



Dear TRICARE Beneficiary:

Welcome to the new TRICARE North Region! TRICARE is a health care program for active duty and retired members of the uniformed services, their families, survivors, and other eligible beneficiaries. The Department of Defense (DoD) has made a number of changes to the TRICARE program with emphasis on maintaining high-quality care and increasing the level of customer service for our beneficiaries using TRICARE Prime, TRICARE Prime Remote, TRICARE Extra, or TRICARE Standard. In order to better serve our beneficiaries worldwide, the DoD has realigned the TRICARE Regions and partnered with regional contractors to assist in the management of your TRICARE benefits.

This brochure highlights specific information about recent changes to the TRICARE program, and introduces you to your new regional contractor, Health Net Federal Services, Inc. (Health Net). **This information does not require any action on your part. The fact is, other than the contractor who manages the program, your health care benefits, enrollment fees, copayments, and other out-of-pocket expenses will remain the same.** We just want to make sure you have the information you need to use your TRICARE health care benefit effectively and efficiently.

TRICARE Standard, TRICARE Prime, TRICARE Prime Remote, and other beneficiaries can receive TRICARE information by:

- Calling 1-877-TRICARE (1-877-874-2273)
- Visiting our Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)
- Visiting a TRICARE Service Center (TSC)

Health Net has been a contractor with the TRICARE program for over 15 years, primarily on the West Coast and in the South. Now moving into the North Region, Health Net has been working closely with the TRICARE Regional Office (TRO) North and the current regional contractor in your area to ensure that we provide you with a smooth transition, high level of satisfaction, and quality health care.

While disruptions can occur when any program undergoes a management change, one of our primary goals at the TRO and Health Net is to keep disruptions during our transition period to a minimum. In an effort to preserve the continuity of health care services you now receive, we are working hard to keep many of the current TRICARE civilian network primary care managers (PCMs), specialty physicians, hospitals, and other providers in your area. Additionally, we are encouraging new providers to join our TRICARE network whenever possible.

The Health Net Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com) provides TRICARE program information, including many features and customer service tools that can further assist you in using your TRICARE benefit. As we continue our transition as the new North Region contractor, our Web site will provide you with all of the information you need, when you need it.

We speak for all of the TRICARE Regional Office North staff and Health Net associates when we say how honored we are to be part of the TRICARE program. We are committed to supporting those who support our Nation by providing you with the information and assistance to use your health plan successfully.

A handwritten signature in black ink that reads "Nancy R. Adams".

Ms. Nancy R. Adams  
Acting Regional Director  
TRICARE Regional Office North

A handwritten signature in black ink that reads "James E. Woys".

James E. Woys  
President  
Health Net Federal Services, Inc.

# TRICARE—Your Premier Health Care Plan

Military medicine has always aimed to provide the highest quality health care possible. This goal is met by providing you with your health care benefit through one of the premier health plans in the world ... **TRICARE**.

Health care coverage is one of your most important benefits, and learning how TRICARE works is the first step to becoming an informed beneficiary. If you are already familiar with TRICARE, it is important that you know the TRICARE benefits and your copayments *have not changed*. If you are a new TRICARE beneficiary or someone who is not familiar with the TRICARE program, this information and the *TRICARE Beneficiary Handbook* will assist you in understanding the program.

Health Net is the new regional contractor for your area. Health Net is focused on providing you with access to quality doctors, hospitals, and other health care providers while delivering outstanding customer service support.



There are now three TRICARE regions in the United States. You are located in the North Region consisting of the following states:

- Virginia, West Virginia, North Carolina, Kentucky, Ohio, Indiana, Illinois, Michigan, Wisconsin, and portions of Iowa (Rock Island Arsenal area), Missouri (St. Louis area), and Tennessee (Ft. Campbell area)—Health Net management of health care services starts July 1, 2004
- Maine, New Hampshire, Vermont, New York, Pennsylvania, New Jersey, Connecticut, Rhode Island, Massachusetts, Delaware, Maryland, and the District of Columbia—Health Net management of health care services starts September 1, 2004



## Military Treatment Facilities— The Cornerstone of the TRICARE Program

Military treatment facilities (MTFs) are the cornerstone of the TRICARE program and are dedicated to providing you with quality health care services. Health Net is committed to supporting the military readiness mission by promoting the use of the MTF. In support of this goal, Health Net will contact the MTF first to see if services are available for TRICARE beneficiaries who are seeking referrals. If you currently use an MTF, MTF representatives will now schedule your appointments for services offered within the MTF. MTF locations and appointment numbers may be found by visiting our Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com) (through “Contact Us–MTF Locator” on the left hand column of the Web site). If services are not available at the MTF, referral to a civilian network provider will be coordinated through Health Net.



