



# Moving Made Easy: Transferring Your TRICARE Prime® Enrollment

Transfer your TRICARE® Prime enrollment by phone, online, or by mail

If you are moving to a new location, you can transfer your TRICARE Prime enrollment by phone, online, or by mail.

## BY PHONE

If you are an active duty service member or active duty family member (ADFM) moving to a new location, the easiest way to transfer your TRICARE Prime enrollment is to call your current regional contractor to begin the process. If you are moving within your current region, your regional contractor will help you transfer to a new primary care manager (PCM) if available. If you are moving to a new region, your current regional contractor will send your information to your new regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location.

If you wish, you can also call your new regional contractor after you move to transfer your enrollment. Your new regional contractor will work with you to assign a PCM best suited to your needs and the location of your work or home.

Your new regional contractor will also inform you if the US Family Health Plan (USFHP) is available in your new area. USFHP is a TRICARE Prime managed care option. Care is provided through networks of community based, not-for-profit health care systems in six areas of the United States.

If you are moving overseas, contact the appropriate TRICARE Overseas Program (TOP) Regional Call Center before you move to determine TOP Prime eligibility requirements. ADFMs must meet command sponsorship requirements for TOP Prime or TOP Prime Remote coverage. To transfer enrollment, you will need a copy of the sponsor's orders and, for ADFMs, proof of command sponsorship.

If you need care for an existing medical issue before your transfer is processed, contact your PCM or the regional contractor for the region you are moving from for referral and prior authorization information.

If you are a non-active duty TRICARE Prime enrollee moving within your region, your regional contractor will help you find a new PCM if available. If you are moving to a different region and TRICARE Prime is available in your new location, call your new regional contractor upon arrival at the new location for your enrollment transfer. Your new regional contractor will process your transfer, assist you with your PCM assignment, and inform you if USFHP is available where you live.

For stateside and overseas contact information, see the *Looking for More Information?* section of this fact sheet.

## ONLINE

If you are a stateside TRICARE Prime beneficiary, you may also transfer your enrollment online using the Beneficiary Web Enrollment (BWE) website. For more information or to access BWE, visit [www.tricare.mil/bwe](http://www.tricare.mil/bwe) and use one of the following to log on:

- Valid Common Access Card
- Defense Finance and Accounting Service myPay PIN
- Department of Defense Self-Service Logon

**Note:** TRICARE Prime enrollment through BWE is only available to beneficiaries in the United States.

## BY MAIL

You may transfer your TRICARE Prime enrollment by completing the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM)*

*Change Form* (DD Form 2876) and mailing it to your new regional contractor at the address listed on the form. Overseas, you may also drop it off at a TRICARE Service Center. To download *DD Form 2876*, visit [www.tricare.mil/forms](http://www.tricare.mil/forms) and download the form for your new region.

## KEEP YOUR DEERS INFORMATION UP TO DATE

Eligibility for TRICARE is determined by the services and reflected in the Defense Enrollment Eligibility Reporting System (DEERS). It is important to keep DEERS records up to date. Due to coverage requirements under the Affordable Care Act, TRICARE must be able to verify your coverage status based on what is listed in DEERS. Your Social Security number (SSN) and the SSN of each of your covered family members must be included in DEERS for your TRICARE coverage to be reflected accurately. For more information, visit [www.tricare.mil/deers](http://www.tricare.mil/deers).

## LOOKING FOR More Information?

GO TO [www.tricare.mil/contactus](http://www.tricare.mil/contactus)

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### TRICARE North Region

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)

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

S

### TRICARE South Region

Humana Military  
1-800-444-5445

[HumanaMilitary.com](http://HumanaMilitary.com)

W

### TRICARE West Region

UnitedHealthcare  
Military & Veterans  
1-877-988-WEST (1-877-988-9378)

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

O

### TRICARE Overseas Program (TOP)

International SOS  
Government Services, Inc.  
[www.tricare-overseas.com](http://www.tricare-overseas.com)

For toll-free contact information, visit this website.

### TRICARE Enrollment

[www.tricare.mil/enrollment](http://www.tricare.mil/enrollment)

### Beneficiary Web Enrollment

<https://www.dmdc.osd.mil/appj/bwe>

### US Family Health Plan

1-800-74-USFHP (1-800-748-7347)

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

### TOP Regional Call Centers

#### Eurasia-Africa

+44-20-8762-8384 (overseas)  
1-877-678-1207 (stateside)  
[tricarelon@internationalsos.com](mailto:tricarelon@internationalsos.com)

#### Latin America and Canada

+1-215-942-8393 (overseas)  
1-877-451-8659 (stateside)  
[tricarephl@internationalsos.com](mailto:tricarephl@internationalsos.com)

#### Pacific (Singapore)

+65-6339-2676 (overseas)  
1-877-678-1208 (stateside)  
[sin.tricare@internationalsos.com](mailto:sin.tricare@internationalsos.com)

#### Pacific (Sydney)

+61-2-9273-2710 (overseas)  
1-877-678-1209 (stateside)  
[syctricare@internationalsos.com](mailto:syctricare@internationalsos.com)

### An Important Note About TRICARE Program Information

At the time of publication, 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 hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

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