

## TOL Booking Appointments for Minors (TBAM)

### What is TBAM?

- A new feature within TOL
  - » Allows authorized adult family members to schedule, view, and cancel both Primary Care and select self-referral specialty appointments on behalf of
    - ◇ Themselves
    - ◇ Other adult family members (who have granted access)
    - ◇ Minor children (under 18 years of age)

### How to Access TBAM

- Beneficiary users must log into [www.tricareonline.com](http://www.tricareonline.com) using either their
  - » DoD Self-Service Logon (DS Logon)
  - » Common Access Card (CAC)

### Learn More about DS Logon

- Go to <https://www.dmdc.osd.mil/appj/dsaccess/index.jsp>.

### Family Member List Troubleshooting

- First, verify that your Sponsor's identifier number is correct as listed on your 'My Profile' page
- Visit the DS Logon site at <https://www.dmdc.osd.mil/appj/dsaccess/index.jsp> for more information on access granting of family members

## For More Information...

Please contact TOL

Customer Service

It is available 24/7

Tel. 1-800-600-9332 (CONUS)

OCONUS telephone numbers

are found at

[www.tricareonline.com](http://www.tricareonline.com)



TRICARE Online  
Booking  
Appointments  
for  
Minors

# How to Book an Appointment for a Family Member

First, go to your Beneficiary Home Page. You will see a list of family members that you can schedule, view, and cancel appointments for in TOL.

## 1. Select the family member

Select the family member from the 'Select Family Member' drop-down list and click on the 'Go' button.

You can now view or cancel active appointments for the selected family member. If you wish to schedule a new appointment, select the Visit Reason from the appointment drop-down list.

**1** Select Family Member:

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Book an Appointment for Jane Doe (12 Dec 1992)  
Select the visit reason from the list, click on the 'View Appointments' button, and follow the steps.

Select Visit Reason:

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View or Cancel Appointments for Jane Doe (12 Dec 1992)  
Click on the link 'Cancel TOL appointment' and follow the steps. Only appointments made online can be cancelled online.

**Date:** 1/26/10  
**Time:** 11:30 AM [EST]  
**Facility:** Walter Reed Army Medical Center  
**CHCS Appointment**

**Date:** 1/28/10  
**Time:** 13:30 PM [EST]  
**Provider:** JACOBS, SUSAN  
**Location:** Walter Reed Family Practice Clinic  
**Facility:** Walter Reed Army Medical Center  
[Cancel TOL Appointment](#)

## 2. Choose an appointment

Choose an available appointment for the family member.

**2**

	WED	THU	
	<b>13 *</b> 11:15 15:30	<b>14 *</b> 08:00 09:30 10:00 15:30	<b>15 *</b> 08:00 15:00
<b>09:30 15:30 20:30</b>	<b>20 *</b> 08:00 09:45 13:00 14:45 15:30		

## 3. Confirm the appointment

Confirm the date, time, provider, and location for the appointment. Enter a reason for the appointment.

**3**

**Date:** 1/15/10  
**Time:** 09:30 AM [EST]  
**Health Care Provider:** CAMPBELL,ANN  
**Appointment Location:** Walter Reed Primary Care Clinic  
**Facility:** Walter Reed Army Medical Center  
**\*Reason For Appointment:** wrist pain


Please enter a brief description of the reason for the appointment below:  
**This is required.**

Example: Need cast removed

## 4. Print page

Congratulations! The appointment was successfully scheduled. Please print this page for your records.

**4**

 **Print this page for your records.** No reminder will be sent.

**Patient Name:** DOE, JANE ANN  
**Date:** 1/15/10  
**Time:** 09:30 AM [EST]  
**Health Care Provider:** CAMPBELL,ANN  
**Appointment Location:** Walter Reed Primary Care Clinic  
**Facility:** Walter Reed Army Medical Center