



TRICARE[®]

Your Military Health Plan

TRICARE Self-Service Options

Updated February 2014



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Today's Agenda

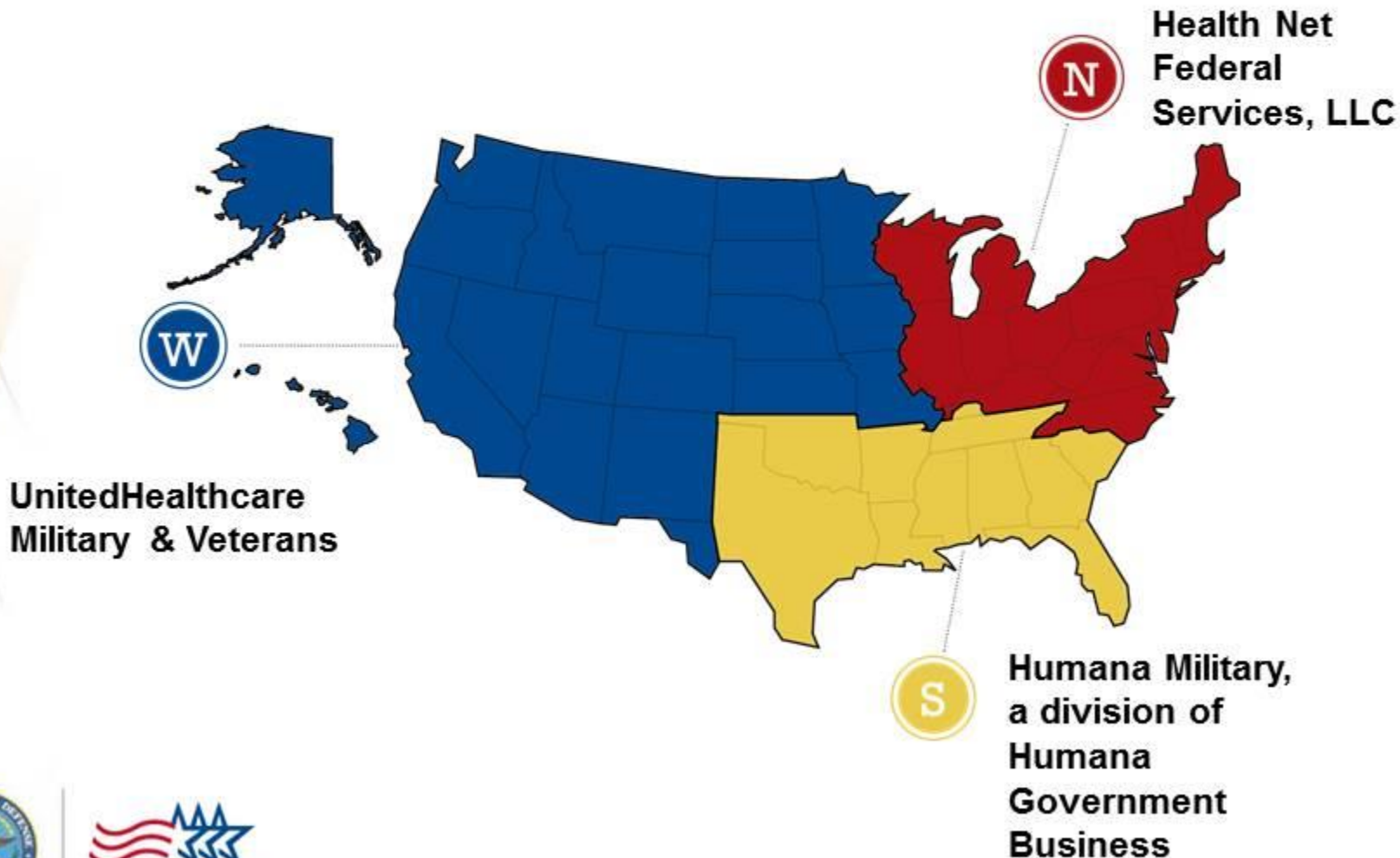
- What Is TRICARE?
- Self-Service Options Online, Including:
 - The “I want to ...” section of **www.tricare.mil**
 - Enrolling in TRICARE benefits
 - Using Beneficiary Web Enrollment
 - Using milConnect
 - Accessing customer service resources



What Is TRICARE?

TRICARE Stateside Regions

TRICARE is available worldwide and managed regionally.



Self-Service Options Online

TRICARE Self-Service—Why Not Single Sign On?

