



TRICARE ONLINE FAQs

Q1. What is the purpose of TRICARE Online and why should I use it?

A1. TOL is a web-based system that allows TRICARE beneficiaries to make medical appointments on-line, anytime, 24/7. It also provides a variety of other helpful medical information and services. Using it will increase your and your family's access to care.

Q2. I don't have an internet capable computer at home, how do I use TOL?

A2. Once you've registered for TOL and request the DS Logon and have your password, you can access TOL from any internet capable computer whether at work, a friend's house or a public library.

Q3. Does this mean I won't be able to call and make appointments anymore?

A3. You may still call the appointment line (526-2273) but you must do so during their business hours.

Q4. I'm having trouble using TOL, who do I call for assistance?

A4. Call the TOL Help Desk at 1-800-600-9332 and for the DS Logon (DMDC) Help Desk at 1-800-477-8227.

Q5. What appointments may I schedule online?

A5. Primary Care appointments with your Primary Care Manager or PCM team may be scheduled online. Well Woman and Annual Eye Exams, may also be scheduled online.

Q6. What are the advantages of scheduling appointments online versus calling the appointment line?

A6. There are several advantages to scheduling online:

1. You may go online at any time which is convenient for you, 24 hours a day, 7 days a week.
2. You may see ALL available appointments online and select the one which best fits your schedule.
3. You have the first opportunity to schedule those same day appointments before the telephone line even opens up for business.
4. You will not be put on hold.
5. **Appointment Center** – Schedule, view, set reminders, and cancel primary care and select self-referral specialty appointments at MTF for you and your family.
 - **Blue Button** – Access personal health data; View, download and or print your laboratory results, outpatient medication profile, allergy profile, problem list, and encounters.
 - **Prescription (Rx) Refill** – Request Rx refills for MTF pick up, check status of Rx, or link to the TRICARE Mail Order Pharmacy to schedule home delivery.
 - **Profile** - Manage your account to include appointment notification and appointment reminder settings. View and change the MTF location for yourself and your family members. The list of family members is managed by DEERS.
 - **Resources** - Access TOL educational brochures with step-by-step instructions on how to use the capabilities within TOL, TRICARE.mil resources with benefits information, DoD and VA health services, and other general health and wellness resources.
 - **Service Separation** - Access medical information and services designed for Service members separating from active duty or the reserves. Information includes how to file a pre-separation claim, schedule your Separation History and Physical Examination (SHPE), and more.
 - **Secure Messaging** - Access Secure Messaging to communicate securely with your health care team.
 - **Nurse Advice Line** - Call the Nurse Advice Line at 1-800-TRICARE (Option 1) and speak to a registered nurse day or night

6. Update your User Profile

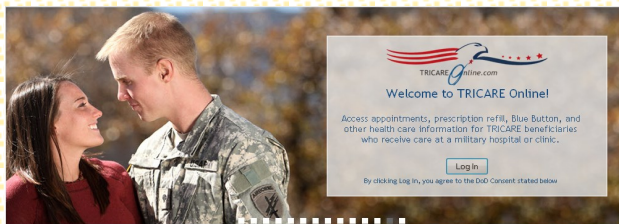
- * Transfer your account to another MTF
- * Change your Password
- * Update your personal information



How do I access TOL health care information and services?

TOL's user friendly interface allows you to access available health care information and services on one page.

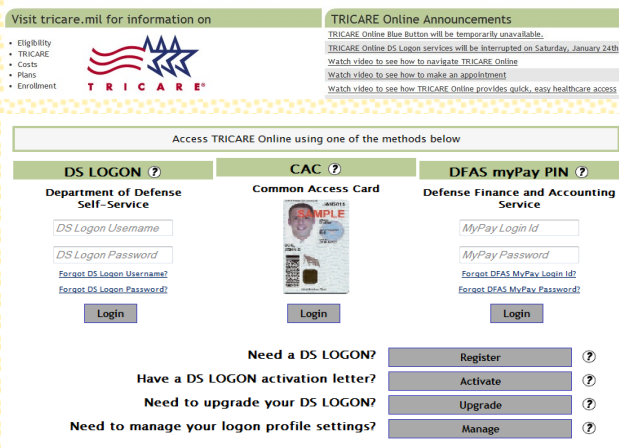
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Go to the TOL home page located at www.tricareonline.com

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Login to TOL using your Premium DS Logon, DoD CAC, or DFAS myPay Account

3

Select the TOL feature you wish to explore:

Appointment Center – Schedule, view, set reminders, and cancel primary care and select self-referral specialty appointments at MTF for you and your family.

Blue Button – Access personal health data; View, download and or print your laboratory results, outpatient medication profile, allergy profile, problem list, and encounters.

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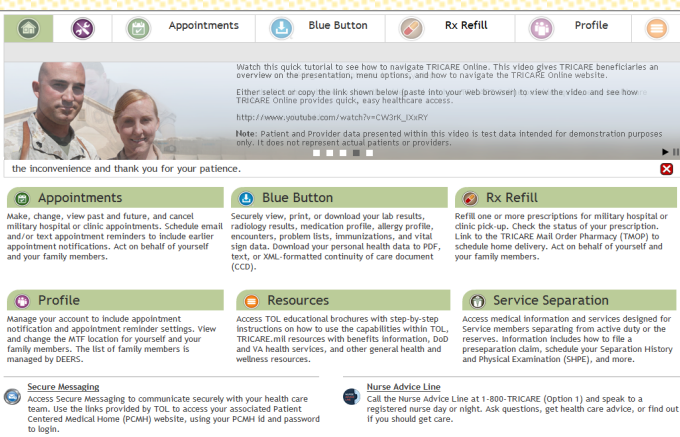
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TOL Customer Service
Available 365/24/7
1-(800)600-9332
www.tricareonline.com

DS Logon Customer Service
Available 365/24/7
1-(800)538-9552
<https://myaccess.dmdc.osd.mil/dsaccess>