

## **Fort Hood Medical Out-processing Instructions**

**These instructions apply to all Active Duty Service Members and their families during Permanent Change of Station (PCS) and Transition Leave before Retirement or Separation from the military (ETS)**

*Note: Much of what is contained here is also applicable to Active Duty Service members while on Leave or TDY away from Fort Hood.*

### **Active Duty:**

Your ID card is your “insurance card” and validates your eligibility for **emergency** medical care. It does not authorize you to receive routine or urgent care at government expense unless authorized by CRDAMC (Referral Management Office - 254-553-1846).

- If you are moving away from the local area, call 1-254-288-8888 to cancel any remaining CRDAMC appointments you still might have in the system.
  
- **ETS Transition (Terminal) Leave**
  - You are still on Active Duty until midnight of your last active day. You are assigned to your previous unit and are subject to the same PCM pre-authorization rules that applied to you while you were at Fort Hood.
  - Your separation orders will indicate if you are eligible for Transitional Assistance Management Program (TAMP) benefits, which include the ability to use TRICARE as your health plan for a specified amount of time.
    - Check your orders before you leave Fort Hood to see if you are eligible for TAMP
    - Visit [www.TRICARE.mil](http://www.TRICARE.mil) to see what TRICARE programs (Prime or Standard) are in place at your new area or residence.
    - If Prime is available at your new residence, you will need to re-enroll once you arrive there but no sooner than 30 days before your last day on active duty. It will NOT automatically follow you.
  - Army Reservists demobilizing at Fort Hood may be eligible for TRICARE Reserve Select (TRS). Visit [www.TRICARE.mil](http://www.TRICARE.mil) for more information.
  - Please review the TRICARE brochure "[Separating from AD](#)" (click on hyperlink)
  
- **Retirement Transition (Terminal) Leave**
  - You are still on Active Duty until midnight of your last active day. You are assigned to your previous unit and are subject to the same PCM pre-authorization rules that applied to you while you were at Fort Hood.
    - Visit [www.TRICARE.mil](http://www.TRICARE.mil) to see what TRICARE programs (Prime or Standard) are in place at your new area or residence.
    - If Prime is available at your new residence, you will need to re-enroll once you arrive there but no sooner than 30 days before your last day on active duty. It will NOT automatically follow you.
    - Please review TRICARE brochure "[Transitioning from Active Duty to Retirement](#)" (click on hyperlink)

- **PCS leave**

- You are still assigned to your previous unit until you sign in to your next duty station.
- Your Fort Hood PCM must still authorize all urgent care for you while you are traveling from Fort Hood and until your enrollment is changed at your next station.
- Please review TRICARE fact sheet "[Moving made Easy](#)" (click on hyperlink)
- When you in-process at your next duty station, ensure that your TRICARE enrollment is transferred from Fort Hood to the new station
  - Your ability to receive non-emergent care may be delayed if a Fort Hood PCM is still listed for you in DEERS.
- If you are admitted to a civilian facility, contact as soon as possible:
  - The nearest DoD military treatment facility (MTF) (Army, Navy, Air Force)
  - Your previous unit (even if on transition leave, you are still on Active Duty)
  - Carl R. Darnall Army Medical Center (CRDAMC) (888-833-2607 / 254-553-1846).
  - If there is no MTF nearby, have the hospital call HUMANA at 1-800-444-5445 for medical care instructions.

## **Family Members & Retirees:**

- Your ID card is your "insurance card" and validates eligibility for **emergency** medical care. It does not authorize you to receive routine or urgent care at government expense unless authorized by CRDAMC (or your new PCM at your next duty station).
- To enroll in TRICARE Prime, call 1-800-444-5445 or visit [www.TRICARE.mil](http://www.TRICARE.mil) for instructions. Newborns must be registered in DEERS and TRICARE within 60 days of birth.
- If you are traveling out of the local Fort Hood area and need urgent care, call HUMANA Military at 1-800-444-5445 for medical care authorization. A military ID card validates eligibility for emergency care. Emergency care in a hospital that does not result in an admission does not require pre-authorization. You must have an authorization from CRDAMC for urgent care which is not received in an emergency room. ***Routine (elective) care will not be authorized while traveling away from Fort Hood.***
- If you are moving away from the local area, call [1-254-288-8888](tel:1-254-288-8888) to cancel any remaining CRDAMC appointments you still might have in the system for any family members.

## **Additional Information for all:**

- [TRICARE Customer Service](#) information (click on hyperlink)
- [TRICARE Publications](#) (brochures, fact sheets, forms) (click on hyperlink)
- Medical claims must be submitted to TRICARE South Region, Claims Department, P.O. Box 7031, Camden, SC 29020-7031.
- If your emergent or urgent care visit generated a prescription, it can be filled at an MTF pharmacy or any TRICARE network pharmacy. If you need assistance locating a network pharmacy, call Express Scripts at 1-877-363-1303.

TRICARE Website: [www.TRICARE.mil](http://www.TRICARE.mil)

TRICARE on Line: [www.tricareonline.com](http://www.tricareonline.com)

Humana-Military website: [www.humana-military.com](http://www.humana-military.com)

CRDAMC web site: <http://www.crdamc.amedd.army.mil>

## ***IMPORTANT NUMBERS WHILE AWAY FROM FORT HOOD:***

Appointment for all PCMs & Cancellations .....	254-288-8888
Appointments for all PCMs when traveling or calling from out of area.....	800-305-6421
Bennett Health Clinic .....	254-618-8040
Beneficiary Services Branch.....	254-288-8155
Copperas Cove Medical Home .....	254-553-5801
DEERS Information .....	800-538-9552
Emergency Room, CRDAMC.....	254-288-8114
Exceptional Family Member Program (EFMP).....	254-288-8099
Family Medicine Residency Clinic.....	254-288-8280/81
Harker Heights Medical Home.....	254-553-5901
Humana Military (TRICARE Contractor).....	800-444-5445
Internal Medicine Clinic.....	254-288-8090
Killeen Medical Home.....	254-553-6001/02
Military One Source.....	800-342-9647
Monroe Health Clinic.....	254-618-8782
Nurse Advice Line.....	254-553-3695
Pediatric Clinic .....	254-286-7700
Pharmacy .....	254-288-8100
Pharmacy, Refill (within area code 254).....	254-288-8911
Pharmacy, Refill (out of area code 254) .....	800-351-3636
Referral Management Office (CRDAMC).....	254-553-1846
Thomas Moore Health Clinic (BLUE).....	254-285-6229/30
Thomas Moore Health Clinic (GREEN) .....	254-285-6271/72
Thomas Moore Health Clinic (RED).....	254-285-6227/28
Thomas Moore Health Clinic (YELLOW).....	254-285-6269/70
Troop Medical Clinic #12.....	254-285-6803/254-286-7311
Troop Medical Clinic #14.....	254-287-5307
Collier Health Clinic (West Fort Hood).....	254-553-3146/47/48/49
Women's Health Clinic/OB-Gyn.....	254-288-8109