Because TRICARE is a network of Military Health System resources, which includes civilian health care professionals, the logon requirements may differ for each system, such as:

- Regional contractors
- Pharmacy and dental contractors
- Claims
- TRICARE For Life

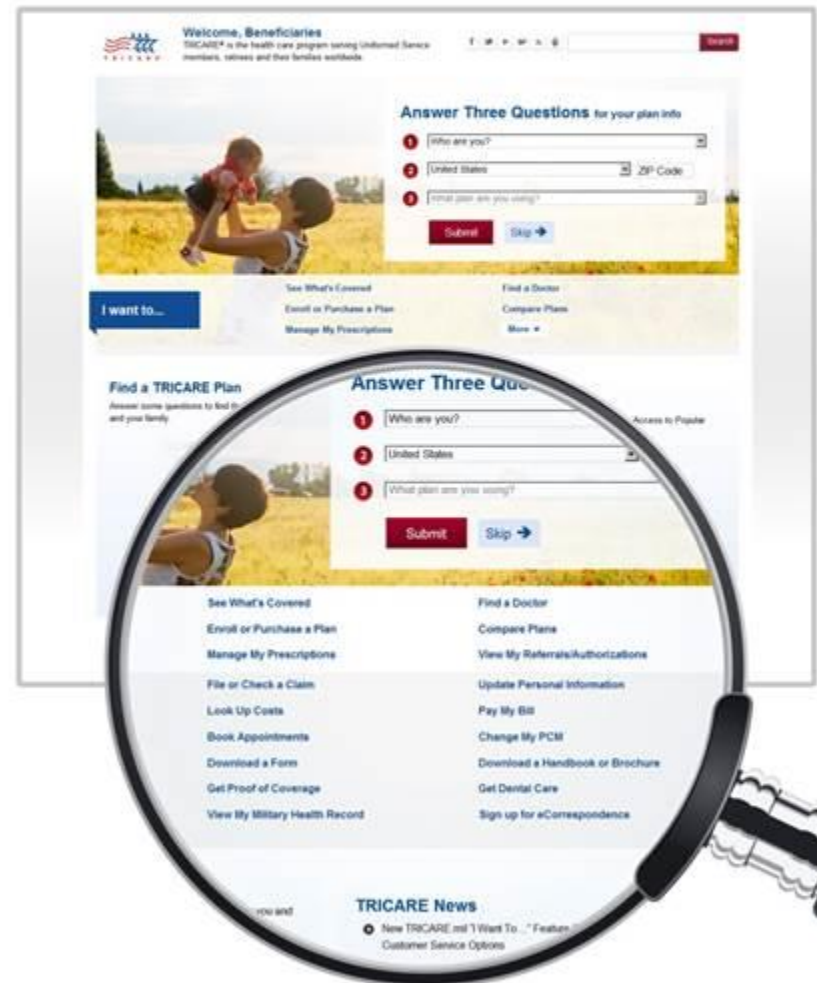


Self-Service Options Online

Using TRICARE's "I want to ..." Section

You can manage your benefits at home or on the go via TRICARE partner secure Web sites. On www.tricare.mil, the "I want to ..." section directs you to links that allow you to:

- Enroll in or purchase a plan
 - File or check a claim
 - View referrals and prior authorizations
 - Find a doctor
 - Update your contact information
- ... and **much more!**



Self-Service Options Online

Using TRICARE's "I want to ..." Section (*continued*)

I want to...

Sign up for eCorrespondence

Find a Doctor

Compare Plans

View My Referrals/Authorizations

Update Personal Information

Pay My Bill

Change My PCM

Download a Handbook or Brochure

Get Dental Care

See What's Covered

Enroll or Purchase a Plan

Manage My Prescriptions

File or Check a Claim

Look Up Costs

Book Appointments

Download a Form

Get Proof of Coverage

View My Military Health Record



Self-Service Options Online

Enrolling or Purchasing a Plan

Enroll or Purchase a Plan

Enroll Online

TRICARE Prime

TRICARE Prime Remote

TRICARE Prime Overseas

TRICARE Prime Remote Overseas

US Family Health Plan


TRICARE Reserve Select

TRICARE Retired Reserve

TRICARE Young Adult

Continued Health Care Benefit Program

Home » Welcome » Enroll or Purchase a Plan

 [Print](#) | [Need Larger Text?](#)

Enroll or Purchase a Plan

You must enroll or purchase the following health plans to participate.

- [TRICARE Prime*](#)
- [TRICARE Prime Remote*](#)
- [TRICARE Prime Overseas*](#)
- [TRICARE Prime Remote Overseas*](#)
- [US Family Health Plan](#)
- [TRICARE Reserve Select](#)
- [TRICARE Retired Reserve](#)
- [TRICARE Young Adult](#)
- [Continued Health Care Benefit Program](#)

**Active duty service members must enroll in TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Overseas or TRICARE Prime Remote Overseas (based on the duty station).*

Enrolling in a Dental Plan

The [TRICARE Dental Program](#) and [TRICARE Retiree Dental Program](#) are voluntary dental insurance plans each requiring enrollment separate from any of the health plan options.

 Related Topics

[Enroll Online](#)



Self-Service Options Online

TRICARE Self-Service Enrollment Online

Enroll or Purchase a Plan

Enroll Online

TRICARE Prime

Prime Service Area ZIP Code Look-Up

TRICARE Prime Drive Times and Distances

Prime Enrollment Fees

When Coverage Begins

Split Enrollment

Disenrolling from TRICARE Prime

TRICARE Prime Remote

Home » Welcome » Enroll or Purchase a Plan » TRICARE Prime

 [Print](#) | [Need Larger Text?](#)

TRICARE Prime

TRICARE Prime is available in [Prime Service Areas](#).

- Enroll all family members on one enrollment form
- Send [enrollment fees](#) (if applicable) with your enrollment form

Step 1: See if You Live in a Prime Service Area

- Check your ZIP code [online](#)
- Call your [regional contractor](#)

If you don't live in a Prime Service Area, visit the [Plan Finder](#) to learn about your options.

