

*Healthy Living ...*

## Know What Type of Care You Need

**T**RICARE Prime covers four types of care: emergency, urgent, routine and specialty. Knowing what type of care you need for your symptoms ensures you get the best care available. This can also save you time and money.

If you have a medical emergency—something that you think is a threat to life, limb, sight or safety—immediately call 911 or go to the closest emergency room. You don’t need a referral or prior authorization for emergency care, but you may need an authorization for a continued stay if you are admitted. The following table defines the four types of care, gives examples and provides guidance on getting care.

Type of Care	Definition	Examples	What To Do
<b>Emergency</b>	Treatment for a serious medical condition that the average person considers a threat to life, limb, sight or safety	No pulse, severe bleeding, spinal cord or back injury, chest pain, severe eye injury, broken bone, inability to breathe	Call 911 or go to the closest emergency room. Notify your primary care manager (PCM) within 24 hours or on the next business day if you are admitted.
<b>Urgent</b>	Treatment for an illness or injury that won’t result in further disability or death if not treated immediately, but does require professional attention within 24 hours	Rash, migraine headache, urinary tract infection, sprain, earache, rising fever	Call your PCM first for appropriate guidance. Most TRICARE Prime beneficiaries can get two urgent primary care visits each fiscal year (Oct. 1–Sept. 30) without a PCM referral, but you must notify your PCM immediately after a visit.
<b>Routine</b>	General health care services, including office visits and preventive care	Symptoms of chronic or acute illnesses and diseases, follow-up care for an ongoing medical condition	Call your PCM to schedule a routine appointment.
<b>Specialty</b>	Medical care from specialists for treatment your PCM can’t provide	Cardiology, dermatology, gastroenterology, obstetrics	Get a referral from your PCM for specialty care. Your PCM will coordinate the referral with your regional contractor.

## Call the Nurse Advice Line

If you aren’t sure what kind of care you need, call the Nurse Advice Line (NAL). Dial 1-800-TRICARE (1-800-874-2273) and choose option 1. The NAL is a free service available 24/7.

The NAL lets you speak with registered nurses who can answer your questions and help determine the level of care you need—emergency, urgent, routine or specialty. The NAL can also help you find the closest urgent care center or emergency room, or schedule appointments at military hospitals or clinics.

In an emergency, call 911 or go to the closest emergency room. The NAL isn’t a substitute for emergency care. For more information, go to [www.tricare.mil/nal](http://www.tricare.mil/nal). ■

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**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.

## Need Urgent Care?

The Urgent Care Pilot now lets most TRICARE Prime beneficiaries get up to two urgent primary care visits in the U.S. each fiscal year (Oct. 1–Sept. 30) without a referral or prior authorization. The pilot began May 23, 2016.

The following table describes who is eligible to use the Urgent Care Pilot.

### Urgent Care Pilot Eligibility

<b>Eligible</b>	<ul style="list-style-type: none"> <li>• Active duty service members (ADSMs) in TRICARE Prime Remote (TPR). This includes National Guard and Reserve members activated for more than 30 days.</li> <li>• Non-ADSMs in TRICARE Prime, TPR or TRICARE Young Adult Prime</li> <li>• TRICARE Overseas Program beneficiaries traveling in the U.S. (not limited to two visits)</li> </ul>
<b>Not eligible</b>	<ul style="list-style-type: none"> <li>• ADSMs in TRICARE Prime. This includes National Guard and Reserve members activated for more than 30 days.</li> <li>• Those in the US Family Health Plan</li> <li>• Those using TRICARE Standard and TRICARE Extra or TRICARE For Life. You can already get urgent care without a referral or prior authorization.</li> <li>• Any beneficiary seeking urgent care outside the U.S.</li> </ul>

If you are eligible to use the Urgent Care Pilot, you now have two options when you need urgent care:

1. Go directly to a TRICARE-authorized provider. You can go to urgent care twice without a referral or prior authorization. To find a provider, visit [www.tricare.mil/finddoctor](http://www.tricare.mil/finddoctor). Seeing a network provider could save you money.
2. Call the Nurse Advice Line (NAL) at 1-800-TRICARE (1-800-874-2273) and choose option 1. A registered nurse will confirm the level of care you need. If the NAL confirms you need urgent care and you are:
  - a. **Enrolled with a military hospital or clinic:** The NAL will check to see if your military hospital or clinic has appointments available within 24 hours or if it has an urgent care clinic. If neither option is available, the NAL will help you find the closest TRICARE network urgent care center and tell you to contact your provider for a referral so your visit doesn't count against your two-visit limit.
  - b. **Enrolled with a civilian provider:** The NAL will help you find the closest TRICARE network urgent care center and tell you to ask your PCM for a referral so your visit doesn't count against your two-visit limit.

If you see a provider who isn't your PCM for urgent care, follow up with your PCM within 24 hours to let him or her know about your urgent care visit. If you need follow-up care that your PCM can't give you, get a referral from your PCM. For more information on the Urgent Care Pilot, go to [www.tricare.mil/urgentcarepilot](http://www.tricare.mil/urgentcarepilot). ■

## Your Opinion Matters: Take the Joint Outpatient Experience Survey

The Military Health System is introducing the new Joint Outpatient Experience Survey (JOES) to get feedback on your outpatient military health care.

If you get the survey by mail or email, please take a few minutes to fill it out. Your responses can help improve care for all TRICARE beneficiaries by letting us know what we are doing right and what we can do better. It's secure and your private information won't be shared.

JOES replaces multiple beneficiary-experience surveys used by the Army, Navy, Air Force and Defense Health Agency/National Capital Region. Using JOES as a standard survey will provide a better comparison of beneficiary experiences across the Military Health System. To learn more, go to [www.health.mil/surveys](http://www.health.mil/surveys). ■

# Are Your Unhealthy Behaviors Putting You at Risk?

**D**id you know that just one unhealthy behavior, like smoking, can double your odds of having poor health? A report by the United Health Foundation titled “America’s Health Rankings Spotlight: Impact of Unhealthy Behaviors” highlights five unhealthy habits that can greatly increase your risk of health problems. These habits include:

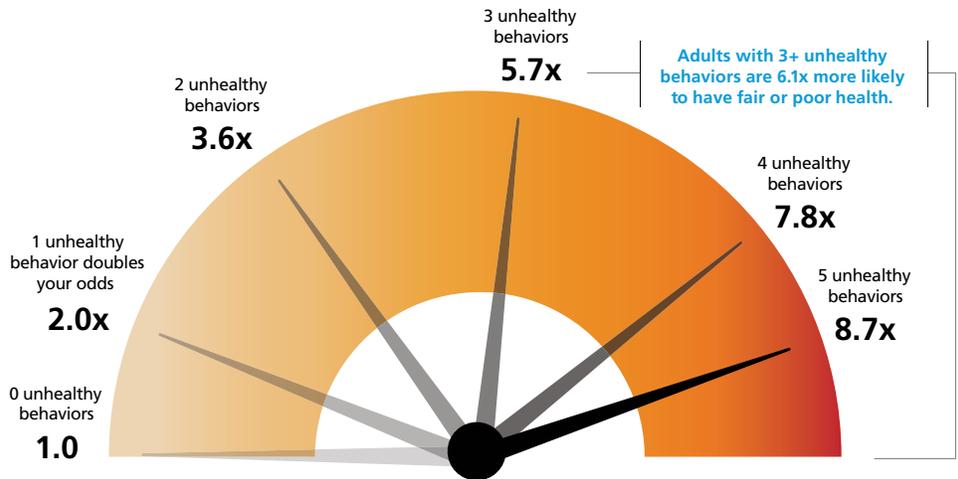
- Smoking
- Drinking too much alcohol
- Not getting enough sleep
- Lack of exercise
- Obesity

The good news is that avoiding these can reduce your risk of poor health and improve your overall well-being. Visit [www.americashealthrankings.org](http://www.americashealthrankings.org) to see the full report.