## Keeping Your Current Primary Care Manager

If you are currently enrolled in TRICARE Prime, TRICARE Prime Remote, or TRICARE Prime Remote for Active Duty Family Members, you can continue receiving services from your selected military or civilian primary care manager (PCM). There is no need to choose another PCM, or to complete an enrollment form or other paperwork unless you want to change your PCM. Health Net will assist you in locating and changing to a new PCM, if needed. As long as your PCM continues to participate in the TRICARE program, as most will do, you do not need to choose another doctor. For beneficiaries

using TRICARE Standard or TRICARE Extra, you can continue seeing your current TRICARE provider as long as they continue to participate in the program.

*Remember: There is no need for you to take action at this time. You will be contacted if there is a change in your PCM status in the program.*



## Information At Your Fingertips— [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

Beneficiaries can do most of their TRICARE business without leaving home by accessing the Health Net Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com). This Web site offers a number of interactive features and customer service tools, including:

- Educational materials
- Program benefits
- Frequently asked questions
- Customer service contact information
- TRICARE physician/provider directory
- TSC and MTF locations, hours, and driving directions
- Secure e-mail
- Healthy living information and resources
- Briefing schedule
- TRICARE Prime enrollment payments and forms
- Links to other valuable Web sites

Be sure to visit the Health Net and TRICARE ([www.tricare.osd.mil](http://www.tricare.osd.mil)) Web sites on a frequent basis for program updates and other educational information about your health care plan.

*Make sure that you keep DEERS information up to date for you and your family by calling 1-800-538-9552 or through the Web site at [www.tricare.osd.mil/DEERSAddress](http://www.tricare.osd.mil/DEERSAddress).*

## Help Is Just A Telephone Call Away— 1-877-TRICARE

By dialing 1-877-TRICARE (1-877-874-2273), Health Net offers you two customer service options to assist you with any of your TRICARE needs:

- Automated self-service option—The automated self-service option is available 24 hours a day, seven (7) days a week, offering many easy-to-access services.
- Speak with a TRICARE customer service representative—You can speak directly with a TRICARE customer service representative through the toll-free telephone number from 8 a.m. to 7 p.m. Eastern time and 7 a.m. to 6 p.m. Central time. In addition, a representative will be available to assist you in locating a TRICARE network provider 24 hours a day, seven (7) days a week through the toll-free number.

### Your TRICARE Service Centers

TRICARE Service Centers (TSCs) are located throughout the TRICARE North Region and are staffed with customer service representatives to assist you. If you cannot visit a TSC, the “Online TRICARE Service Center” on the Health Net Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com) allows you to conveniently access all services offered at a TSC. There is a TSC locator available through the Health Net Web site that provides specific driving directions from your location to the TSC.

### Finding A TRICARE Network Provider Near You

The Health Net Provider Directory is available through the Health Net Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com). This comprehensive directory of civilian network providers and MTF sites is updated weekly and allows you to find a provider’s name, specialty, address, telephone number, gender, and whether the provider is accepting new TRICARE patients.

If you do not have Internet/Web access, you can call our toll-free customer service line at 1-877-TRICARE (1-877-874-2273) or visit a TSC for assistance in locating a provider.

### TRICARE Program Options

Most beneficiaries can choose from several different TRICARE health care options. Be sure to review the *TRICARE Beneficiary Handbook* to learn about each program option, including TRICARE Standard, TRICARE Prime, and TRICARE Prime Remote, and determine which plan works best for you. The advantages of choosing TRICARE Prime are lower cost and less paperwork for you. Active duty service members (ADSMs) who are not already enrolled in TRICARE Prime are required to complete an enrollment application. To obtain enrollment information and an enrollment form, you can access the Health Net Web site at [www.healthnetfederalservices.com](http://www.healthnetfederalservices.com), visit a TSC or call 1-877-TRICARE (1-877-874-2273) for assistance.



### A Unified TRICARE Team

Health Net, MTFs, beneficiary counseling and assistance coordinators (BCACs) located at MTFs, and all other TRICARE health care system representatives are here to help you with your health care benefit. We are all committed to delivering the world’s finest health care to the world’s finest military and making your access to the TRICARE health care program as easy as possible!