Step 2: Choose a Primary Care Manager

The type of provider you select as your primary care manager (PCM) depends on where you live. If you don't list a PCM on your enrollment form, we will select one for you.

Your Contacts

North-Health Net
1-877-TRICARE
(1-877-874-2273)
www.hnfs.com

South-Humana Military
1-800-444-5445
Humana-Military.com

West-UnitedHealthcare
1-877-988-WEST
(1-877-988-9378)
www.uhcmilitarywest.com

[View More Contacts](#)



Self-Service Options Online

TRICARE Self-Service Enrollment Online (*continued*)

Step 3: Enroll Online

- Go to the [Beneficiary Web Enrollment website](#)
- Click on the red "Log On" link at the top of the page
- You must have a [Common Access Card \(CAC\)](#), [DFAS \(MyPay\) Account](#), or a [DoD Self-Service Logon \(DS Logon\)](#) Premium (Level 2) account to log in
- Once you log in, select the "Medical" tab to enroll in TRICARE Prime

You can read the [Beneficiary Web Enrollment Fact Sheet](#) for more information.

Other Enrollment Options

Enrolling online is your best option. But you can also mail your enrollment form to your regional contractor or turn it in to a TRICARE Service Center. You can get your enrollment form:

- [North Region](#)
- [South Region](#)
- [West Region](#)



Self-Service Options Online

Beneficiary Web Enrollment (BWE)

BWE is a secure portal that allows eligible TRICARE beneficiaries in the United States to:

- Enroll in or disenroll from **TRICARE Prime options**
 - Select or change primary care managers
- Enroll in **TRICARE dental options**
- Update contact information in DEERS

The screenshot shows the TRICARE Beneficiary Web Enrollment (BWE) portal. At the top, there is a header with the TRICARE logo and the text "Beneficiary Web Enrollment". A red circle highlights the "Log On" button. Below the header, there is a "Welcome to TRICARE's Beneficiary Web Enrollment" message. The main content area includes "LOG ON INSTRUCTIONS", "AGENCY DISCLOSURE NOTICE", and "PRIVACY ACT STATEMENT". A sidebar on the left contains "BWE Links" such as "Home", "Get Enrollment Forms", and "Related Sites".



Self-Service Options Online

Secure Log On

- To access BWE through secure online self-service, you generally will need one of the following:
 - DS Logon
 - CAC
 - DFAS myPay PIN

[\(?\) Help Center](#) [-AA+](#)


DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)

CAC ?

Common Access Card



DFAS myPay PIN ?

Defense Finance and Accounting
Service

[Forgot DFAS MyPay Login Id?](#)
[Forgot DFAS MyPay Password?](#)

Need a DS LOGON? ?

Have a DS LOGON activation letter? ?

Need to upgrade your DS LOGON? ?



Log-On Options by Beneficiary Category

Service Members*

Retirees

**Eligible family members—
spouses, widow(er)s, children
ages 18 and older**



Common Access Card



**Coast Guard and U.S. Public Health Service members are not paid by the DoD and do not have DFAS myPay PINs.*

Self-Service Options Online

DS Logon

DS Logon: Available to those without a CAC or myPay PIN (*such as family members*) to allow access to secure health care information

- Sponsor can obtain DS Logons for self and family by:
 - Logging on to **https://myaccess.dmdc.osd.mil**
 - Visiting a Veterans Affairs (VA) Regional Office

The screenshot shows the DS Logon website interface. At the top right, there is a "Help Center" link and a user profile icon. The main content area is divided into three columns:

- DS LOGON** (Department of Defense Self-Service): Includes fields for "DS Logon Username" and "DS Logon Password", links for "Forgot DS Logon Username?" and "Forgot DS Logon Password?", and a "Login" button.
- CAC** (Common Access Card): Includes an image of a sample CAC and a "Login" button.
- DFAS myPay PIN** (Defense Finance and Accounting Service): Includes fields for "MyPay Login Id" and "MyPay Password", links for "Forgot DFAS MyPay Login Id?" and "Forgot DFAS MyPay Password?", and a "Login" button.

At the bottom, there is a section for users who need a DS LOGON or have an activation letter. The "Register" button is circled in red.

Need a DS LOGON?	Register	?
Have a DS LOGON activation letter?	Activate	?
Need to upgrade your DS LOGON?	Upgrade	?



Self-Service Options Online DS Logon (continued)

Beneficiary Web Enrollment

[? Help Center](#) [-AA+](#)

DS LOGON Registration

Welcome to the registration wizard.
Here you can create your DS LOGON account,
whether you are a service member, veteran, or family member. [?](#)

Select registration method

- I have a Common Access Card (CAC) with accessible card reader. [?](#)
- I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)
- I have a Defense Finance and Accounting Service (DFAS) myPay account. [?](#)
- I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)



Self-Service Options Online

Many TRICARE-Related Sites Accept DS Logon

- Health Net Federal Services, LLC (Health Net)—North Region
- Humana Military, a division of Humana Government Business (Humana Military)—South Region
- UnitedHealthcare Military & Veterans (UnitedHealthcare)—West Region
- TRICARE For Life
- myTRICARE (claims processor)
- TRICARE Dental Program
- TRICARE Retiree Dental Program
- RAPIDS Self Service
- TRICARE Online
- Defense Manpower Data Center's (DMDC's) Reserve Component Purchased TRICARE Application
- Beneficiary Web Enrollment (BWE)
- milConnect



Self-Service Options Online

Sample Log-On Pages



[? Help Center](#) [-/+](#)

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)



Information and Technology for Better Decision Making

[? Help Center](#) [-/+](#)

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)

Need a DS LOGON?


