

TRICARE and Cadets



**Keller Army Community Hospital
April 2008**

DEERS

Defense Eligibility Enrollment
Reporting System

- **All service members and their families are registered in DEERS**
- **System used to determine military benefits, including medical care**

DEERS

**Defense Eligibility Enrollment
Reporting System**

- **Cadet Personnel DEERS office**
Phone: 845-938-2114
- **DEERS Support Office:**
800-538-9552
www.dmdc.osd.mil

DEERS

**Defense Eligibility Enrollment
Reporting System**

OHI

**Other Health
Insurance**

**Eligibility for medical care ends at
midnight of the last day of duty**

Our recommendation:

Keep your cadet's private coverage

- To preclude preexisting condition
clause**
- But don't use it!**

OHI

Other Health Insurance

- **Most plans consider a cadet to be Active Duty and will not pay claims**
- **TRICARE will not pay without referral and authorization**
- **Benefits under TRICARE and your plan may vary**

Three TRICARE Options

- **TRICARE Prime –**
Only option available to Cadets
and all Active Duty
- **TRICARE Standard**
- **TRICARE Extra**

TRICARE Prime

Health Maintenance Organization (HMO)

- **Mandatory enrollment for Cadets –
(Forms completed during R-Week)**
- **Assigned to Cadet Health Clinic**
- **Primary Care Manager (PCM)
directs care via referrals**

