



**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE
HEALTH AFFAIRS**

7700 ARLINGTON BOULEVARD, SUITE 5101
FALLS CHURCH, VA 22042-5101

TRICARE
MANAGEMENT
ACTIVITY

February 15, 2013

Dear TRICARE Beneficiary:

The Department of Defense has made some changes to the TRICARE program that will become effective on April 1, 2013. In light of these changes, we want to ensure you have the necessary information to use the TRICARE health care benefit. Starting April 1, 2013, the TRICARE benefit will be administered by UnitedHealthcare Military & Veterans (UnitedHealthcare), the new regional contractor for the West Region.

This packet contains important information about your TRICARE coverage including some program enhancements offered by UnitedHealthcare. You can access additional TRICARE information by visiting the UnitedHealthcare Web site at www.uhcmilitarywest.com or the TRICARE Web site at www.tricare.mil. You can also contact UnitedHealthcare customer service at 1-877-988-WEST (1-877-988-9378).

The UnitedHealthcare Web site is your best option for finding the most up-to-date information and important customer service phone numbers. To view the TRICARE beneficiary handbook online, visit www.uhcmilitarywest.com and select the handbook that corresponds with your health care plan (e.g., TRICARE Prime, TRICARE Standard). You can contact UnitedHealthcare customer service to request a printed copy of the handbook.

The TRICARE Regional Office – West is working closely with UnitedHealthcare to ensure the continued delivery of quality health care and customer satisfaction. We are committed to supporting our country's military families and look forward to providing the information and assistance you need to use your TRICARE health care benefit.

Handwritten signature of Kathryn E. McGuire in cursive.

Kathryn E. McGuire
Acting Regional Director
TRICARE Regional Office – West

Handwritten signature of Lori C. McDougal in cursive.

Lori C. McDougal
Chief Executive Officer
UnitedHealthcare Military & Veterans



YOUR NEW TRICARE® REGIONAL CONTRACTOR FOR THE WEST REGION: UnitedHealthcare Military & Veterans

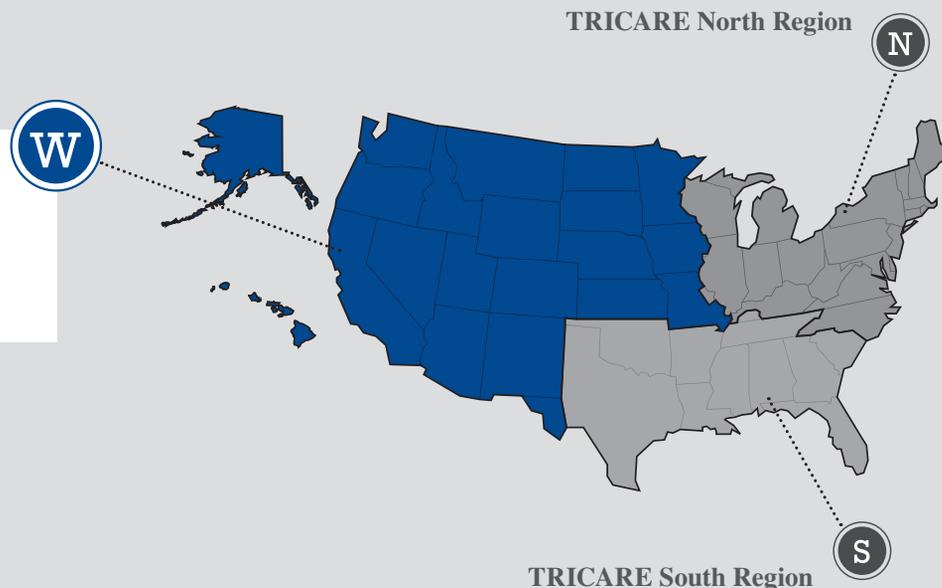
Your TRICARE health care coverage is one of your most important benefits. As TRICARE's West Region contractor, UnitedHealthcare Military & Veterans (UnitedHealthcare) is focused on providing high-quality health care, providers, facilities, and customer service.

The West Region includes Alaska, Arizona, California, Colorado, Hawaii, Idaho, Iowa (excluding the Rock Island Arsenal area), Kansas, Minnesota, Missouri (excluding the St. Louis area), Montana, Nebraska, Nevada, New Mexico, North Dakota, Oregon, South Dakota, Texas (the southwestern corner, including El Paso), Utah, Washington, and Wyoming.

Beginning April 1, 2013, UnitedHealthcare will administer the TRICARE benefit in the West Region. As a result of this change, there are some things you should know including steps you must take to continue your TRICARE fee payments and new information on how to access health care. Plus, UnitedHealthcare offers benefit enhancements described in more detail in this brochure.

TRICARE West Region

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



This brochure is **not** all-inclusive. For additional information, please contact UnitedHealthcare Military & Veterans or your local military treatment facility.