Register	?
Activate	?
Upgrade	?
Manage	?

Need a DS LOGON?

Have a DS LOGON activation letter?

Need to upgrade your DS LOGON?

Need to manage your logon profile settings?



[? Help Center](#) [-/+](#)

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)

Need a DS LOGON?

Register	?
Activate	?
Upgrade	?
Manage	?



Self-Service Options Online

Your TRICARE Regional Contractor: Health Net

The screenshot shows the Health Net TRICARE website interface. At the top left is the Health Net logo with 'FEDERAL SERVICES' below it. To its right is the TRICARE logo. In the top right corner, there are links for 'My Account', 'En Español', and font size options 'Size A A A'. A search bar is located to the right of the TRICARE logo, with the text 'Welcome Log In or Register' circled in red above it. Below the search bar is a navigation menu with tabs: HOME, ENROLLMENT, AUTHORIZATIONS, CLAIMS, COVERED SERVICES, WELLNESS, and RESOURCES. Below the navigation menu, the breadcrumb 'HNFS.COM > Beneficiary' is visible. The main content area is divided into three columns. The left column has a 'Find a ...' section with a list of links: Doctor or Health Care Provider, New Primary Care Manager (PCM), Military Treatment Facility or TRICARE Service Center, Covered Benefit, Copayment or Cost-Share Amount, and Common Term or Acronym. Below this is an 'I Need to ...' section with links for 'Get Authorization or Referral Status' and 'Check Authorization or ...'. The middle column features a banner for 'TRICARE North for Beneficiaries' with an image of a child being vaccinated and the text 'Time to Get Vaccinated' and 'Protect Your Family from the Flu'. Below the banner is a paragraph: 'Health Net Federal Services' website provides answers to your TRICARE questions. Use the category tabs above and the category boxes on the left and right sides to quickly locate information.' Below this paragraph is a 'News and Updates' section. The right column has a 'Frequently Asked Questions' section with links for 'Who is my primary care manager?', 'What if I need to be seen today?', 'What do I do if I've moved?', 'How do I change the doctor on my referral?', and 'More >>'. Below this is a 'TRICARE Enrollment Options for ...' section with links for 'Active Duty Service Members and Their Families', 'National Guard and Reserve and Their Families', and 'Retirees and Their Families'.



Self-Service Options Online

Your TRICARE Regional Contractor: Humana Military

The screenshot displays the Humana Military website interface. At the top, the Humana Military logo is on the left, and the TRICARE logo is on the right. A navigation bar contains links for Beneficiary, TRICARE Plans, Enrollment, Health & Wellness, Tools & Resources, and Find a Provider. Below the navigation bar is a search bar with the text "Google Custom Search" and a "Go" button. The main content area features a large banner with the headline "Walk-in service no longer provided" and a sub-headline stating that walk-in customer service at TRICARE Service Centers (TSCs) will end on April 1, 2014. A "Learn more" link is provided. To the right of the banner is a blue "Self Service" box with "Log In" and "Register Today" buttons, which is circled in red. Below the banner are four light blue boxes: "Self-Service" (with a dropdown arrow), "Enrollment" (with a dropdown arrow), "TRICARE Plans" (with a dropdown arrow), and "Tools & Resources" (with a dropdown arrow). To the right of these boxes is a "Highlights" section with "Previous" and "Next" navigation, a photo of a woman, and a link to the "Beneficiary Bulletin Summer 2013". Further right is a "Quick Links" section with a list of links: Communication Preferences, Claims, Health & Wellness, TRICARE Forms, MyActiveHealth, Make a Payment, Relocating?, Behavioral Health, and Pharmacy.

Humana Military.

TRICARE

Beneficiary TRICARE Plans Enrollment Health & Wellness Tools & Resources Find a Provider

Home » Beneficiary

Walk-in service no longer provided

As of APRIL 1, 2014 walk-in customer service at TRICARE Service Centers (TSCs) located within the 50 United States will no longer be provided. [Learn more](#)

Self Service

[Log In >](#)

[Register Today >](#)

Self-Service ▾

Get access to: make a payment, change your PCM, verify your eligibility, check referrals, claims and much more.

Enrollment ▾

Payment options, online enrollment, changing your Primary Care Manager (PCM), updating DEERS.

TRICARE Plans ▾


Plan and program information on TRICARE Prime, Extra & Standard, National Guard & Reserve, Warrior Navigation & Assistance Program.

Tools & Resources ▾

TRICARE forms, newsletters, handbooks, brochures, useful links, disaster planning and more.

