



## Access to Your Care



**Tripler Army Medical Center**  
*America's Premier Medical Team*  
***Saving Lives and Fostering Healthy and Resilient People***

1 Jarrett White Road Honolulu, Hawaii 96859-5000

Information Desk: (808) 433-6661/2778 ext 11

[www.tamc.amedd.army.mil](http://www.tamc.amedd.army.mil)

To MAKE AN APPOINTMENT with your Primary Care Manager, call: Central Appointments (808)-433-2778 Mon- Fri, 6 am - 4:30 pm  
Select Option 1 to make an appointment.  
Select Option 2 to cancel an appointment.

- If you need a follow-up appointment, the clinic must provide you an appointment before you leave the clinic.
- You can also make a Primary Care appointment via the internet 24 hours a day/7 days a week at: TRICARE Online: [www.tricareonline.com](http://www.tricareonline.com)

**What's a PCM?** As a TRICARE Prime beneficiary, you are assigned a Primary Care Manager (PCM). Your PCM oversees all of your medical care. For PCM changes, first talk with your current PCM or MTF Patient Representative, and if your healthcare needs can be better met with a new PCM, then simply go to the TRICARE Service Center and complete a PCM change request form.

### **TRICARE Prime Access Standards**

**Emergency Care** – If you require emergency care, go to the nearest emergency room or call 911.

**Acute/Urgent Care** – Seen within 24 hours

If you require an acute or urgent care appointment (earache, high fever, etc), the Military Treatment Facility (MTF) must provide you an appointment within 24 hours at either the MTF or with a civilian provider through a referral.

**Routine Care** – Seen within 7 days

If you require an appointment for routine care (flu, colds, allergies, check-ups, etc), the MTF must provide you an appointment within 7 days.

**Specialty Care** – Seen within 28 days

If you require an appointment for specialty care, (cardiology, orthopedics, podiatry, etc), the MTF must provide you an appointment within 28 days.

**Wellness Care** – Seen within 28 days

If you require an appointment for a wellness visit, (mammogram, pap smears, physicals, health maintenance, etc), the MTF must provide you an appointment within 28 days.

**Follow-up visits** – Access standards do not apply to follow-up visits. The provider requesting the appointment determines the standard.

**Additional Specialty visits** - The Army is committed in meeting your appointment requests within Access Standards. If your Primary Care Manager (PCM) or other MTF provider requests a

specialty appointment as a result of your visit, we want every opportunity to book that appointment before you leave the clinic. If the MTF is not able to meet the Access Standards, they must refer you to a TRICARE civilian network provider. For our civilian Prime enrolled beneficiaries; the standards also apply for our civilian network PCMs.

## Referrals and Authorizations

If you require medical care that is beyond the capability of your PCM, your PCM will submit a referral so that you can obtain the required medical care from another MTF provider or a TRICARE network provider. The TRICARE Prime Access Standards apply. An authorization is required for all civilian provider referrals and issued by the contractor/TRICARE Service Center. Please ask any questions you may have about your referral to ensure you understand the referral process.



**Referral for Urgent/Routine Care.** If your PCM refers you to a TRICARE civilian network provider, your PCM will submit a referral and request an authorization for that care from the contractor and/or TRICARE Service Center. Certain beneficiaries may have small co-pays, depending on their beneficiary/patient category.

**Referral for Specialty Care.** If your PCM/ MTF provider refers you to a TRICARE civilian network provider for specialty care, your provider will submit a referral. The Regional Contractor will issue and mail you an authorization letter for that specialty care. When you receive the authorization letter, it important to contact the TRICARE network provider listed on the letter to schedule your appointment or contact the contractor for provider locator assistance. Certain beneficiaries may have small co-pays, depending on their patient category.

To check the status of a referral, contact the TRICARE Service Center and/or Regional Contractor: **(800) 449-6408**

## Beneficiary Resources

### **TRICARE Service Center (TSC) – (1-800) 449-6408**

Owned by the regional Managed Care Support Contractor, the TSC is there to assist with TRICARE Prime enrollment, locating civilian providers, civilian referrals and claims; plus provides overall TRICARE program and benefit information. The TSC is located on the Oceanside, 1st floor.

### **Customer Service Representative: 808- 433-6336**

Every Military Treatment Facility (MTF) has a Customer Service Representative or Patient Advocate who is there to assist you with MTF issues, medical care concerns, appointment questions, access standards, and other MTF information.

Email: [TAMCPatientRepOfc@AMEDD.ARMY.MIL](mailto:TAMCPatientRepOfc@AMEDD.ARMY.MIL)

### **Beneficiary Counseling and Assistance Coordinator (BCAC): (808) 433-3422**

BCACs are ready to assist you with any TRICARE questions you may have and assist you with information about your healthcare benefits.

### **Debt Collection Assistance Officer (DCAO) (808) 433-3422**

DCAOs are ready to assist you with debt collection issues due to unpaid TRICARE claims.

### **TRICARE Website: [www.tricare.mil](http://www.tricare.mil)**

The TRICARE website is designed with you in mind. It is your guide to selecting the TRICARE Program option that is best for you and to assist you in making an informed decision on your health care plan options, benefits, and medical needs.

## Patient Bill of Rights and Responsibilities

**As a patient in the military health system, you have rights and responsibilities to include:**

- Receive accurate and easy to understand information to help you make an informed decision about TRICARE Programs.
- Have a choice of health care providers that are sufficient to ensure access to appropriate high-quality health care.
- Access emergency health care services when and where the need arises.

**Patient Responsibilities:**

- Be knowledgeable about your TRICARE coverage and program options.
- Be involved in your health care decisions by actively working with your primary care manager and clearly communicating your wants and needs.
- Show respect for other patients and health care workers.
- No Show – Every appointment missed prevents other patients from receiving timely care. Please take time to cancel your appointment if you are not able to make it.



## **TRICARE Programs**

**TRICARE Prime** is a managed care option offering the most affordable and comprehensive coverage. Enrollment is required.

**TRICARE Extra** is a preferred-provider option where Standard beneficiaries' cost shares are reduced by 5 percent when they use TRICARE Prime civilian network providers. No enrollment is required.

**TRICARE Standard** is a fee-for-service option giving beneficiaries greater freedom to manage their own healthcare. No enrollment is required.

**TRICARE Online (TOL):** You can make a Primary Care appointment online and order your pharmacy refill using TOL, 24 hours a day, 7 days a week. All you need to do is register in TOL. It's easy and fast. TOL links you and your family to healthcare services, resources, and information through a secure internet environment. TOL provides a list of acute and routine appointments with your PCM, and where available, wellness care appointments (eye exams, mammogram, physicals, paps). The TOL website is [www.tricareonline.com](http://www.tricareonline.com)