TRICARE Problem Resolution Process: To resolve administrative problems in TRICARE

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
1	Seek medical attention	Sponsor or Eligible Dependent attempts to seek medical attention from a physician, hospital, etc.				
2	Check medical care eligibility (DEERS)	Healthcare Provider checks to see if Sponsor or Eligible Dependent is covered by TRICARE via Defense Online Enrollment System Defense Enrollment Eligibility Reporting System (DEERS) interface. Each region has its own DEERS interface system.			DEERS	Proof of insurance (TRICARE coverage) is not required in emergency situations or by some Healthcare Providers.
3	Eligible for TRICARE?	Healthcare Provider determines if Sponsor or Eligible Dependent is covered by TRICARE.	TRICARE Website			
4	Provide care	If Sponsor or Eligible Dependent is covered by TRICARE, Healthcare Provider treats Sponsor as needed.	TRICARE Website			
5	Receive care	Sponsor or Eligible Dependent is treated by Healthcare Provider.				
6	Inform Soldier of ineligibility	Healthcare Provider notifies Sponsor or Eligible Dependent that he/she is not currently covered by TRICARE.	TRICARE Website			
7	Request problem resolution	Sponsor or Eligible Dependent contacts TRICARE for non-coverage resolution by phone.	TRICARE Website			TRICARE Regions: North - Health Net Federal Services - 1(877) TRICARE

West - TriWest Healthcare Alliance - 1(888) TRIWEST

South - Humana Military Healthcare Services - 1(800) 444-5445 |

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No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
8	Receive request	TRICARE receives notification about non-coverage issue from Sponsor or Eligible Dependent via telephone.				
9	Research problem resolution	TRICARE researches the issue.				
10	Resolve problem?	TRICARE attempts to resolve eligibility problem.				Most issues that TRICARE is able to fix can be resolved using Defense Enrollment Eligibility Reporting System (DEERS).
11	Resolve problem (DEERS)	TRICARE resolves the issue in Defense Enrollment Eligibility Reporting System (DEERS).			DEERS	
12	Send notification	TRICARE notifies Sponsor or Eligible Dependent via email or phone of error resolution.				
13	Receive notification of error resolution	Sponsor or Eligible Dependent receives notification of problem resolution via phone or email. Sponsor or Eligible Dependent is now eligible to receive healthcare services under TRICARE.	TRICARE Website			
14	Inform Sponsor to contact DMDC	If unable to fix, TRICARE informs Sponsor or Eligible Dependent during phone call that he/she must contact Defense Manpower Data Center (DMDC) in order to resolve the issue.	DMDC Website TRICARE Website			
15	Request problem resolution	Sponsor or Eligible Dependent contacts Defense Manpower Data Center (DMDC) as prescribed by TRICARE for non-coverage resolution via phone or email.	DMDC Website			
16	Receive request	Defense Manpower Data Center (DMDC) receives notification about non-coverage issue from Sponsor or Eligible Dependent via telephone or email.	DMDC Website			

No.	Activity/Decision Point Name	Description	Regulations and Supporting Resources	Documents and Forms	Systems	Notes
17	Research problem resolution (DEERS)	Defense Manpower Data Center (DMDC) researches the issue in Defense Enrollment Eligibility Reporting System (DEERS).	DMDC Website		DEERS	
18	Resolve problem?	Defense Manpower Data Center (DMDC) attempts to resolve eligibility problem.	DMDC Website			
19	Reroute error resolution	If Defense Manpower Data Center (DMDC) cannot resolve the problem, the issue is rerouted to HRP Personnel Actions Branch.				
20	Receive request	HRP Personnel Actions Branch receives error resolution request from Defense Manpower Data Center (DMDC) via email or phone.				
21	Research problem resolution (DEERS)	HRP Personnel Actions Branch researches the issue in Defense Enrollment Eligibility Reporting System (DEERS).			DEERS	
22	Resolve problem (DEERS)	HRP Personnel Actions Branch resolves the issue in Defense Enrollment Eligibility Reporting System (DEERS).			DEERS	
23	Send notification	HRP Personnel Actions Branch sends notification to Sponsor or Eligible Dependent via email or phone that the error is resolved. Sponsor or Eligible Dependent is now eligible to receive healthcare services under TRICARE.	TRICARE Website			
24	Resolve problem (DEERS)	Defense Manpower Data Center (DMDC) resolves the issue in Defense Enrollment Eligibility Reporting System (DEERS).	DMDC Website		DEERS	
25	Send notification	Defense Manpower Data Center (DMDC) sends notification to Sponsor or Eligible Dependent via email or phone that error is resolved. Sponsor or Eligible Dependent is now eligible to receive healthcare services under TRICARE.	DMDC Website

TRICARE Website | | | |