



# TRICARE<sup>®</sup> Beneficiary Web Enrollment Web Site

Secure portal allows beneficiaries to update information and manage TRICARE Prime<sup>®</sup> enrollment

The Beneficiary Web Enrollment (BWE) Web site is a secure portal that allows eligible TRICARE beneficiaries to update their contact information in the Defense Enrollment Eligibility Reporting System (DEERS). BWE can also be used in the United States to enroll in or disenroll from TRICARE Prime options and select or change primary care managers (PCMs).

## ELIGIBILITY

If you are enrolled in TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members (TPRADFM), or the US Family Health Plan (USFHP), you can manage your TRICARE enrollment through BWE. Other TRICARE beneficiaries may use BWE to update contact information in DEERS or enroll in a TRICARE Prime program option, if eligible.

## BENEFICIARY WEB ENROLLMENT FEATURES

TRICARE Prime, TPR, TPRADFM, and USFHP enrollees may use BWE to:

- Enroll or disenroll eligible beneficiaries
- Transfer enrollment to a new location
- Update contact information in DEERS
- Select or change a PCM\*
- View enrollment information and check enrollment status
- Request a new enrollment card
- Add information about other health insurance to your DEERS record, if applicable (*when first enrolling*)

\* *Active duty service members (ADSMs) enrolled in TPR can request PCM changes through BWE. However, TRICARE Prime ADSMs must submit a paper TRICARE Prime Enrollment Application and Primary Care Manager (PCM) Change Form (DD Form 2876) to their regional contractor.*

TRICARE Standard and TRICARE Extra beneficiaries may use BWE to update contact information in DEERS or enroll in a TRICARE Prime program, if eligible.

**Note:** Non-TRICARE Prime beneficiaries may not enroll through BWE. TRICARE Reserve Select and TRICARE Retired Reserve beneficiaries must submit a *Reserve Component Health Coverage Request* form (DD Form 2896-1) to their regional contractor. Continued Health Care Benefit Program enrollees must submit a *Continued Health Care Benefit Program (CHCBP) Application* (DD Form 2837) to Humana Military Healthcare Services, Inc. The *TRICARE Young Adult Application* (DD Form 2947) can be filled out on the BWE Web site and printed. The form must be submitted to the regional contractor or taken to a TRICARE Service Center (TSC).

## ACCESSING BENEFICIARY WEB ENROLLMENT

Visit [www.dmdc.osd.mil/appj/bwe/](http://www.dmdc.osd.mil/appj/bwe/) or <http://milconnect.dmdc.mil> and use a valid Common Access Card (CAC), a Defense Finance and Accounting Service (DFAS) myPay login identification (ID) and password, or a Department of Defense Self-Service Logon (DS Logon) to access BWE.

### Common Access Card

Visit [www.dmdc.osd.mil/smartcard](http://www.dmdc.osd.mil/smartcard) or call the Defense Manpower Data Center Support Office at **1-800-477-8227** to learn how to get a CAC or reset your CAC PIN, or to locate a CAC-issuing facility.

### DFAS myPay Login ID and Password

Visit <https://mypay.dfas.mil> to get a new DFAS myPay login ID and password. Call **1-888-DFAS411 (1-888-332-7411)** for assistance.

*This fact sheet is **not** all-inclusive. For additional information, please visit [www.tricare.mil](http://www.tricare.mil).*

## DS Logon

If you are a dependent family member, your sponsor may request a DS Logon for you by using his or her CAC, or you may visit a TSC or a Veterans Affairs Regional Office to complete the required in-person proofing process. Non-CAC holders who need a new uniformed services ID card can visit an ID card-issuing facility and request a DS Logon at the same time. You also have the option of completing a remote-proofing process to obtain a DS Logon using your computer. Visit [www.dmdc.osd.mil/identitymanagement](http://www.dmdc.osd.mil/identitymanagement) for more information or to get started.

## BENEFICIARY WEB ENROLLMENT REMINDERS

- The BWE Web site does not factor in drive time, so if you choose a PCM who is more than a 30-minute drive from your home, you are waiving TRICARE's access-to-care standards.
- Beneficiaries in areas that do not have PCMs available cannot enroll online.
- Print and keep a copy of your enrollment or PCM change request confirmation until you receive your enrollment card or a letter confirming your PCM assignment.
- If you must seek nonemergency care before receiving your enrollment card, contact your regional contractor to verify your program's effective date and PCM assignment.
- Enrollment rules in certain areas may affect your PCM choice. Your regional contractor or your MTF may revise your selection.

- Enrollment and PCM change approvals may take up to six calendar days and are held in pending status until approved. You have 48 hours to cancel your request through BWE if the transaction is in pending status.
- For new non-ADSM enrollments, if TRICARE receives your TRICARE Prime enrollment request and correct fee payment (*if applicable*) online by the 20th of the month, coverage begins on the first day of the next month. For example, if TRICARE receives an enrollment request by April 20, coverage begins May 1. If the enrollment request is received April 21 or later, coverage begins June 1. For ADSMs, TRICARE Prime (*including TPR*) coverage begins the day your enrollment request is received.

## MOVING WITH TRICARE PRIME MADE EASY

If you are an ADSM or active duty family member moving to a new location, you can call your current regional contractor to transfer your TRICARE Prime enrollment. If you are moving to a new region, your information will be sent to your new regional contractor, who will follow up with you to complete the transfer. Or, you can contact your new regional contractor upon arrival to transfer your enrollment. You can also transfer enrollment through BWE or by completing *DD Form 2876* and submitting it to your new regional contractor or taking it to a TSC. Retirees and their dependents in TRICARE Prime should transfer enrollment using the BWE or mail options.

## FOR INFORMATION AND ASSISTANCE

 TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.hnfs.com">www.hnfs.com</a>	 TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445 <a href="http://Humana-Military.com">Humana-Military.com</a>	 TRICARE West Region TriWest Healthcare Alliance 1-888-TRIWEST (1-888-874-9378) <a href="http://TriWest.com">TriWest.com</a>
<b>Continued Health Care Benefit Program</b> Humana Military Healthcare Services, Inc. 1-800-444-5445 <a href="http://www.tricare.mil/chcbp">www.tricare.mil/chcbp</a>	<b>Defense Manpower Data Center Support Office—Technical Assistance</b> 1-800-477-8227 <a href="http://www.dmdc.osd.mil">www.dmdc.osd.mil</a>	<b>Defense Finance Accounting Service myPay</b> 1-888-DFAS411 (1-888-332-7411) <a href="https://mypay.dfas.mil">https://mypay.dfas.mil</a>
<b>TRICARE Reserve Select</b> <a href="http://www.tricare.mil/trs">www.tricare.mil/trs</a>	<b>TRICARE Retired Reserve</b> <a href="http://www.tricare.mil/trr">www.tricare.mil/trr</a>	<b>TRICARE Young Adult</b> <a href="http://www.tricare.mil/tya">www.tricare.mil/tya</a>
<b>US Family Health Plan</b> 1-800-74-USFHP (1-800-748-7347) <a href="http://www.usfhp.com">www.usfhp.com</a>	<b>Beneficiary Web Enrollment</b> <a href="http://www.dmdc.osd.mil/appj/bwe/">www.dmdc.osd.mil/appj/bwe/</a>	<b>milConnect</b> <a href="http://milconnect.dmdc.mil">http://milconnect.dmdc.mil</a>

### 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.

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