



Pre-Deployment Guide

ID Cards, DEERS & Eligibility

- If a family member's ID card will expire while the sponsor is deployed, obtain a new one before deploying; or make sure the spouse has the necessary paperwork (notarized DD Form 1172 or Power of Attorney) to get it renewed.
- ID cards are issued at RAPIDS Sites. Contact a Personnel Office to find a location, or go online: www.dmhc.osd.mil/rsl
- To schedule an appointment at a RAPIDS Site to update DEERS or get a new ID card, go online: <http://appointments.cac.navy.mil>
- Addresses and phone numbers can also be updated in DEERS by calling 1-800-538-9552, or go online: www.TRICARE.mil/DEERS
- Children need an ID card when they are 10 years old.
 - All children, including those under 10 years old, need an ID card (and Medical Power of Attorney) if they will be staying or living with anyone other than their sponsor or TRICARE-eligible parent.
- Newborns should be registered in DEERS as soon as possible after birth, but no later than their first birthday.
 - Conditional coverage under TRICARE Prime is for 60 days. To continue Prime coverage uninterrupted, the baby must be registered in DEERS *and* enrolled in Prime within 60 days of birth.

Traveling Considerations

- Care received while traveling may require payment up front. Claims for reimbursement can be filed afterwards.
- Children visiting or staying with other family members – such as grandparents – need an ID card *and* Medical Power of Attorney to allow the family member permission to obtain medical care for the child.
 - ID cards can be issued to children under the age of 10, and will serve as a child's proof of TRICARE coverage.
 - A Legal Department at the sponsor's duty station or military base can help prepare a Power of Attorney.

Additional Traveling Considerations for TRICARE Prime Patients

- If leaving an area for 30 days or more, enrollment should be changed to a new primary care manager
 - If travel is within the same TRICARE Region, this is called a *PCM Change*.
 - If travel is to another Region, this is called *Portability*.
 - Prime is not available in some areas, especially remote locations, in which case disenrollment from Prime, and using TRICARE Standard and Extra – which have deductibles and cost-shares – may be necessary.
- Routine care under TRICARE Prime while traveling is not authorized, and claims for any unauthorized non-emergent care will process under the expensive Prime point-of-service (POS) option.
- Urgent care requires pre-authorization from the PCM or Regional Contractor (Health Net for the TRICARE North Region). Any follow-up care also requires pre-authorization.
- Emergency care at a hospital-based emergency room does not require authorization. Any necessary follow-up care, however, requires pre-authorization.

NMCP Health Benefits

Building 3, 3rd Floor; Mon-Fri, 7 a.m.—3:30 p.m.
(757) 953-2610/2611

NMCP TRICARE Service Center

Health Net Federal Services
Building 249 (next to parking garage)
Mon—Fri, 7:30 a.m.—4:30 p.m.
1-(877) 874-2273



Appointments & Specialty Referral Status

Hampton Roads Appointment Center
Mon—Fri, 6 a.m.—8 p.m.
S, S & Holidays, 7 a.m.—3:30 p.m.
1-(866) 645-4584

To Schedule a Presentation

TRICARE Operations—Marketing
(757) 953-6153/6048