FY 2016 annual enrollment fees are as follows:

- \$282.60 per individual
- \$565.20 per family

For more information, visit [www.tricare.mil/costs](http://www.tricare.mil/costs).

### Network Copayments

ADSMs do not pay any out-of-pocket costs for care. ADFMs generally do not pay out-of-pocket for their care except when using the POS option. For more information, see "Point-of-Service Option" later in this section.

Retired service members, their families, and all others pay copayments for care from TRICARE network providers.

These costs are for care from civilian providers or for care received with a PCM referral when required. All copayments paid are applied to the annual catastrophic cap, which is \$1,000 per year for active duty families and \$3,000 per year for all other families covered by TRICARE Prime. For cost details, visit [www.tricare.mil/costs](http://www.tricare.mil/costs).

## Point-of-Service Option

The POS option gives you the freedom, at an additional cost, to receive nonemergency health care services from any TRICARE-authorized provider without requesting a referral from your PCM. For cost details, visit [www.tricare.mil/costs](http://www.tricare.mil/costs).

The POS option does **not** apply to the following:

- ADSMs
- Newborns or newly adopted children in the first 60 days (120 days overseas) after birth or adoption
- Emergency care
- Clinical preventive care received from a network provider within your enrolled TRICARE region
- Beneficiaries with OHI
- The first eight outpatient mental health care visits per FY to a network provider for a medically diagnosed and covered condition; certain types of mental health care services are excluded and always require a referral or prior authorization

You are responsible for any additional charges from non-network providers (*up to 15 percent above the allowable charge is permitted by law in the United States and U.S. territories*). POS fees do not apply toward the annual catastrophic cap.

## TRICARE-AUTHORIZED PROVIDER TYPES

TRICARE defines a provider as a person, business, or institution that provides health care. For example, doctors, hospitals, and ambulance companies are providers. Providers must be authorized under TRICARE regulations and have their status certified by the regional contractors to provide services to TRICARE beneficiaries.

## TRICARE Provider Types

TRICARE-Authorized Providers		
<ul style="list-style-type: none"> <li>• TRICARE-authorized providers meet TRICARE licensing and certification requirements and are certified by TRICARE to provide care to TRICARE beneficiaries. TRICARE-authorized providers may include doctors, hospitals, ancillary providers (e.g., laboratories, radiology centers), and pharmacies that meet TRICARE requirements. If you see a provider that is not TRICARE-authorized, you are responsible for the full cost of care. To find a list of TRICARE-authorized providers, visit <a href="http://www.tricare.mil/findaprovider">www.tricare.mil/findaprovider</a>.</li> <li>• There are two types of TRICARE-authorized providers: <b>network</b> and <b>non-network</b>.</li> </ul>		
Network Providers	Non-Network Providers	
<ul style="list-style-type: none"> <li>• Regional contractors have established networks and you may be assigned a primary care manager (PCM) who is part of the TRICARE network.</li> <li>• When specialty care is needed, your best option is for your PCM to coordinate the referral with your regional contractor.</li> <li>• TRICARE network providers:                             <ul style="list-style-type: none"> <li>• Have a signed agreement with your regional contractor to provide care</li> <li>• Agree to file claims for you</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Non-network providers do not have a signed agreement with your regional contractor and are considered "out of network." In most cases, you will not receive care from non-network providers unless authorized by your regional contractor. You may seek care from a non-network provider in an emergency or if you are using the point-of-service (POS) option (<i>using the POS option results in higher out-of-pocket costs</i>).</li> <li>• There are two types of non-network providers: <b>participating</b> and <b>nonparticipating</b>.</li> </ul>	
	Participating	Nonparticipating
	<ul style="list-style-type: none"> <li>• Using a participating provider is your best option if you are seeing a non-network provider.</li> <li>• Participating providers:                             <ul style="list-style-type: none"> <li>• May choose to participate on a claim-by-claim basis</li> <li>• Have agreed to accept payment directly from TRICARE and accept the TRICARE-allowable charge (<i>including the applicable patient costs paid by you</i>) as payment in full for their services</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• If you visit a nonparticipating provider, you may have to pay the provider first and later file a claim with TRICARE for reimbursement.</li> <li>• Nonparticipating providers:                             <ul style="list-style-type: none"> <li>• Have not agreed to accept the TRICARE-allowable charge or file your claims</li> <li>• Have the legal right to charge you up to 15 percent above the TRICARE-allowable charge for services (<i>you are responsible for paying this amount in addition to any applicable patient costs</i>)<sup>1</sup></li> </ul> </li> </ul>

1. Overseas, there may be no limit to the amount that nonparticipating non-network providers may bill, and you may be responsible for paying any amount that exceeds the TRICARE-allowable charge. Visit [www.tricare.mil/overseas](http://www.tricare.mil/overseas) for more information.