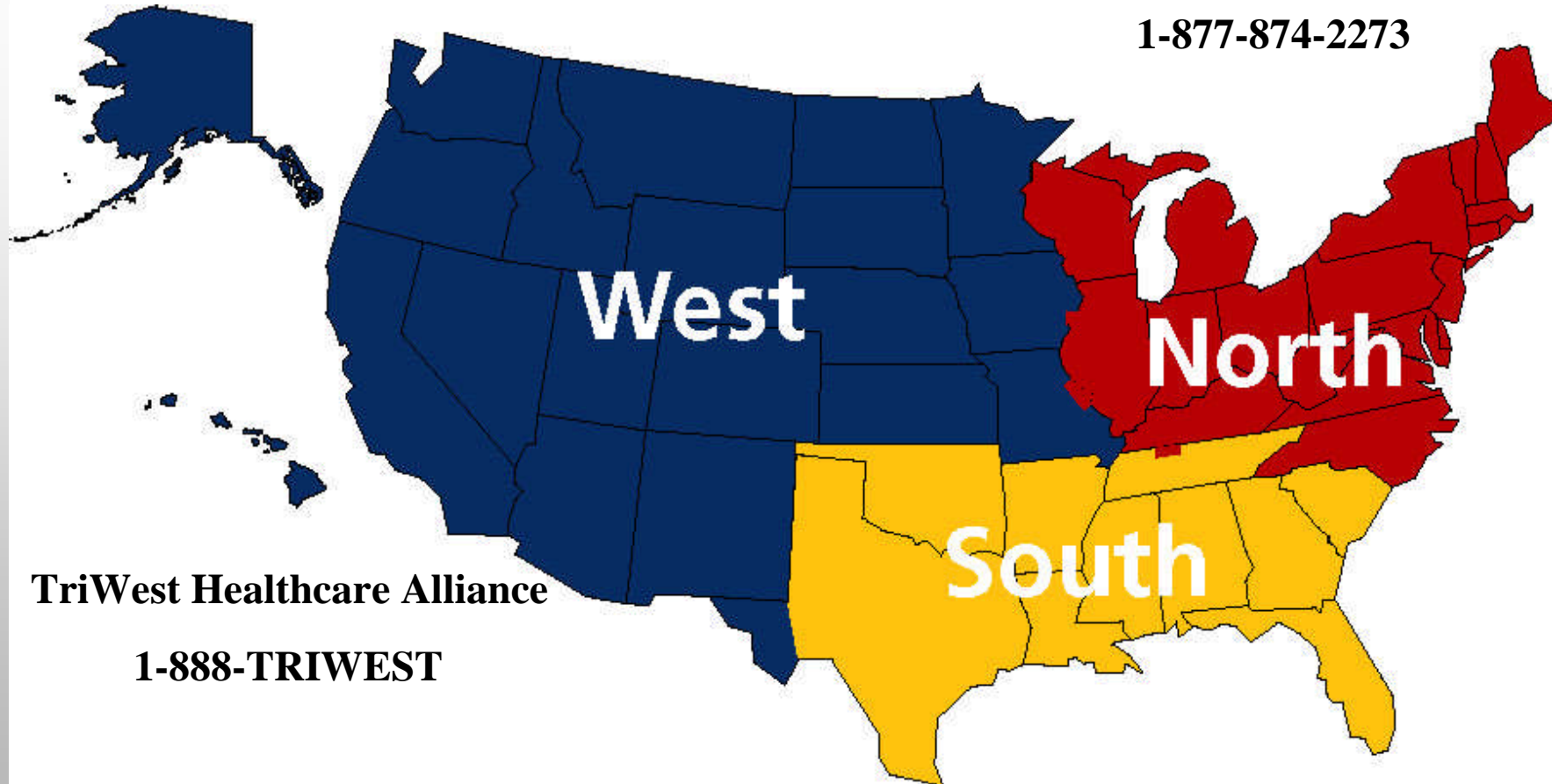
TRICARE Prime

No cost to the Cadet for routine civilian health care if:

- 1) There is a referral**
- 2) There is an authorization**
- 3) TRICARE Network Provider used**

Health Net Federal Services, Inc

1-877-874-2273



TriWest Healthcare Alliance

1-888-TRIWEST

Humana Military Healthcare Services

1-800-444-5445

TRICARE Partners

**Keller Army
Community
Hospital**

and

**Health Net
Federal Services**



TRICARE Partner

Health Net Federal Services

www.HealthNetFederalServices.com

1-877-874-2273

(1-877-TRICARE)

Health Net Federal Services

- **Keller TRICARE Service Center**
- **Civilian Provider Network**
- **Palmetto Government Benefits Administrators (PGBA)**

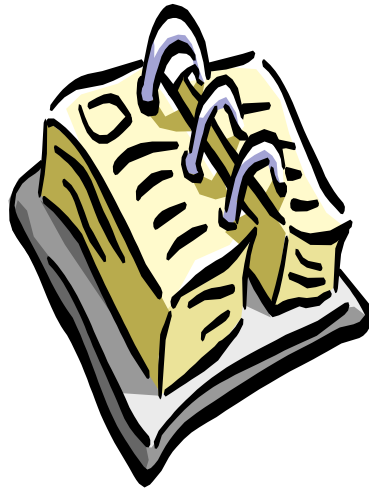
Care at West Point

- **Mologne Cadet Health Clinic**
 - Primary Care, pharmacy
- **Keller Army Community Hospital**
 - Specialty Care
 - Lab
 - Pharmacy
 - Radiology including CT Scan and MRI
- **Saunders Dental Clinic**

Appointment System

845-938-7992 or 800-552-2907

Mon-Fri: 6 am to 7 pm



www.tricareonline.com

Emergency Care Just do it!

On Post



Mon-Fri, 6:30 am to 3:15 pm:

**Report to Cadet Health Clinic
or call 845-938-3003/3806**

After clinic hours:

**Report to Keller ER
or call 938-3333**

**Emergency Care
Just do it!**

Off Post

Call 911 or go to nearest civilian ER

**Report inpatient admission to
Health Net within 24 hours at
877-874-2273**

Follow USCC reporting instructions

TRICARE on the Road
Leave, collegiate sports, etc.

Emergency care – covered

Urgent care – if pre-authorized

Call: 877-874-2273

Network Pharmacy: 866-363-8779

TRICARE on the Road

Leave, collegiate sports, etc.

Routine care - not covered

Causes cadets the most problems!

**Without proper TRIDARE referral
and authorization, the cadet pays
bill**

Referrals to Civilian Network

- **Provider requests services**
- **Health Net verifies benefit**
- **Cadet system for making appointments with network providers and arranging transport**
- **Note: sign the information release form so a report can come back!**

Civilian Claims

Where to send....

Send all TRICARE North medical claims

TRICARE North Claims

P.O. Box 870140

Surfside Beach, SC 29587-9740

Follow Up on Civilian Claims

**Check claim status
in PGBA's system:**

www.mytricare.com



Explanation of Benefits (EOB)

When the explanation needs explaining...

877-874-2273 Health Net

**845-938-4838 Keller's Health
Benefits Advisors***

TRICARE Information and Help Keller

***Health Benefits Advisors &
Debt Collection Assistance Officers**

845-938-4838

TRICARE Information and Help

Health Net Federal Services

Local TRICARE Service Center
273 Main Street, Highland Falls

877-874-2273

TRICARE Information and Help

Internet

DoD: www.tricare.mil*

PGBA: www.mytricare.com

www.HealthNetFederalServices.com

***best source of TRICARE information**

Administrative Help at Keller

**Patient
Representative
845-938-5874**

**Health Benefits
Advisors
845-938-4838**



