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U. S. ARMY MEDICAL COMMAND

News Release

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TRICARE to Require Drive-time Waivers by Oct. 1

San Antonio, Texas, July 29, 2009 — Please look for the TRICARE Management Activity (TMA) press release on the TRICARE website at <http://www.tricare.mil/Access-to-Care%20Waiver.pdf> or on the TMA Press Room at <http://www.tricare.mil/pressroom/>

TRICARE Prime beneficiaries enrolled to Kirk U.S. Army Health Clinic (KUSAHC), Aberdeen Proving Ground, MD, who live more than 30 minutes away, must have a drive-time access-to-care waiver signed by 1 October 2009 to continue their current TRICARE Prime enrollment at Kirk.

Health Net Military Services, the Managed Care Support Contractor for TRICARE in the North is currently notifying non-active duty TRICARE Prime beneficiaries of a recent TRICARE Prime enrollment administrative requirement. This requirement supports both the beneficiaries' right to access-to-care and the Military Health System's need to know where TRICARE Prime beneficiaries are seeking their TRICARE Prime healthcare services.

Recently, Health Net mailed letters to specific non-active duty TRICARE Prime beneficiaries who have Defense Enrollment Eligibility Reporting System (DEERS) documented addresses located greater than a 30 minute drive-time distance from

KUSAHC. Health Net is required to have every beneficiary's TRICARE Prime Enrollment Application and PCM Change Form (DD 2876) signed (*Section VI - Signature*) and on file. If the TRICARE Prime enrolled beneficiary lives greater than a 30 minute drive-time distance from their primary care delivery site (*MTF/clinic or civilian primary care manager (PCM)*), Health Net is required to have Section V (*Access Waiver*) of the enrollment application signed by the beneficiary. Even though Section V of the enrollment application (DD Form 2876) is worded more for beneficiaries that live outside the normal 40 mile Prime Service Area of a military treatment facility (MTF) or Base Realignment and Closure (BRAC) site, it is the only authorized documentation that allows the beneficiary to acknowledge they are driving more than 30 minutes and are waiving this TRICARE Prime drive-time standard. Health Net is determining the 30 minute drive-time distance from each beneficiary's DEERS documented address to KUSAHC by using their own mapping software.

This current re-enrollment activity/notice by Health Net to KUSAHC non-active duty TRICARE Prime enrolled beneficiaries is in response to an on-going enrollment revalidation required by Health Affairs policy, in accordance with Federal regulations (*specifically Title 32 Code of Federal Regulations, Part 199.17(p)(5)(i)*). The 30 minute drive-time requirement ensures non-active duty TRICARE Prime enrollees are assigned to a primary care delivery site (*MTF/clinic or civilian PCM*) close to where they live. This requirement applies to both MTF and civilian TRICARE Prime enrollments, and is a fundamental principle of the TRICARE Basic Program.

Unfortunately, there might be some confusion with Health Net notices that were sent to KUSAHC's non-active duty TRICARE Prime enrollees. All current KUSAHC non-active duty TRICARE Prime enrollees that live greater than a 30 minute drive-time of KUSAHC will have their enrollment documentation reviewed and revalidated by Health Net. All current TRICARE Prime enrolled beneficiaries that live between the 30 minute drive-time mark out to 99 miles will continue their enrollment to KUSAHC when Health Net has confirmed that either the enrollment application has Section V and VI signed, or the beneficiary has re-enrolled using the Beneficiary Web Enrollment (BWE) option. In

contrast however, all current KUSAHC non-active duty TRICARE Prime enrollees that reside greater than 99 miles from KUSAHC, or in another TRICARE region, will be notified by Health Net of their “disqualification” from continued TRICARE Prime enrollment to KUSAHC after 1 October 2009. Health Net is providing any disqualified beneficiary with information and healthcare options available in respect to where the beneficiary lives.

We understand that some KUSAHC TRICARE Prime enrollees might be disqualified from continued TRICARE Prime enrollment, but we also recognize that maintaining current TRICARE Prime enrollment of beneficiaries that live greater than 99 miles from KUSAHC is not meeting the expectation of accessible primary care for our beneficiaries.

For all new non-active duty TRICARE Prime enrollment requests or TRICARE Prime transfer requests to KUSAHC, they will be received and processed by Health Net, just like they have been in the past. Now Health Net will review each beneficiary’s request for TRICARE Prime enrollment and evaluate it against KUSAHC’s identified enrollment capacity and geographical rules (*like zip codes*). Beneficiaries using the paper enrollment application (DD Form 2876) should sign Section V of the enrollment application if they are unsure if they live greater than 30 minutes away from KUSAHC. Kirk U.S. Army Health Clinic’s automatic acceptance of enrollment requests is based on capacity, the geographical rules (*like zip codes*), and beneficiary category rules. Signing Section V and VI of the enrollment application meets all the necessary drive-time waiver and enrollment requirements. After receiving and reviewing each beneficiary’s TRICARE Prime enrolment request, Health Net will notify each beneficiary if TRICARE Prime enrollment is or is not available at KUSAHC. A civilian PCM will be offered if TRICARE Prime enrollment is not available at KUSAHC.

Kirk U.S. Army Health Clinic is working very hard to ensure that they can accommodate the most TRICARE Prime enrollees possible, but depending on KUSAHC’s capacity and the beneficiary’s address, some beneficiaries may not be eligible for TRICARE Prime enrollment to KUSAHC.

For more information concerning this new requirement, please contact Ms. Megan Krebs at Kirk U.S. Army Health Clinic by calling 410-278-1719 or e-mailing her at megan.krebs@amedd.army.mil

For information about TRICARE plans please visit <http://tricare.mil/mybenefit>. For regional contractor information about access-to-care waivers visit the MCSC's websites or call:

Health Net

<https://www.hnfs.net/bene/enrollment/New+Policy+Changes+for+Access+to+Care+Standards.htm>

PHONE: 1-877-TRICARE (1-877-874-2273)

Humana Military

<http://www.humana-military.com/south/bene/billing-enrollment/access-to-care.asp>

PHONE: 1-800-444-5445

TriWest

<http://www.triwest.com/beneficiary/frames.aspx?page=/beneficiary/BOLT/Home.mvc/Details/Drive%20Time%20Access%20Standard%20Waiver>

PHONE: 1-888-TRIWEST (1-888-874-9378)