



Active Duty

DEERS Registration & TRICARE Prime Enrollment

Registration in DEERS and *Enrollment* in TRICARE Prime are separate processes. The Defense Enrollment Eligibility Reporting System (DEERS) is a Department of Defense data base of military sponsors and family members who are eligible under law for TRICARE and certain other benefits.

DEERS

- Service members are **registered** in DEERS when joining the military; and retirees are re-registered at retirement.
- Service members are responsible to make sure their eligible family members are registered in DEERS, and that the information is current and correct.
- Information in DEERS must be updated when there is a change in duty station, status, home address, phone number, or email address. Incorrect information can result in the delay or denial of medical claims payments, and may make it difficult to contact you with important medical information.
- Information in DEERS can be **verified** by calling the Defense Manpower Data Center (DMDC) at 1-800-538-9552, or visiting a uniformed services personnel office where identification (ID) cards are issued.
 - The location of ID card offices can be found online at www.dmdc.osd.mil/rsl.
- To update demographic information in DEERS:
 - Visit: a uniformed services personnel office/ID card office
 - To schedule an appointment with an ID card office, visit: <http://appointments.cac.navy.mil>
 - Call: 1-800-538-9552
 - Fax: 1-831-655-8317
 - Online: www.tricare.mil/DEERS/Address
 - Mail: Defense Manpower Data Center Support Office, Attn: COA, 400 Gigling Road, Seaside, CA 93955-6771

TRICARE Prime

- Active duty service members (ADSMs) are **required** to complete a TRICARE Prime enrollment form whenever there is a change in status or duty station. An ADSM who is not enrolled, or who is enrolled incorrectly, may experience appointment delays and specialty care referral issues.
- Prime enrollment and primary care manager (PCM) assignment for ADSMs is usually to the medical department or military treatment facility (MTF) designated for their duty station.
- To enroll in TRICARE Prime:
 - Make sure DEERS is updated.
 - Complete a **TRICARE Prime Enrollment Application and PCM Change Form**
 - Complete **Section 1 – Sponsor Information** (including the duty station UIC and zip code) and **Section VI – Signature**. A separate application form is used for family members.
 - Completed ADSM enrollment applications can be dropped off at a Health Benefit Advisor Office, TRICARE Service Center, or mailed to the Regional contractor at the following address:

Health Net Federal Services, LLC,
PO Box 870143,
Surfside Beach, SC 29587-9743

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