

## For More Information

Sign up to receive TOL News and Events Emails

<https://public.govdelivery.com/accounts/USMHS DHSS/subscriber/new>

TOL Customer Service  
Available 24/7/365  
1 (800) 600 9332

OCONUS Telephone  
Numbers located at 'Contact Us'



### How do I change my military hospital or clinic in TOL?

You can change your military hospital or clinic by clicking on 'Change MTF' under 'Profile' in the top navigation bar of the TOL home page. See step-by-step directions on the back page of this brochure.

### Why would I change my military hospital or clinic?

You must update your military hospital or clinic every time you relocate. TOL Appointments uses your military hospital or clinic information to search for available appointments. Your military hospital or clinic location and primary care manager (PCM) location must match. Please review the location of your military hospital or clinic. Confirm it is the same as the location of the military hospital or clinic where you currently receive care from your PCM.

Please note changing your MTF in TOL does not transfer your TRICARE enrollment in the Defense Enrollment Eligibility Reporting System (DEERS). Please access the Beneficiary Web Enrollment website, located in the TOL Resource Center, to complete the DEERS enrollment transfer process.

### How do I know what military hospital or clinic I am assigned in TOL?

Look in the 'Welcome' banner at the top of your TOL home page and note the name of your military hospital or clinic following the 'Your military health care facility is' text. This military hospital or clinic needs to match the location of your PCM. For example, if the military hospital or clinic displayed is 'Andrews AFB' but your PCM is located at Kimbrough, you will need to change your military hospital or clinic to Kimbrough.

### Can I change my family member's military hospital or clinic?

Yes, if granted privileges, you can also change your family member's military hospital or clinic in TOL. Select the check box next to the name of the person you wish to change MTF for. Select your 'New MTF' from the drop down list. Click 'Update' at bottom of page to save changes.

Visit TOL at [www.tricareonline.com](http://www.tricareonline.com)

# How do I change my military hospital or clinic in TOL?

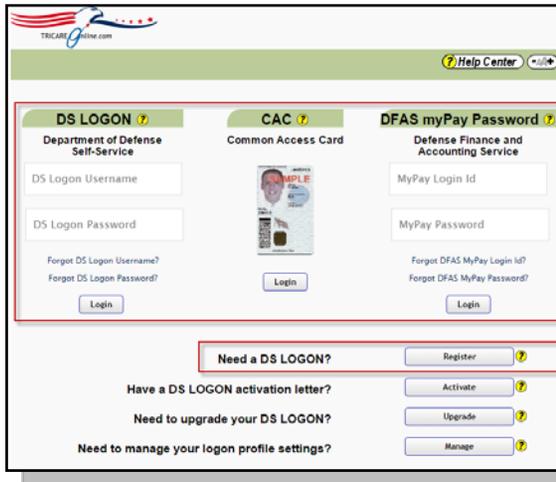
1



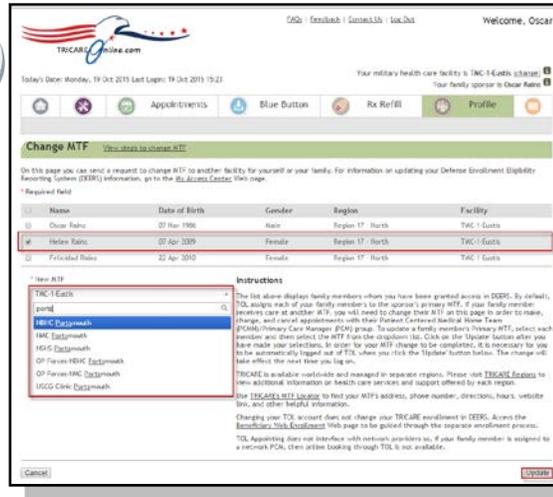
3



2



4



1

Go to [www.tricareonline.com](http://www.tricareonline.com) and click 'Log In'.

2

Log in with your DS Logon Premium (Level 2), DoD CAC or DFAS myPay credentials. If you do not have DS Logon credentials and would like to, click 'Register'.

3

Click on 'Profile' in the top navigation bar of the TOL home page. And 'Change MTF' in the sub navigation bar.

4

Select the **check box** next to the name of the person you wish to change MTF for. Start typing the name of the facility (e.g., "ports") and select the MTF from the drop down list. Click 'Update' at bottom of page to save changes.

**Please Note:** TOL automatically logs you out so that the changes take effect immediately. Simply log back in to see updated information.