

How to Get Reimbursed for Pre-Paid Out-of-Pocket Medical Bills

Who This is For Active duty, National Guard, and Reservist.

Purpose This topic explains how an eligible member can get reimbursed for authorized medical care that was pre-paid out-of-pocket.

Eligibility Active duty, National Guard and Reservist who pre-pay for authorized medical care or out-of-pocket costs must meet the following eligibility criteria:

If...	Then on date of care/bill, MUST...
Active duty	be eligible in Defense Enrollment Eligibility Reporting System (DEERS), and enrolled to the appropriate Primary Care Manager. <u>Note:</u> Errors in the DEERS database can cause problems with TRICARE claims, so it is critical to maintain your DEERS information. See “DEERS Enrollment” section below.
National Guard or Reservist	have a service endorsed Line of Duty (LOD) on file at MMSO for the illness or injury.

Note: To be reimbursed all health care must be a covered benefit or medically necessary.

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Process for Reimbursement

Follow these steps to get reimbursed for pre-paid medical bills:

Step	Action								
1	Member completes and signs a CHAMPUS Claim - Patient's Request for Medical Payment, DD Form 2642								
2	Forward the DD Form 2642, bill, and proof of payment (i.e. copy of paid receipt, cancelled check, credit card statement, etc) to the appropriate Managed Care Contractor for your region as follows: <table border="1" data-bbox="558 709 1360 1262"> <thead> <tr> <th>Region</th> <th>Mail to:</th> </tr> </thead> <tbody> <tr> <td>North</td> <td>North Region Claims PGBA PO. Box 870140 Surfside Beach, SC 29587-9740 1-877-874-2273</td> </tr> <tr> <td>South</td> <td>TRICARE South Region Claims Department P. O. Box 7031 Camden, SC 29020-7031 1-800-403-3950</td> </tr> <tr> <td>West</td> <td>WPS/West Region Claims P.O. Box 77028 Madison, WI 53707-7028 1-888-874-9378</td> </tr> </tbody> </table>	Region	Mail to:	North	North Region Claims PGBA PO. Box 870140 Surfside Beach, SC 29587-9740 1-877-874-2273	South	TRICARE South Region Claims Department P. O. Box 7031 Camden, SC 29020-7031 1-800-403-3950	West	WPS/West Region Claims P.O. Box 77028 Madison, WI 53707-7028 1-888-874-9378
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Results and follow up

When the appropriate documentation is received and processed by the Regional Managed Care Contractor a payment decision will be reflected on an Explanation of Benefits (EOB), normally within 30 working days of receipt.

References and websites

- TRICARE Operations Manual, chapter 19, Sections 1.4.1 and 3.8.3.
- <http://www.tricare.mil/claims/whereclaim.cfm>

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DEERS enrollment

Follow one of the steps below to update your information in [DEERS](#):

In person	Go to the nearest military personnel office or uniformed services ID card-issuing facility
Online	http://www.tricare.mil/deers/update-info.cfm
By Mail	Defense Manpower Data Center Support Office Attention: COA 400 Gigling Road Seaside, CA 93955-6771
Fax	DEERS 831-655-8317
Phone	800-538-9552 Monday-Friday, 6 a.m. to 3:30 p.m. PST

Point of Contact

If you have questions or need additional assistance beyond the information provided here, contact:

Division	Healthcare Support Services Branch
Position	Customer Service Representative
Phone	888-647-6676
Fax	847-688-6460

