



TRICARE® Beneficiary Web Enrollment Web Site

A secure portal that allows TRICARE beneficiaries to update information and manage enrollments in TRICARE Prime® options, the TRICARE Young Adult program, and TRICARE dental options

The Beneficiary Web Enrollment (BWE) Web site, available at www.dmdc.osd.mil/appj/bwe, is a secure portal that allows eligible TRICARE beneficiaries to update their contact information in the Defense Enrollment Eligibility Reporting System (DEERS). In the United States, BWE can also be used to enroll in or disenroll from TRICARE Prime options and select or change primary care managers (PCMs). Additionally, eligible beneficiaries may use BWE to enroll in TRICARE Young Adult (TYA), the TRICARE Dental Program (TDP), and the TRICARE Retiree Dental Program (TRDP).

ELIGIBILITY

If you are enrolled in TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members, the US Family Health Plan (USFHP), TYA, TDP, or TRDP, you can manage your TRICARE enrollment through BWE. Other TRICARE beneficiaries may use BWE to update contact information in DEERS or enroll in a TRICARE Prime program option, TYA, TDP, or TRDP, if eligible.

BENEFICIARY WEB ENROLLMENT FEATURES

BWE allows you to:

- Enroll or disenroll eligible beneficiaries
- Transfer enrollment to a new location
- Select or change a PCM (includes the ability to select or change a PCM for all eligible family members at the same time)
- View enrollment information and check enrollment status
- Request a new enrollment card
- Add information to your DEERS record about other health insurance
- Update contact information and supply your e-mail address in DEERS

Non-TRICARE Prime and non-TYA beneficiaries may not enroll in medical programs through BWE. TRICARE Reserve Select and TRICARE Retired Reserve beneficiaries must submit a *Reserve Component Health Coverage Request* form (DD Form 2896-1) to their regional contractor. Continued Health Care Benefit Program enrollees must submit a *Continued Health Care Benefit Program (CHCBP) Application* (DD Form 2837) to Humana Military.

ACCESSING BENEFICIARY WEB ENROLLMENT

Visit www.dmdc.osd.mil/appj/bwe and use a valid Common Access Card (CAC), a Defense Finance and Accounting Service (DFAS) myPay PIN, or a Department of Defense Self-Service Logon (DS Logon) to access BWE.

Common Access Card

Visit www.cac.mil or call the Defense Manpower Data Center Support Office at **1-800-477-8227** to learn how to get a CAC, reset your CAC PIN, or to locate a CAC-issuing facility.

DFAS myPay PIN

Visit <https://mypay.dfas.mil> to get a new DFAS myPay PIN. Call **1-888-DFAS411 (1-888-332-7411)** for assistance.

DS Logon

If you are a dependent family member, your sponsor may request a DS Logon for you by using his or her CAC, or you may visit a Veterans Affairs Regional Office to complete the required in-person proofing process. Non-CAC holders who need a new uniformed services identification (ID) card can visit an ID card-issuing facility and request a DS Logon at the same time. You also have the option of completing a remote-proofing process to obtain a DS Logon using your computer. Visit <https://myaccess.dmdc.osd.mil> for more information or to get started.

ADDITIONAL OPTIONS FOR TRICARE PRIME BENEFICIARIES

Enrolling and Changing Your PCM

In addition to using BWE, you can also enroll in TRICARE Prime or change your PCM by calling your regional contractor or submitting a *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876) to your regional contractor.

REMINDERS FOR TRICARE PRIME BENEFICIARIES WHEN USING BWE

- The BWE Web site does not factor in drive time, so if you choose a PCM who is more than a 30-minute drive from your home, you are waiving TRICARE's access-to-care standards.
- Beneficiaries in areas that do not have PCMs available cannot enroll online (except USFHP beneficiaries).
- Print and keep a copy of your enrollment or PCM change request confirmation until you receive your enrollment card or confirmation of your PCM assignment.
- If you must seek nonemergency care before receiving your enrollment card, contact your regional contractor to verify your program's effective date and PCM assignment.
- Enrollment rules in certain areas may affect your PCM choice. Your regional contractor or military hospital or clinic may revise your selection when you enroll or anytime after your initial PCM assignment.
- Enrollment and PCM change approvals may take up to six calendar days and are held in pending status until approved. You have up to 48 hours to cancel your request through BWE if the transaction is in pending status.
- For new non-active duty service member enrollments, if TRICARE receives your TRICARE Prime enrollment request and correct fee payment (if applicable) online by the 20th of the month, coverage begins on the first day of the next month. For example, if TRICARE receives an enrollment request by April 20, coverage begins May 1. If the enrollment request is received April 21 or later, coverage begins June 1. For ADSMs, TRICARE Prime (including TPR) coverage begins the day your enrollment request is received.

Moving Made Easy with TRICARE Prime

If you are a stateside TRICARE Prime beneficiary moving or planning to move, you have the option to transfer your TRICARE Prime enrollment over the phone. If you are an ADSM or active duty family member moving to a new location, the easiest way to transfer your enrollment is to call your current regional contractor. Your current regional contractor will send your information to your new regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location.

You can also call your new regional contractor after you move to transfer your enrollment, use BWE to transfer your enrollment, or complete *DD Form 2876* and submit to your new regional contractor. If you are a non-active duty TRICARE Prime enrollee, and TRICARE Prime is available in your new location, call your new regional contractor upon arrival at the new location for your enrollment transfer.

LOOKING FOR More Information?

GO TO www.tricare.mil/contactus

N

TRICARE North Region

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

S

TRICARE South Region

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

W

TRICARE West Region

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

Beneficiary Web Enrollment

www.dmdc.osd.mil/appj/bwe

milConnect Web Site

<http://milconnect.dmdc.mil>

Defense Finance Accounting Service myPay PIN

1-888-DFAS411 (1-888-332-7411)
<https://mypay.dfas.mil>

TRICARE Reserve Select

www.tricare.mil/trs

TRICARE Retired Reserve

www.tricare.mil/tr

TRICARE Dental Program

MetLife
1-855-MET-TDP1 (1-855-638-8371) (Stateside)
1-855-MET-TDP2 (1-855-638-8372) (Overseas)
1-855-MET-TDP3 (1-855-638-8373) (TDD/TTY)
www.metlife.com/tricare

TRICARE Retiree Dental Program

Delta Dental of California
1-888-838-8737
www.trdp.org

TRICARE Young Adult

www.tricare.mil/tya

US Family Health Plan

1-800-74-USFHP (1-800-748-7347)
www.usfhp.com

Continued Health Care Benefit Program

Humana Military
1-800-444-5445
www.tricare.mil/chcbp

Defense Manpower Data Center Support Office—Technical Assistance

1-800-477-8227
www.dmdc.osd.mil

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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