## FOR INFORMATION AND ASSISTANCE

You can sign up to receive TRICARE news and benefit updates via e-mail. Visit [www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions), enter your e-mail address, and follow the prompts.

<p><b>N</b> TRICARE North Region</p> <p>Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.hnfs.com">www.hnfs.com</a></p> <p><b>Send enrollment forms to:</b> Health Net Federal Services, LLC P.O. Box 2637 Virginia Beach, VA 23450-2637</p> <p><b>Send claims to:</b> Health Net Federal Services, LLC c/o PGBA, LLC/TRICARE P.O. Box 870141 Surfside Beach, SC 29587-9741 Check the status of your claim at <a href="http://www.myTRICARE.com">www.myTRICARE.com</a> or <a href="http://www.hnfs.com">www.hnfs.com</a></p>	<p><b>S</b> TRICARE South Region</p> <p>Humana Military, a division of Humana Government Business 1-800-444-5445 <a href="http://HumanaMilitary.com">HumanaMilitary.com</a></p> <p><b>Send enrollment forms to:</b> Humana Military Attn: PNC Bank P.O. Box 105838 Atlanta, GA 30348-5838</p> <p><b>Send claims to:</b> TRICARE South Region Claims Department P.O. Box 7031 Camden, SC 29021-7031 Check the status of your claim at <a href="http://www.myTRICARE.com">www.myTRICARE.com</a> or <a href="http://HumanaMilitary.com">HumanaMilitary.com</a></p>	<p><b>W</b> TRICARE West Region</p> <p>UnitedHealthcare Military &amp; Veterans 1-877-988-WEST (1-877-988-9378) <a href="http://www.uhcmilitarywest.com">www.uhcmilitarywest.com</a></p> <p><b>Send enrollment forms to:</b> UnitedHealthcare Military &amp; Veterans TRICARE West Region Enrollment Department P.O. Box 105492 Atlanta, GA 30348-5492</p> <p><b>Send claims to:</b> TRICARE West Region Claims Department P.O. Box 7064 Camden, SC 29021-7064 Check the status of your claim at <a href="http://www.myTRICARE.com">www.myTRICARE.com</a> or <a href="http://www.uhcmilitarywest.com">www.uhcmilitarywest.com</a></p>
<p><b>O</b> TRICARE Overseas Program (TOP) Regional Call Center—Eurasia-Africa<sup>1</sup></p> <p>+44-20-8762-8384 (overseas) 1-877-678-1207 (stateside) <a href="mailto:tricarelon@internationalsos.com">tricarelon@internationalsos.com</a></p> <p><b>Medical Assistance<sup>1</sup></b> +44-20-8762-8133</p>	<p><b>O</b> TOP Regional Call Center—Latin America and Canada<sup>1</sup></p> <p>+1-215-942-8393 (overseas) 1-877-451-8659 (stateside) <a href="mailto:tricarephi@internationalsos.com">tricarephi@internationalsos.com</a></p> <p><b>Medical Assistance<sup>1</sup></b> +1-215-942-8320</p>	<p><b>O</b> TOP Regional Call Centers—Pacific<sup>1</sup></p> <p>Singapore: +65-6339-2676 (overseas) 1-877-678-1208 (stateside) <a href="mailto:sin.tricare@internationalsos.com">sin.tricare@internationalsos.com</a></p> <p>Sydney: +61-2-9273-2710 (overseas) 1-877-678-1209 (stateside) <a href="mailto:sydtricare@internationalsos.com">sydtricare@internationalsos.com</a></p> <p><b>Medical Assistance<sup>1</sup></b> Singapore: +65-6338-9277 Sydney: +61-2-9273-2760</p>

1. For toll-free contact information, visit [www.tricare-overseas.com](http://www.tricare-overseas.com). Only call Medical Assistance numbers to coordinate overseas emergency care.

### An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

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