



NURSE ADVICE LINE

Nurses Provide Assistance by Telephone

Nurse Advice Line provides TRICARE® beneficiaries with health care advice or same-day appointments for urgent health problems

Call the Nurse Advice Line:

- **Toll-free phone number:**
1-800-TRICARE
(1-800-874-2273), option 1
- **Hours:** 24 hours a day,
7 days a week
- **Areas served:** Continental
United States, Alaska,
and Hawaii



The Nurse Advice Line, available at no cost to beneficiaries, helps callers make informed decisions about self-care at home or when to see a health care provider. The Nurse Advice Line is available 24 hours a day, 7 days a week. Nurse Advice Line registered nurses ask a series of questions about a caller's specific health concern and advise the caller on when and how to seek care for an urgent problem or give instruction on self-care at home.

If you need additional services such as prescription authorizations or refills, pharmacy locator services, referrals for other services, revisions to Defense Enrollment Eligibility Reporting System (DEERS) information, benefits and claims assistance, or ancillary services (e.g., labs, radiology), please contact your primary care manager (PCM) or health benefits advisor at your military hospital or clinic.

With the Nurse Advice Line, most TRICARE beneficiaries can access a team of registered nurses by telephone for advice about immediate health care needs.

NURSE ADVICE LINE ELIGIBILITY

The Nurse Advice Line supports nearly all TRICARE beneficiaries in the United States, including Alaska and Hawaii. TRICARE beneficiaries who are eligible to use the Nurse Advice Line include those using TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Standard and TRICARE Extra, TRICARE Reserve Select (TRS), TRICARE Retired Reserve (TRR), TRICARE Young Adult (TYA), and TRICARE For Life (TFL).

Beneficiaries enrolled in the US Family Health Plan cannot use the Nurse Advice Line. TRICARE Overseas Program (TOP) beneficiaries traveling in the United States can call the Nurse Advice Line for health care advice, but if they ultimately seek care from a provider, they will need to call their TOP Regional Call Center to coordinate care. Please see the table below.

TRICARE Health Plan	Nurse Advice Line Eligibility	Excluded
TRICARE Prime	✓	
TRICARE Prime Remote	✓	
TRICARE Overseas Program (TOP) Prime	✓ ¹	
TOP Prime Remote	✓ ¹	
TRICARE Standard and TRICARE Extra	✓	
TOP Standard	✓ ¹	
TRICARE For Life	✓ ¹	
TRICARE Reserve Select	✓ ¹	
TRICARE Retired Reserve	✓ ¹	
TRICARE Young Adult	✓ ¹	
US Family Health Plan		✓

1. These beneficiaries are only eligible if they are traveling or physically residing in the United States.

NURSE ADVICE LINE QUICK FACTS

- **Eligibility:** TRICARE beneficiaries using TRICARE Prime, TPR, TRICARE Standard and TRICARE Extra, TRS, TRR, TYA, and TFL can call the Nurse Advice Line. The Nurse Advice Line verifies a caller's eligibility in DEERS. You can check your status in DEERS at <http://milconnect.dmdc.osd.mil>.
- **Pediatric issues:** If your child is ill, the Nurse Advice Line routes your call to a nurse who has special pediatric training. For quality and safety purposes, **you will be asked to have your child present** for the call so the nurse can perform an accurate assessment. If you want a follow-up call, the Nurse Advice Line calls you back to check on your child.
- **TRICARE Prime beneficiaries who receive care at military hospitals or clinics:** The Nurse Advice Line provides health advice and, if you need a same-day appointment for an urgent problem, makes an appointment for you directly with your PCM, a primary care provider on your PCM team, or a

primary care provider in your PCM's clinic. If Nurse Advice Line registered nurses cannot schedule an appointment and your military hospital or clinic does not have an urgent care clinic, they help you find convenient high-quality urgent care, notify your PCM team to submit a referral, and let your PCM team know what was advised.