Take Action To Continue the Convenience of Automatic TRICARE Payments

If you currently pay your monthly TRICARE fees or premiums using automatic payments, you must provide authorization to UnitedHealthcare to continue to make these payments via electronic funds transfer (EFT) from your bank account or recurring debit/credit card payments. Download the *Automatic Payment Authorization* form at www.uhcmilitarywest.com and send the completed form to:

TRICARE West Region
Enrollment Department
P.O. Box 105492
Atlanta, GA 30348-5492

Submit your *Automatic Payment Authorization* form by March 11, 2013, to ensure uninterrupted coverage of your TRICARE benefits.

Claims Information

For more information about your new or existing claims, visit www.uhcmilitarywest.com.

Referrals and Authorizations and Obstetric Care

TriWest Healthcare Alliance (TriWest) will continue to accept requests from your provider for referrals and authorizations through March 31, 2013. UnitedHealthcare and TriWest have agreed that all obstetrics (OB) referrals and authorizations that are issued through March 31, 2013, will be processed for the full term of the pregnancy and postpartum care (*312 days*) to ensure that all related pregnancy care needs are met. Pregnant women can continue to see their current TRICARE-authorized physicians without resubmission of authorizations. Beginning April 1, 2013, UnitedHealthcare will process all OB referrals and authorizations to ensure pregnant women have access to care and continue to receive quality care in the West Region.

For all other referrals and authorizations, UnitedHealthcare will be in contact with you to communicate about any referrals and authorizations that will extend beyond March 31, 2013. You will also receive communication from UnitedHealthcare if you need a new referral or authorization. Communications will be sent out in March 2013.

Transitioning To New Case Managers

UnitedHealthcare and TriWest will ensure that beneficiaries currently assigned to case managers, behavioral health specialists, health coaches, or other clinical staff will continue to receive services from an assigned clinician without disruption. Beneficiaries in these and other programs will continue to receive case management and disease management services from TriWest through March 31, 2013. Beginning April 1, 2013, a UnitedHealthcare case manager will work with beneficiaries to address care coordination, provide coaching/counseling, and assist with obtaining services.

Military Treatment Facilities and TRICARE Network Providers

As a TRICARE beneficiary, you might choose to seek care through a military treatment facility (MTF) or by using UnitedHealthcare's network of providers. MTFs and civilian network providers are most familiar with TRICARE program operations and covered benefits, and network providers will also handle your health care claims for you. The provider locator tool that can help you find a civilian network provider will be available on the UnitedHealthcare Web site at www.uhcmilitarywest.com on April 1, 2013. Prior to April 1, 2013, a list of network primary care managers (PCMs) will be available on the UnitedHealthcare Web site. UnitedHealthcare will continue to add PCMs to this list until April 1, 2013, and beyond. If you need help finding a provider before that date, contact UnitedHealthcare customer service at **1-877-988-WEST (1-877-988-9378)**.

TRICARE West Region Transition: Important Dates

March 11, 2013

Auto Payment Form Due

If you currently pay your monthly TRICARE fees or premiums using automatic payments, submit your *Automatic Payment Authorization* form to UnitedHealthcare by March 11, 2013, to ensure uninterrupted coverage.

April 1, 2013

New Contractor in Place

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

If you do not seek care from MTFs or network providers, non-network TRICARE-authorized providers are available, but you might have to pay up front for care and file your own claims for reimbursement. Instructions on how to file a claim can be found at www.uhcmilitarywest.com. Referrals to non-network providers are also required for TRICARE Prime and TRICARE Prime Remote beneficiaries, unless you choose to use the point-of-service option at a higher out-of-pocket cost. Active duty service members need referrals for all civilian nonemergency care.

TRICARE Standard beneficiaries may take advantage of the TRICARE Extra option and save money by seeing TRICARE network providers. With TRICARE Standard, you choose TRICARE-authorized non-network hospitals and providers and pay higher cost-shares. With TRICARE Extra, you choose TRICARE network hospitals and providers and pay discounted

cost-shares. Expenses for care received under either TRICARE Standard or TRICARE Extra count toward the deductible and catastrophic cap.

If you know a provider who is not yet TRICARE-authorized but is interested in treating TRICARE beneficiaries, let him or her know that it is not necessary to become a network provider by signing a contract with your regional contractor. Most providers with a valid professional license (*issued by a state or a qualified accreditation organization*) can become TRICARE-authorized, and TRICARE will pay them for covered services. To invite your provider to become TRICARE-authorized, you can visit www.tricare.mil/findaprovider and click “Invite a Provider to Join TRICARE” to download a flyer to give to your doctor. The flyer explains the benefits of being TRICARE-authorized and includes information about the authorization process.

UnitedHealthcare Offers Benefit Enhancements

UnitedHealthcare will provide new offerings under your TRICARE benefit to improve your access to quality providers with greater availability of appointments. These enhancements include:

Convenience Care Clinics

These clinics are based out of large national retail stores and pharmacies. UnitedHealthcare has contracted with the clinics to provide a convenient, low-cost alternative for beneficiaries (*18 months or older*) to access a specific, limited range of basic health services such as care for sprains, seasonal allergies, sore throats, sinus infections, urinary tract infections, and pink eye. No appointments are necessary; however, if you are a TRICARE Prime beneficiary, a prior authorization from your PCM or the regional contractor is required to avoid additional costs.