Highlights

Previous ○○○●○○ Next



Beneficiary Bulletin Summer 2013
The Beneficiary Newsletter will keep you up to date with changes and valuable information about TRICARE. [Learn More >](#)

Quick Links

- Communication Preferences
- Claims
- Health & Wellness
- TRICARE Forms
- MyActiveHealth
- Make a Payment
- Relocating?
- Behavioral Health
- Pharmacy



Self-Service Options Online

Your TRICARE Regional Contractor: UnitedHealthcare

The screenshot displays the UnitedHealthcare TRICARE website interface. At the top left is the UnitedHealthcare logo, and next to it is the TRICARE logo featuring a stylized star and waves. On the top right, there are links for "Contact Us" and "Help", a search input field, and a green "Search" button. Below the header is a navigation bar with the following menu items: Home, Beneficiaries, Providers, Government, Find a Provider, and About. The main content area is divided into three columns. The left column, titled "Overview", contains a "Secure Content" section with links for "My Eligibility", "My Referrals and Prior Authorizations", "My Claims", "My Deductibles", "My Other Health Insurance", "My Profile", and "Make a Payment". Below this is a "Resources" section with links for "2014 TSC Closures", "Affordable Care Act", "Behavioral Health Programs", "Case Management Program", and "Claims". The middle column, also titled "Overview", describes two login options: "DS Logon" (a preferred secure login for those who qualify) and "uhcmilitarywest.com Logon" (for those without a DS Logon). Each option includes a green button and a "Register Now" link. The right column, titled "Getting Started", lists several tasks: "Download the Welcome Packet (871)b", "Update DEERS", "Update your TRICARE Plan Enrollment", "Change Your PCM", and "Enroll in Automatic Recurring Payments". Below this is a "Latest News" section with a "Popular Topics" list including "ABA Pilot Applied Behavior Analysis (ABA) Pilot program...", "October Allotment Credits", "Online Registration Benefits", and "Referral & Authorization Expirations". A large red oval highlights the "DS Logon" and "uhcmilitarywest.com Logon" sections. At the bottom of the page, there is a photograph of a man in a blue patterned shirt holding a young child in a pink outfit, with a beach and ocean in the background.



Self-Service Options Online

TRICARE Self-Service Enrollment Online

Step 3: Enroll Online

- Go to the [Beneficiary Web Enrollment website](#)
- Click on the red "Log On" link at the top of the page
- You must have a [Common Access Card \(CAC\)](#), [DFAS \(MyPay\) Account](#), or a [DoD Self-Service Logon \(DS Logon\) Premium \(Level 2\)](#) account to log in
- Once you log in, select the "Medical" tab to enroll in TRICARE Prime

You can read the [Beneficiary Web Enrollment Fact Sheet](#) for more information.

Other Enrollment Options

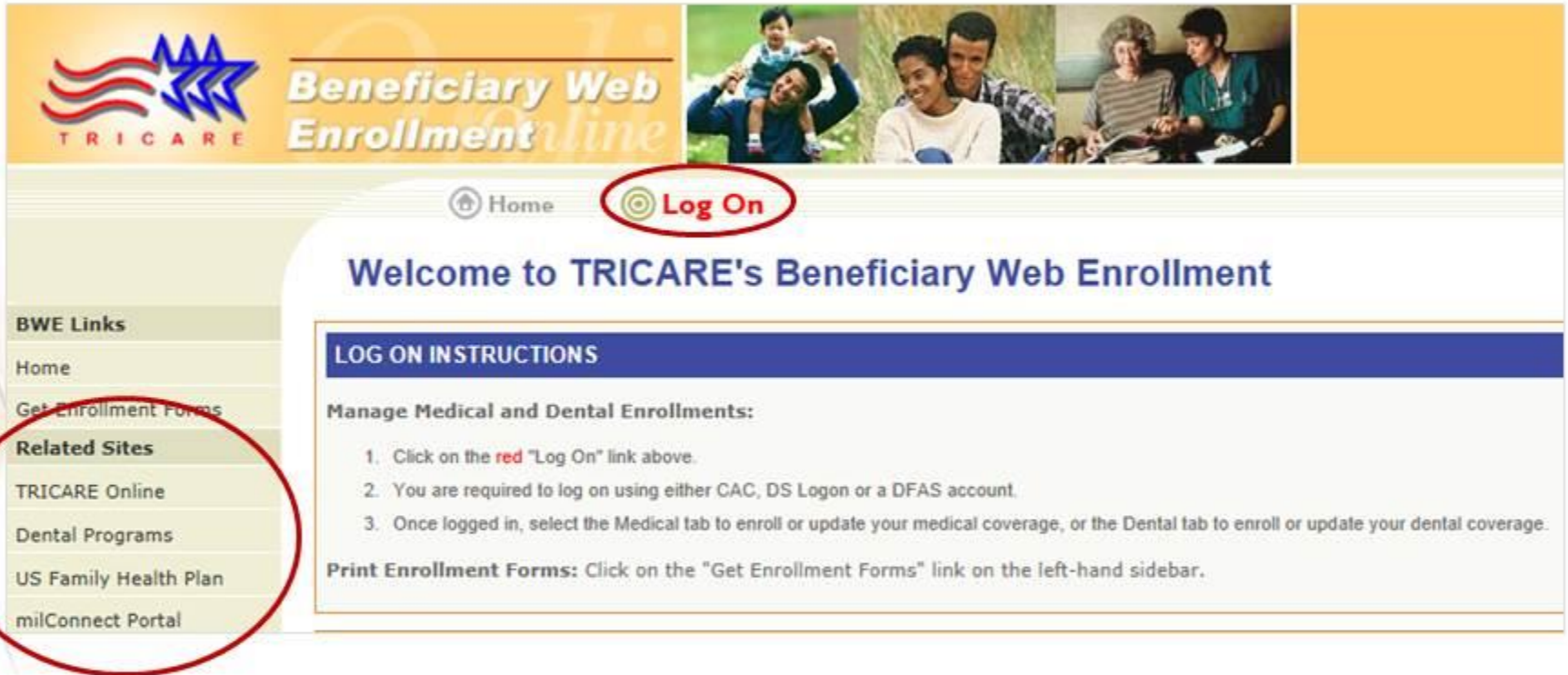
Enrolling online is your best option. But you can also mail your enrollment form to your regional contractor or turn it in to a TRICARE Service Center. You can get your enrollment form:

- [North Region](#)
- [South Region](#)
- [West Region](#)



Self-Service Options Online

Logging On to BWE



The screenshot shows the TRICARE Beneficiary Web Enrollment (BWE) website. At the top left is the TRICARE logo. To its right is the text "Beneficiary Web Enrollment Online". Below this is a navigation bar with "Home" and "Log On" links. The "Log On" link is circled in red. Below the navigation bar is a large heading: "Welcome to TRICARE's Beneficiary Web Enrollment". To the left of the main content is a sidebar with "BWE Links" and "Related Sites". The "Related Sites" section is circled in red and includes links for "TRICARE Online", "Dental Programs", "US Family Health Plan", and "milConnect Portal". The main content area has a blue header for "LOG ON INSTRUCTIONS" and contains two sections: "Manage Medical and Dental Enrollments:" with a three-step list, and "Print Enrollment Forms:" with a single instruction.

TRICARE Beneficiary Web Enrollment Online

Home **Log On**

Welcome to TRICARE's Beneficiary Web Enrollment

LOG ON INSTRUCTIONS

Manage Medical and Dental Enrollments:

1. Click on the red "Log On" link above.
2. You are required to log on using either CAC, DS Logon or a DFAS account.
3. Once logged in, select the Medical tab to enroll or update your medical coverage, or the Dental tab to enroll or update your dental coverage.

Print Enrollment Forms: Click on the "Get Enrollment Forms" link on the left-hand sidebar.

BWE Links

- Home
- Get Enrollment Forms

Related Sites

- TRICARE Online
- Dental Programs
- US Family Health Plan
- milConnect Portal



Self-Service Options Online

milConnect—<http://milconnect.dmdc.mil>

- **milConnect** is a Web application provided by DMDC. Sponsors, spouses, and eligible family members (*age 18 and older*) can access personal information, health care eligibility, personnel records, and other information in a central location.

The screenshot shows the milConnect website homepage. At the top, the logo reads "milConnect Powered by DMDC". Navigation links include "Home", "Q & A", "About Us", "Contact Us", and "Help".

The main content area includes:

- Home**: A brief description of milConnect as a web application for sponsors, spouses, and children.
- Breaking News**: A section for the Patient Protection and Affordable Care Act, explaining minimum essential coverage requirements starting in 2014.
- Pay Information**: Links to request pay information via <http://www.dfas.mil/> or Form 1099.
- UnitedHealthcare Military and Veterans**: Information for those who have recently received a letter from UnitedHealthcare.

Below the text is a grid of service categories:

Life Events that Impact Your Benefits	Military Transitions	Education Benefits	DEERS	ID Cards
<ul style="list-style-type: none">• Medicare• Marriage• Children• Divorce• Death of a Family Member	<ul style="list-style-type: none">• Lam Disenrollment• AD to TAMC (Traditional Assistance)• AD to Guard / Reserve• AD to Retirement• Reserve Retiree Recalled to AD	<ul style="list-style-type: none">• Transfer Your Education Benefits in milConnect• How To Submit a Transfer Request	<ul style="list-style-type: none">• General Information• DEERS and TRICARE	<ul style="list-style-type: none">• General Information• Temporary ID Number (TIN)

On the right side, there are sections for "Sign In" (with a "Sign Up" button circled in red), "Sign Up Now", "Quick Links" (listing Transfer Education Benefits, Update Address, Update GAL, and eCorrespondence), and logos for "Veterans Crisis Line" and "Safe Helpline".

At the bottom, there is a "Contact Us" section listing various military and civilian services, and a footer with "Home | About Us | Contact Us | Help".



Self-Service Options Online

milConnect—Once you log on, you can securely ...