- **TRICARE Prime beneficiaries who receive care from civilian PCMs, and beneficiaries of TPR and TYA Prime:** The Nurse Advice Line provides health care advice and, if you need a same-day appointment for an urgent problem, helps you find convenient high-quality urgent care and directions for obtaining a referral or prior authorization, if necessary.
- **TRICARE Standard and TRICARE Extra, TRS, TRR, TYA Standard, and TFL:** The Nurse Advice Line provides health care advice and, if you need a same-day appointment for an urgent problem, helps you find convenient high-quality urgent care.

FREQUENTLY ASKED QUESTIONS

Should I call the Nurse Advice Line if I think I have a medical emergency?

No. If you believe you have a medical emergency, always call 911 or go to the nearest emergency room.

Should I call the Nurse Advice Line if I am unsure if my child or I need immediate care?

Yes, unless you perceive the problem to be life-threatening. The Nurse Advice Line helps you make informed decisions on when and how to seek care for an urgent problem or provides advice on self-care at home.

How can I reach the Nurse Advice Line?

Call the Nurse Advice Line toll-free number 24 hours a day, 7 days a week at **1-800-TRICARE (1-800-874-2273)** and select option 1.

Will I reach a live person when I call the Nurse Advice Line?

A person will always answer and stay with you on the call until you get the advice or access to the health care you need.

What kinds of questions will the nurse ask me?

Nurse Advice Line registered nurses ask questions about your specific health concern using scripts from evidence-based nursing practice to best assist you in making informed decisions on when and how to seek care for an urgent problem or to provide self-care at home.

Does the Nurse Advice Line have nurses trained to discuss pediatric issues?

Yes. If you call the Nurse Advice Line about your child, your call is forwarded to a nurse with pediatric experience. For quality and safety purposes, **you will be asked to have your child present for the call** so the nurse can perform an accurate assessment. If you are advised to provide self-care at home, the Nurse Advice Line registered nurses will offer to call you back within an hour to check on your child.

What if I disagree with the advice provided by the nurse?

If you feel you need to be seen sooner than the Nurse Advice Line recommends, you may seek care at a military hospital or clinic (emergency department, urgent care clinic, or primary care clinic) or a TRICARE-authorized network urgent care provider. You will need to contact your PCM for appropriate authorization.

Does the Nurse Advice Line have nurses trained to discuss mental health issues?

Yes. Nurse Advice Line registered nurses have experience in answering questions and providing advice on how and when to seek help for mental health concerns.

I always call my military hospital or clinic directly during duty hours if I have a problem. Can I still call my own PCM?

You can always call your PCM or military hospital or clinic; the Nurse Advice Line is just another way to provide you access to health care and advice.

I have a routine question or concern I want to discuss with my PCM. How do I do that?

The Nurse Advice Line is for your **sudden onset or new health concerns or questions**. If you are a military hospital or clinic enrollee and have a question or concern about a non-urgent health issue, contact your military hospital or clinic directly. Other beneficiaries with non-urgent questions or concerns should contact their regular health care providers.

What if I need prior authorization for urgent care?

If you are a TRICARE Prime beneficiary enrolled at a military hospital or clinic and the Nurse Advice Line advises you to seek urgent care, the Nurse Advice Line notifies your PCM team that you need an urgent care referral and prior authorization. If you are a TRICARE Prime beneficiary with a civilian PCM and the Nurse Advice Line advises you to seek urgent care, the Nurse Advice Line will ask you to contact your PCM to get a referral and prior authorization for urgent care.

I am enrolled at a military hospital or clinic. Can I cancel an appointment by calling the Nurse Advice Line?

Yes. The Nurse Advice Line can cancel appointments at your military hospital or clinic. You can also cancel appointments at www.tricareonline.com or by calling your local appointment line.

I am enrolled at a military hospital or clinic and have some health issues. How will my PCM know I called the Nurse Advice Line and what the Nurse Advice Line advised me to do?

The Nurse Advice Line team notifies your PCM team within 24 hours that you called the Nurse Advice Line and what you were advised to do.

FREQUENTLY ASKED QUESTIONS (CONTINUED)

I am stationed overseas. Can I call the Nurse Advice Line if I travel to the continental United States?

Yes. You can call the Nurse Advice Line if you reside overseas and are traveling in the United States. The nurses provide advice and help with decision-making regarding your care. However, should you require medical treatment, you will need to contact your TOP Regional Call Center for prior authorization.

