



Prime Enrollment

- TRICARE Prime enrollments, including primary care manager (PCM) assignment, are processed according to TRICARE policy
 - Active duty service members are assigned to the military treatment facility (MTF) designated for their duty station
 - Active duty family members, retirees and their family members may be assigned to an MTF if space is available; otherwise, assignment may be to a civilian network PCM
- Enrollment and PCM assignment should be verified by calling the TRICARE Service Center or a Health Benefits Office before scheduling an appointment
 - Enrollment capacity at an MTF or with a civilian PCM may change from the time a request is submitted to when it is processed, so there is a possibility of assignment to a PCM other than the one requested
- Naval Medical Center Portsmouth has a process for handling PCM change requests
 - Visit a Health Benefits Office or NMCP Customer Services (Bldg 3, 4th floor) to submit a PCM Change Request form
 - A written justification (letter or Customer Services Worksheet) should be submitted with the form
 - The review process may take up to 30 days, during which time all relevant information is considered
 - Notification is made once a decision is reached

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