- Update contact information in DEERS
- View current health care enrollments and manage TRICARE enrollments
- Locate the nearest military ID card-issuing facility
- View personnel information
- Obtain proof of insurance if currently in a TRICARE program
- Find answers to frequently asked questions about health care eligibility
- **Also:** Transfer education benefits to eligible family members, view ID cards, view Servicemembers' Group Life Insurance information (*except Marine Corps and Coast Guard*)



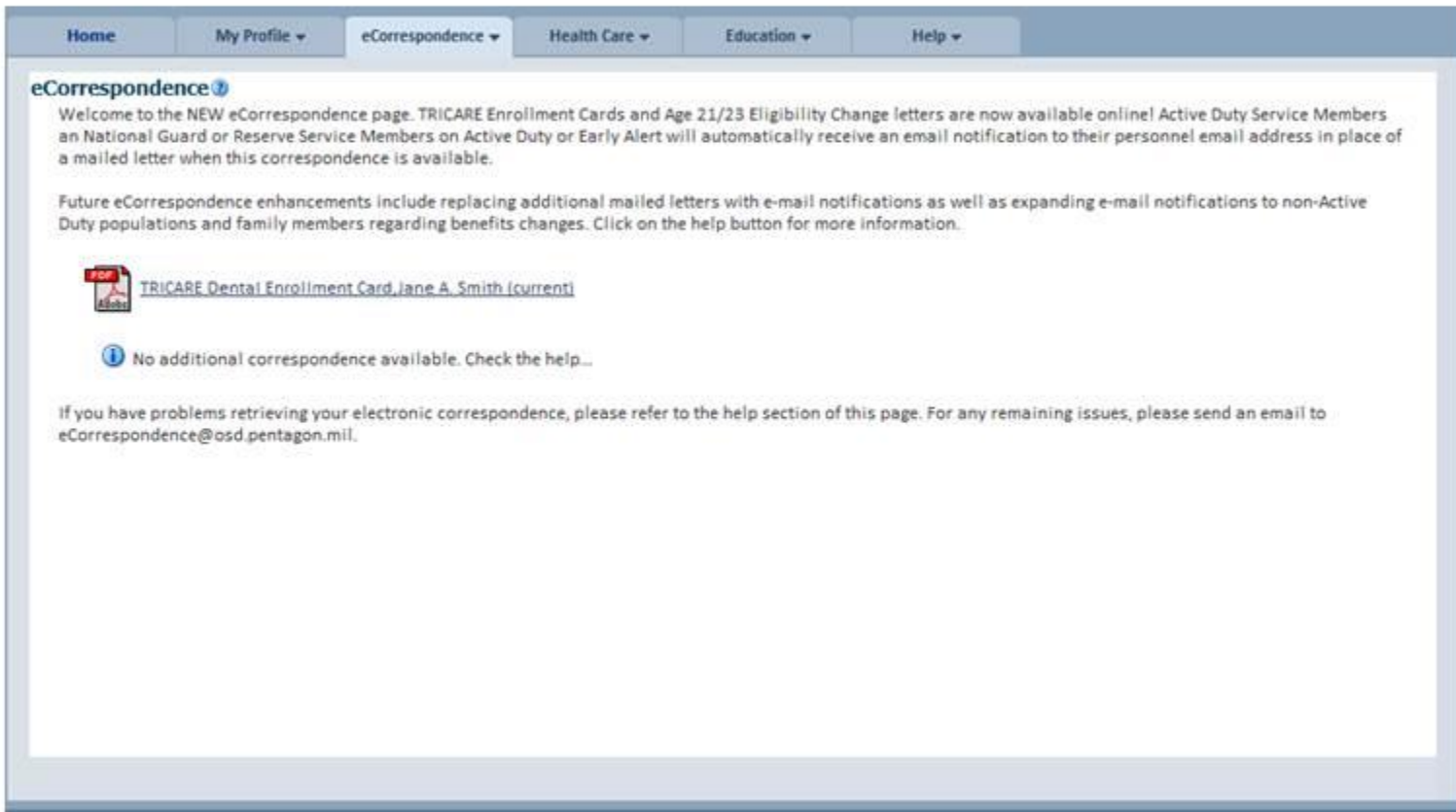
Self-Service Options Online Using milConnect

The screenshot shows the milConnect website interface. At the top left is the milConnect logo with the text "Powered by DMDC". At the top right are links for "Sign Out", "About Us", "Contact Us", "Help", and a user icon. Below the header is a navigation bar with "Home", "My Profile", "eCorrespondence", "Health Care", "Education", "Life Insurance", "ID Cards", and "Help". The "My Profile" menu item is circled in red. Below the navigation bar is the "Update and View My Profile" section. On the left is a "Family Members" table with one entry: "Name Appears Here (Sponsor)". The main content area is titled "Personal Information" and has a "MIL" tab. It lists fields: Name, Display Name for GAL, DoD ID Number, Relationship to Sponsor, Gender, Birth Date, Citizenship, Organ Donor Status, and Enterprise Username (EUN). A large bracket groups the "Relationship to Sponsor" field and the text "Sponsor Information". Below this is an "Addresses" section. On the right is a "Quick Links" sidebar with a list of options: "Transfer Education Benefits", "Update Address", "Update GAL Info", "Add eCorrespondence", "Beneficiary Web Enrollment", "eBenefits (VA Portal)", "Family Subsistence Supplemental Allowance (FSSA)", "Joint Qualification System (JQS)", "Manage DS Logon Account", "RAPIDS Self Service", "RAPIDS Site Locator", "TRICARE Claims", and "TRICARE for Guard and". The "Beneficiary Web Enrollment" and "eBenefits (VA Portal)" items are circled in red. A red arrow points from the "My Profile" menu to the "Beneficiary Web Enrollment" link.