Urgent Care Centers

These centers will enhance access and appointment availability and help reduce the high costs of emergency room services. No appointments are necessary; however, if you are a TRICARE Prime beneficiary, a prior authorization from your PCM or the regional contractor is required to avoid additional costs.

UnitedHealth Premium® Program Network

The UnitedHealth Premium Program network provides TRICARE beneficiaries access to the highest quality providers. Not only does the network offer a great choice of providers, but it also recognizes network specialty and primary care physicians who meet national standards for quality and performance. The UnitedHealth Premium Program network promotes patient safety and quality of care through innovative clinical outreach programs for providers who demonstrate consistent use of best-practice standards. By providing more factors to evaluate our network providers, the UnitedHealth Premium Program

network gives you the tools to make more informed decisions about where to receive health care services.

Centers of Excellence

Centers of Excellence (COE) networks identify and qualify programs specializing in bariatric, cancer, neonatal, congenital heart, and transplant services, and one outpatient program in kidney services. The COEs are evaluated and monitored through UnitedHealthcare’s Clinical Sciences Institute, based on adherence to the highest level of national quality standards. The Clinical Sciences Institute selects network programs that demonstrate safe and successful support of complex, specialized procedures. COE access is available under all relevant TRICARE requirements (*e.g., access-to-care standards, referral requirements*).

Telemedicine

UnitedHealthcare strives to identify opportunities to provide greater choice for beneficiaries in rural areas by supporting existing TRICARE telemental and telehealth network capabilities and by broadening the scope of options available. For example, UnitedHealth Group’s rural telemedicine initiatives connect network specialists to remote locations. The actual health care sites will connect patients to remote specialists who can give virtual medical exams using high-resolution video and network-enabled medical devices (*e.g., stethoscopes, blood pressure monitors*). UnitedHealthcare will also seek to identify and use effective local or national resources to support a network of telemental health care sites for beneficiaries, and networks of off-site providers who can evaluate, treat, and refer them as necessary via video.



Keep Your DEERS Information Up To Date!

It is essential that you keep information in the Defense Enrollment Eligibility Reporting System (DEERS) up to date for you and your family. DEERS is a computerized database of uniformed service members (*active duty and retired*) worldwide, their family members, and others who are eligible for military benefits including TRICARE. Proper and current DEERS registration is key to receiving timely, effective TRICARE benefits including doctors' appointments, prescriptions, payment of health care expenses, authorization letters, and explanations of benefits. See the chart below for options to update your DEERS information.

In Person¹ (add a family member or update contact information)	<ul style="list-style-type: none"> • Visit a local identification card-issuing facility. • Find a facility near you at www.dmdc.osd.mil/rsl. • Call to verify location and business hours.
Phone²	<ul style="list-style-type: none"> • 1-800-538-9552 • 1-866-363-2883 (TDD/TTY)
Fax²	<ul style="list-style-type: none"> • 1-831-655-8317
Mail²	<ul style="list-style-type: none"> • Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771
Online²	<ul style="list-style-type: none"> • milConnect Web site: http://milconnect.dmdc.mil

1. Only sponsors (or those appointed power of attorney) can add a family member. Family members age 18 and older may update their own contact information.

2. Use these methods to change contact information only.

Use milConnect To Access Important Information about Your TRICARE Benefit

Eligible TRICARE beneficiaries can use the milConnect portal at <http://milconnect.dmdc.mil> to update and view DEERS information and to access contact information, health and dental enrollments, personnel information, electronic correspondence, Servicemembers' Group Life Insurance, and other benefits including transferring education benefits.

You can log on to milConnect's secure site by using a Common Access Card, Defense Finance and Accounting Services user name and password, or a Department of Defense Self-Service (DS) Logon. For more information about how to access milConnect, visit www.dmdc.osd.mil/identitymanagement.

UnitedHealthcare's Web Site and Self-Service Options

UnitedHealthcare will officially start administering your TRICARE health care benefit April 1, 2013. In the meantime, information about your TRICARE coverage, including up-to-date phone numbers for customer service, will be available on the UnitedHealthcare Web site at www.uhcmilitarywest.com.

Beginning April 1, 2013, you will be able to easily and securely manage your TRICARE benefit by reviewing claims status, accessing information on referrals and authorizations, and confirming premium payments. You will also have access to Web-based tools and information including health facts, wellness articles, and a tool for comparing doctors in your area.

Obtain secure access to www.uhcmilitarywest.com using your DS Logon. Visit www.dmdc.osd.mil/identitymanagement for more information. Beneficiaries who do not qualify for a DS Logon will be able to create a secure account directly at www.uhcmilitarywest.com.

An Important Note About TRICARE Program Information

At the time of printing, 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 treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

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