

medication renewal, consult renewal, request lab or test results or just ask questions of your care team. Secure Messaging offers you the ability to conduct a free online web visit with your provider. To conduct a web visit, just choose the web visit message option on your home screen. There is no cost for you to use this service.

Secure Messaging also offers you a free and comprehensive electronic personal health record where you can record all your important personal health information that can be viewed by you and your provider and also allows you to print or export your health record to share with others as you deem fit.

## **BENEFICIARY RESOURCES**

TRICARE Services and Support Resources –Visit the “I want to” section on the TRICARE website ([www.tricare.mil](http://www.tricare.mil)) to enroll and purchase a plan, see what’s covered, locate a civilian provider, view a referral, attain authorization, and check on a claim. You can also contact your Regional Contractor for assistance and TRICARE program and benefit information.

### **Customer Service Representative**

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.

### **Beneficiary Counseling and Assistance Coordinator (BCAC)**

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

### **Debt Collection Assistance Officer (DCAO)**

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

### **Primary Care Manager (PCM)**

As a TRICARE Prime beneficiary, you are assigned

a PCM. Your PCM, in conjunction with a Patient Centered Medical Home team, oversees all of your medical care. For PCM changes, first talk with your current PCM or MTF Patient Advocate, and if your healthcare needs can be better met with a new PCM, then simply go online to the TRICARE website, [www.tricare.mil](http://www.tricare.mil), to 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 access standard for an appointment at the MTF is 7 days.

### **Specialty Care – Seen within 28 days**

If you require an appointment for specialty care, (cardiology, orthopedics, podiatry, etc.), the access standard for an appointment at the MTF is 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 access standard is 28 days.



***Strengthening the health of our Nation  
by improving the health of our Army.***



# **ACCESS ARMY MEDICINE**





## TRICARE PLANS

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

**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 view, schedule, or cancel Primary Care and self-referred appointments for yourself or your Family members. You can set email or text message appointment reminders, as well as view, download, or share your Blue Button Personal Health Data. You can order and check the status of pharmacy refills for you or your Family members, and access Secure Messaging Service using TOL, 24 hours a day, 7 days a week. TOL securely links you and your Family to consolidated healthcare services and information for beneficiaries treated at a military hospital or clinic. Visit the TOL website at [www.tricareonline.com](http://www.tricareonline.com).

### 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 Military Treatment

Facility (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 will offer a referral to a TRICARE civilian network provider. The standards also apply to our civilian Prime enrolled beneficiaries with civilian network PCMs.

### Referrals and Authorizations

If you are a TRICARE Prime beneficiary and 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. An authorization is required for network referrals. The Regional Contractor will issue and mail you an authorization letter. When you receive the authorization letter, it is important to contact the TRICARE network provider listed on the letter to schedule your appointment. The contractor is available to deliver provider locator assistance. Certain beneficiaries may have co-pays, depending on their patient category. To check the status of a referral or for questions, contact your Regional Contractor.



Call 1-800-TRICARE (874-2273); Option 1  
24 hours a day, 7 days a week

### NURSE ADVICE LINE

Call 1-800-TRICARE (874-2273), Option 1  
The Nurse Advice Line (NAL) is a toll-free number you can call that puts you in contact with a team of registered nurses (RNs) who can answer your urgent healthcare questions 24/7. The RN will assess your medical condition and give you professional advice to treat your condition at home or give you advice on whether you need an acute appointment. If you are a TRICARE Prime, Plus or Standard beneficiary,

you can talk with the RN over the phone who can:

- Provide advice and triage related to you or your Family's health care concerns.
- Answer your questions about urgent and non-urgent health concerns.
- Help you find a health care provider.
- Schedule next-day appointments at military hospitals and clinic if the nurse determines you need to be seen.
- The patient who is sick must be on the phone or in the case of a child, be available during the call to allow the RN to provide the best assessment.

*If you have a medical emergency, call 911 or go to the nearest emergency room.*

### Do you have a sick child?

- You can talk to an RN with specialized pediatrics training.
  - If necessary, we will call you back after a few hours to check on your child.
- If you still need an appointment, we can help.



**ARMY MEDICINE**  
SECURE MESSAGING SERVICE

### SECURE MESSAGING SERVICE

With the Army Medicine Secure Messaging Service (AMSMS), you can communicate with your medical team using a secure messaging portal. Your MTF Medical Home team and provider are available to communicate with you securely using AMSMS. You must first register for an account and ask to be connected to your MTF Provider. To enroll in secure messaging, you can register in-person at your Army Medical Home Practice or register online at: <https://app.relayhealth.com/Registration.aspx>. If you choose to self-register online, a care team will contact you to confirm your identity before accepting your online application.

Secure messaging offers up to seven message types, such as request an appointment, request a