Self-Service Options Online

eCorrespondence




The screenshot shows a web application interface with a navigation bar at the top containing links for Home, My Profile, eCorrespondence, Health Care, Education, and Help. The main content area is titled "eCorrespondence" and includes a welcome message, a list of correspondence items (one PDF document titled "TRICARE Dental Enrollment Card, Jane A. Smith (current)"), and a message indicating no additional correspondence is available. A footer note provides contact information for technical issues.


Home My Profile eCorrespondence Health Care Education Help

eCorrespondence

Welcome to the NEW eCorrespondence page. TRICARE Enrollment Cards and Age 21/23 Eligibility Change letters are now available online! Active Duty Service Members, National Guard or Reserve Service Members on Active Duty or Early Alert will automatically receive an email notification to their personnel email address in place of a mailed letter when this correspondence is available.

Future eCorrespondence enhancements include replacing additional mailed letters with e-mail notifications as well as expanding e-mail notifications to non-Active Duty populations and family members regarding benefits changes. Click on the help button for more information.

 [TRICARE Dental Enrollment Card, Jane A. Smith \(current\)](#)

 No additional correspondence available. Check the help...

If you have problems retrieving your electronic correspondence, please refer to the help section of this page. For any remaining issues, please send an email to eCorrespondence@osd.pentagon.mil.



Self-Service Options Online

TRICARE Self-Service—www.tricare.mil/contactus

Contact Us

- [Call Us](#)
- [Mental Health Crisis Hotlines](#)
- [Login for Secure Services](#)
- [Email Us: Send Us Your Benefit Question](#)
- [TRICARE Service Center Walk-In Service Ending](#)
- [Report Health Care Fraud or Abuse](#)
- [File a Grievance](#)

Home » Contact Us [Print](#) | [Need Larger Text?](#)

Contact Us

Select from one of the following customer service options:

Call Toll-Free	Call toll-free to speak to a customer service representative.
Mental Health Crisis Hotlines	Call or chat online with mental health counselors.
Login or Register	Login or register for secure services on our partner sites.
Fill Out Your Profile	Get immediate benefit information tailored for you.
Check FAQs	Find instant answers to the most frequently asked questions.
Email Us	Send us your questions and we will reply in 30 business days.
Report Fraud or Abuse	Report any suspicious activity regarding your health care.
File a Grievance	File a complaint about the quality of care you received.

Related Websites

- [Find a Beneficiary Counseling and Assistance Coordinator](#)
- [Find a Debt Collection Assistance Officer](#)
- [Find a Military Hospital or Clinic](#)

Related Downloads

- [TRICARE Resources for Service Overview](#)
- [TRICARE Contact Wallet Card](#)



Self-Service Options Online

TRICARE Self-Service—www.tricare.mil/callus

Contact Us

Call Us

[Mental Health Crisis Hotlines](#)

[TRICARE Regional Offices](#)

[TRICARE For Life](#)

[US Family Health Plan](#)

[TRICARE Pharmacy Program](#)

[TRICARE Dental Options](#)

[Continued Health Care Benefit Program](#)

[Defense Enrollment Eligibility Reporting System](#)

[Reserve and Service Member Support Office, Great Lakes](#)

[TOL Secure Web Portal](#)

[Mental Health Crisis Hotlines](#)

[Login for Secure Services](#)

[Email Us: Send Us Your Benefit Question](#)

[Home](#) » [Contact Us](#) » [Call Us](#)

[Print](#) | [Need Larger Text?](#)

Call Us

The North, South and West regional contractors provide customer service for all plans except [TRICARE For Life](#) and the [US Family Health Plan](#). The overseas contractor provides customer service for all overseas plans.

North Region

- Health Net Federal Services, LLC
- www.hnfs.com
- 1-877-TRICARE (1-877-874-2273)

South Region

- Humana Military, a division of Humana Government Business
- Humana-Military.com
- 1-800-444-5445

West Region

- UnitedHealthcare Military & Veterans
- www.uhcmilitarywest.com
- 1-877-988-WEST (1-877-988-9378)

Overseas

- International SOS
- www.tricare-overseas.com
- [Country-Specific Toll-Free Numbers](#)

Related Websites

[Find a Beneficiary Counseling and Assistance Coordinator](#)

[Find a Debt Collection Assistance Officer](#)

[Find a Military Hospital or Clinic](#)

[Veterans' Affairs Toll-Free Numbers](#)

Related Downloads

[TRICARE Resources for Service Overview](#)

[TRICARE Contact Wallet Card](#)



TRICARE Interactive Resources Online

- Sign up for general TRICARE news and benefit alerts at **www.tricare.mil/subscriptions**.
- Use keywords and search frequently asked questions at **www.tricare.mil/FAQs**.
- Download handbooks, fact sheets, and more at **www.tricare.mil/smart**.
- Manage TRICARE benefits through **www.tricare.mil**, the “I want to ...” section—get coverage, find providers, check referrals and prior authorizations, view claims, and more.
- View TRICARE information on your mobile device by typing **www.tricare.mil** into your mobile browser.