UnitedHealthcare Military & Veterans has several online resources covering a wide array of topics, including tobacco use, anxiety, depression, stress, diet,

exercise and more. Visit [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com), click on “Beneficiaries” at the top of the page and then click “Healthy Lifestyle” under “Resources” in the left column. ■

## Additional Unhealthy Behaviors Increase Odds of Having Fair or Poor Health



Source: [www.americashealthrankings.org](http://www.americashealthrankings.org)

# Make a Plan to Get Through a Mental Health or Suicide Crisis

**A**fter leaving the uniformed services, it’s common for service members to feel uncertain about the future. The demands of military and civilian life are very different and sometimes challenging.

For most, these feelings lessen with time. Others may need help. Life challenges like divorce, retirement, injury and underlying mental health conditions can add to negative or overwhelming emotions and lead to thoughts of self-harm or suicide.

Making a safety plan with a loved one or trusted adviser can help during or before a crisis. A safety plan is a list of coping strategies and sources of support that can be used during or before a crisis.

Safety plans should include:

- Descriptions of specific experiences or stressors that trigger feelings of crisis

- Strategies for coping with stressful situations
- A list of contacts for social support
- Contact information for emergency professional help and health care providers
- Ways to limit access to dangerous stressors/items

Once the safety plan is created, make sure it can be easily located. For a safety plan template, see the U.S. Department of Veterans Affairs *Safety Plan Worksheet* at [www.healthquality.va.gov/guidelines/MH/srb/PatientSafetyPlanWorksheet110614v1.pdf](http://www.healthquality.va.gov/guidelines/MH/srb/PatientSafetyPlanWorksheet110614v1.pdf).

You can also visit [www.tricare.mil/crisislines](http://www.tricare.mil/crisislines) for a list of resources that can help during a mental health emergency. Many crisis hotlines provide staff who are available to talk 24/7. ■

# TRICARE HealthMatters

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Attn: TRICARE Return Mail

## TRICARE

### An Excellent Value

- Generous coverage
- Superior health care
- Decisions are health driven, not insurance driven
- High satisfaction with care
- Low out-of-pocket costs
- Easy access

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## Moving with TRICARE Prime®

If you're moving to a new location outside your current TRICARE region, you can ensure uninterrupted coverage with TRICARE Prime by transferring your enrollment in one of three easy ways: by phone, online or by mail.

### By Phone

If you are an active duty service member (ADSM) or active duty family member (ADFM), call your current regional contractor before you move. Your current regional contractor will gather your information and send it to your new regional contractor. Once you arrive at your new location, follow up with your new regional contractor to complete your enrollment transfer and for help getting a new primary care manager (PCM).

All other beneficiaries should call their new regional contractor (ADSMs and ADFMs can also do this) for guidance after their move is completed.

If you need care for an existing medical issue before your transfer is processed, contact your current PCM or the regional contractor for the region you are leaving for a

referral and prior authorization. For regional contractor contact information, visit [www.tricare.mil/regions](http://www.tricare.mil/regions).

### Online

Use the Beneficiary Web Enrollment (BWE) website at [www.dmdc.osd.mil/appj/bwe](http://www.dmdc.osd.mil/appj/bwe) to transfer enrollment to your new TRICARE region after you move. BWE is a secure portal where you can also update your contact information in the Defense Enrollment Eligibility Reporting System (DEERS), even if you are just moving within your current TRICARE region, or changing your PCM.

### By Mail

You can transfer your TRICARE Prime enrollment after you move or change your PCM by completing the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876) and mailing it to your new regional contractor using the address listed on the form. To download *DD Form 2876*, visit [www.tricare.mil/forms](http://www.tricare.mil/forms). ■