I have TRICARE Prime and receive care from a civilian PCM. Can I call the Nurse Advice Line?

Yes. Nearly all TRICARE beneficiaries can call the Nurse Advice Line. The Nurse Advice Line answers your questions, provides health care advice, and helps you find quality health care with a network provider as well as directions for obtaining referrals or prior authorizations, if necessary. Visit www.tricare.mil/prime for more information.

I have TRICARE For Life. Can I call the Nurse Advice Line?

Yes. Nearly all TRICARE beneficiaries can call the Nurse Advice Line. TFL is Medicare-wraparound coverage for TRICARE beneficiaries who have Medicare Part A and Medicare Part B. The Nurse Advice Line answers questions, provides health care advice, and helps you find quality health care. Because Medicare is your primary payer, please follow guidance from your primary health plan. More information about TFL is available at www.tricare.mil/tfl.

I have TRICARE Standard and TRICARE Extra. Can I call the Nurse Advice Line?

Yes. Nearly all TRICARE beneficiaries can call the Nurse Advice Line. The Nurse Advice Line answers questions, provides health care advice, and helps you find quality health care. Because you have TRICARE Standard and TRICARE Extra, you do not need prior authorization for urgent care. Visit www.tricare.mil/standard for more information.

How will the Nurse Advice Line know I am a TRICARE beneficiary?

The Nurse Advice Line verifies your eligibility in DEERS. If you are unsure about your DEERS registration, please visit <http://milconnect.dmdc.osd.mil>.

How can I learn more about all available TRICARE health plans?

More information about TRICARE health plans is available at www.tricare.mil/planfinder.

How can I verify and update my DEERS information?

Visit <http://milconnect.dmdc.osd.mil> to verify your DEERS information. You can also visit your nearest uniformed services identification (ID) card-issuing facility. Sponsors or registered family members age 18 or older can make address changes; however, only a sponsor can add a family member to DEERS. Proper documentation is required, such as a marriage certificate, divorce decree, and/or birth certificate.

To update your DEERS information:

- Visit your local uniformed services personnel office or contact the Defense Manpower Data Center Support Office at **1-800-538-9552**. You can find the nearest uniformed services personnel office at: www.dmdc.mil/rsl.
- Fax address changes to DEERS at **1-831-655-8317**.
- Mail the address change to:
 - Defense Manpower Data Center Support Office
 - ATTN: COA
 - 400 Gigling Road
 - Seaside, CA 93955-6771
- Visit milConnect at <http://milconnect.dmdc.osd.mil>.

**TALK DIRECTLY
TO A REGISTERED
NURSE 24/7**

1-800-TRICARE
8 7 4 - 2 2 7 3
OPTION 1

NURSE ADVICE LINE SERVICES BY BENEFICIARY TYPE

Nurse Advice Line Service	TRICARE Prime Beneficiaries Enrolled at a Military Hospital or Clinic	TRICARE Prime Beneficiaries Who Receive Care from a Civilian Primary Care Manager	U.S. Coast Guard Enrolled at a Military Hospital or Clinic	TRICARE Standard and All Others
Nursing telehealth (e.g., advice, triage)	✓	✓	✓	✓
Optional follow-up call on pediatric patients who use recommended self-care	✓	✓	✓	✓
Appointment cancellations	✓			
Military hospital or clinic appointments for urgent care needs if recommended by nurse	✓			
Hand-off to military hospital or clinic patient-centered medical home if no appointments available in electronic system	✓			
Hand-off to military hospital or clinic if patient needs urgent care appointment			✓	
Pre-authorized referrals if urgent care is advised	✓			
If urgent care authorization required, refer to guidance on regional contractor Web site		✓		
If urgent care advised, direct patient to follow TRICARE plan guidance		✓		✓
Locator assistance using regional contractors' public directories	✓	✓	✓	✓ ¹
Follow-up report to military hospital or clinic or PCM	✓			

1. Beneficiaries should contact their PCMs and follow their guidance. TRICARE will cover, assist, and/or pay only if it is the primary PCM.

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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