

Recent Changes

Prime Travel Benefit Program (PTBP) Education Sessions

Travelers are encouraged to participate in our PTBP Beneficiary Education Program. The purpose of the program is to provide education on the PTBP so eligible travelers are able to claim their full entitlement when submitting travel claims. We will also provide informational updates on issues that are impacting those using the travel benefit.

Travelers may call the number below and enter the participant code. Callers will be joined to the one-hour training with all other attendees. A Question and Answer session will be held at the end of the call. The training dates and times are listed below.

Call 1-888-282-0576 Participant Code: Prime Travel
May 24, 2016, 10:30 CDST
July 26, 2016, 10:30 CDST
September 27, 2016, 10:30 CDST
November 22, 2016, 10:30 CST

In/Around Mileage

Travelers using their personally-owned vehicle (POV) are entitled to official in/around mileage for distances traveled between the lodging facility and the specialty care provider's location only. Simply jot down any official miles based on the vehicle's odometer readings and claim them under POC Miles on the travel voucher (see sample itinerary below).

15. ITINERARY			c.	d.	e.	f.
a. DATE		b. PLACE (Home, Office, Base, Activity, City and State; City and Country, etc.)	MEANS/ MODE OF TRAVEL	REASON FOR STOP	LODGING COST	POC MILES
4/6	DEP	Home, Warner Robins, GA 31088	PA			
4/6	ARR			TD		271
4/6	DEP	Appointment, Jacksonville, FL 32224	PA			
4/6	ARR			AD		24.7
4/7	DEP	Hotel, Jacksonville, FL 32212	PA		89.00	
4/7	ARR			TD		24.7
4/7	DEP	Appointment, Jacksonville, FL 32224	PA			
4/7	ARR			MC		271
	DEP	Home, Warner Robins, GA 31088				
	ARR					
	DEP					
	ARR					
	DEP					
	ARR					

This itinerary indicates the traveler used a POV to travel between the Appointment location and the Hotel. Therefore, this traveler is entitled to Official In/Around Mileage.

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Terminal Mileage

Travelers using their personally-owned vehicle (POV) to get from Home to the Airport and back are entitled to be reimbursed Terminal Mileage. Simply jot down any official miles based on the vehicle's odometer readings and claim them under POC Miles on the travel voucher (see sample itinerary below).

15. ITINERARY			c.	d.	e.	f.
a. DATE		b. PLACE (Home, Office, Base, Activity, City and State; City and Country, etc.)	MEANS/ MODE OF TRAVEL	REASON FOR STOP	LODGING COST	POC MILES
4/9	DEP	Home, San Antonio, TX 78230	PA			
4/9	ARR	Airport, San Antonio, TX 78216		AD		7.4
4/9	DEP	Appointment, Houston, TX 77030	CP			
4/9	ARR			TD		
4/10	DEP	Airport, San Antonio, TX 78216	CP			
4/10	ARR			AD		
4/10	DEP	Home, San Antonio, TX 78230	PA			
4/10	ARR			MC		7.4
	DEP					
	ARR					
	DEP					
	ARR					
	DEP					
	ARR					

This itinerary indicates the traveler used a POV to get from Home to the Airport and back which entitles the traveler to be reimbursed Terminal Mileage.

Rental Car Fuel Reimbursement

The program prevents reimbursement if the traveler chooses the pre-purchased fuel option when renting a vehicle. However, any fuel purchased by the traveler for the rental car is reimbursable. Itemized fuel receipts are required for reimbursement of rental car fuel.

Customer Feedback

Your feedback is very important to us. You may comment on the service we have provided or offer suggestions by accessing the TRICARE Regional Office-South Online Customer Comment Card at http://www.tricare.mil/ContactUs/CallUs/TROs/TROS_CommentCard.aspx.