



TRICARE® Treatment of Line of Duty Conditions

National Guard and Reserve members may be covered for injury, illness, or disease incurred or aggravated in the line of duty

National Guard and Reserve members may be covered for an injury, illness, or disease determined to be incurred or aggravated while in a qualifying duty status or while traveling to or from the place of duty. Qualifying duty status may include inactive duty (*drill*), funeral honors duty, or active duty.

The member's service or Reserve component must issue a line of duty (LOD) determination that specifically identifies the qualifying medical or dental condition to be treated or covered at the expense of the Department of Defense. An LOD determination is sometimes called a Notification of Eligibility (NOE). Since treatment and coverage are limited to the particular LOD condition only, LOD determinations are not recorded in the Defense Enrollment Eligibility Reporting System (DEERS).

LINE OF DUTY MEDICAL CARE

Once the military has issued an LOD determination or NOE for a qualifying medical condition, it is the service member's responsibility to ensure that the written LOD determination or NOE is submitted to either a military treatment facility (MTF) or the Military Medical Support Office (MMSO).

- If the member resides in the general area of an MTF (*as indicated by the member's residential ZIP code in DEERS*), the MTF will manage the LOD care. The member should make sure that his or her service-issued LOD determination is on file at the MTF.
- If the member does not reside in an MTF area, MMSO will authorize care via the member's unit medical representative.

For more information on how to forward an LOD determination to MMSO, visit www.tricare.mil/mmso.

Civilian providers must submit all claims for LOD medical care to the TRICARE regional or overseas contractor in the TRICARE region where the service member lives.

Medications associated with LOD conditions are coordinated through MMSO. National Guard and Reserve members may be eligible to receive reimbursement for medications in connection with their LOD conditions. For more information, go to www.tricare.mil/tma/MMSO/how.aspx and click "How to submit pharmacy reimbursement for Guard and Reservist with line of duty (LOD) injuries or illness."

LOD claims processing and payment is separate from any other TRICARE coverage a member may receive, including:

- Benefits provided under the Transitional Assistance Management Program (TAMP)
- Coverage provided under TRICARE Reserve Select (TRS)

LINE OF DUTY DENTAL CARE

An LOD determination should be used for National Guard and Reserve members and for former active duty service members who incur or aggravate a dental injury, illness, or disease while on active duty, and are not otherwise eligible for care under the Active Duty Dental Program (ADDP).

*This fact sheet is **not** all-inclusive. For additional information, please visit www.tricare.mil.*

An LOD determination is **not** a resource for funding civilian dental care for preexisting conditions or routine care (*e.g., untreated cavities, wisdom tooth extraction, cleanings*). Requests for authorization of payment for civilian dental treatment for these conditions or care will be denied.

The following explains the process for receiving LOD dental care:

1. The service member reports the injury or illness to the unit chain of command.
2. The service member's unit initiates the LOD form. The LOD determination is signed by the commander or designated representative.
3. The service member or military unit submits LOD documentation to the ADDP contractor, United Concordia Companies, Inc. (United Concordia), for government review by a dental service point of contact (DSPOC) and schedules a follow-up appointment with a civilian dentist for a dental treatment plan related only to that injury or illness. No definitive treatment is to be provided at this treatment planning appointment.
4. The civilian dentist submits the *ADDP Authorization Form* and appropriate diagnostic materials to United Concordia.
5. United Concordia forwards LOD submission and diagnostic materials to the DSPOC for review and authorization.
6. United Concordia will notify the service member of the DSPOC determination, including any approved course of treatment.

Note: Submitting an LOD determination is **not** an approval to get dental care. An LOD treatment **must** be DSPOC-approved before receiving civilian dental care. If you have a dental emergency and feel that you cannot wait for the government review and authorization, you may be responsible for all charges associated with that care. For more information, see the *Emergency Dental Care* section of this fact sheet.

EMERGENCY DENTAL CARE

Emergency dental care required before submitting the LOD determination is limited to emergent care for immediate treatment of bleeding, pain, or infection. ADDP emergency care claims for National Guard and Reserve members on active duty for less than 30 days can only be paid through a government-approved LOD determination or through service- or Reserve component-specific programs.

The member's military unit must contact United Concordia if the LOD determination has not been submitted before receiving emergency civilian dental care. Definitive treatment is **not** authorized.

Units should fully complete the LOD process before directing a service member to seek civilian dental care, as a denied LOD determination or care not authorized for payment will result in the service member being responsible for all costs associated with that episode of care.

APPEALING DENIAL OF PAYMENT FOR LOD-RELATED DENTAL TREATMENT

If a National Guard or Reserve member's request for LOD-related dental treatment is not authorized for payment, he or she may request a review of the DSPOC's decision. The member, military unit commander, or designated representative may submit an appeal of the DSPOC decision in writing to United Concordia. United Concordia will forward the appeal to the appropriate branch of service for review.

To learn more, visit United Concordia at www.addp-ucci.com.

FOR INFORMATION AND ASSISTANCE

<p> TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com</p>	<p> TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445 www.humana-military.com 1-877-249-9179 (for specific LOD issues)</p>	<p> TRICARE West Region TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) www.triwest.com</p>
<p>Active Duty Dental Program United Concordia Companies, Inc. ADDP Unit/LOD P.O. Box 69431 Harrisburg, PA 17106-9430 1-866-984-ADDP (1-866-984-2337) 1-866-308-4138 (fax) www.addp-ucci.com</p>	<p>Military Medical Support Office (MMSO) 1-888-MHS-MMSO (1-888-647-6676) www.tricare.mil/mmsso</p>	<p>Transitional Assistance Management Program www.tricare.mil/tamp</p>
<p>TRICARE Reserve Select Web Site www.tricare.mil/trs</p>	<p>TRICARE Retired Reserve Web Site www.tricare.mil/trr</p>	<p>Defense Enrollment Eligibility Reporting System (DEERS)—Update Information 1-800-538-9552 1-831-655-8317 (fax) www.tricare.mil/deers</p>

An Important Note about TRICARE Program Information

At the time of printing, 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 treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

Please provide feedback on this fact sheet at www.tricare.mil/evaluations/feedback.

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