

To TRICARE Overseas Program Providers

# Did you know?

DoD is removing Social Security Numbers

from ID cards

## SSN Removal

As of June 2011, the Social Security Number (SSN) is no longer printed on any DoD ID card.

These changes are being made by the Department of Defense to protect the personal identity information of cardholders.

### ID Card Changes:

- New ID cards will have a **DoD ID Number** in place of the SSN
- If the beneficiary is eligible for DoD benefits, there will also be an 11-digit DoD Benefits Number (**DBN**) printed on the back of the new ID card

### Providers have the following options to confirm beneficiary eligibility:

- Ask a beneficiary to provide his or her sponsor's SSN verbally or in writing as required by your office protocol
- Registered TRICARE Overseas Program (TOP) providers can use the secure portal on **www.tricare-overseas.com** to query beneficiary eligibility, using the first nine (9) digits of DBN
- TOP Prime and TOP Prime Remote beneficiaries will receive an authorization form from International SOS verifying the patient's eligibility to receive care from your facility. TOP Standard and other TRICARE beneficiaries will only receive an authorization form for certain types of medical care that require prior authorization

- For TOP Prime and TOP Prime Remote beneficiaries who do not have an International SOS authorization form, TOP providers should ask to see both of the following:
  - TOP Prime or TOP Prime Remote Enrollment Card
  - Valid DoD ID card or Common Access Card (CAC)

### Providers have the following options when filing claims:

- Sponsor SSN
- Full 11-digit DBN (if system can accommodate)
- First nine (9) digits of DBN



For more information about Social Security Number removal, please visit **www.tricare.mil/ssn**.

## PHASE I

Remove Dependent SSN  
Started in December 2008

### DEPENDENT ID CARD



#### DD Form 1173

Dependent SSN replaced with XXX-XX-XXXX

Sponsor SSN remains visible



#### DD Form 1173-1

## PHASE II

Remove All Printed SSNs  
As of June 2011

### COMMON ACCESS CARD (CAC)



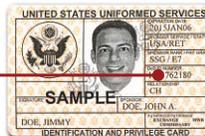
DoD Benefits Number  
(only on cards that convey DoD benefits)



DoD ID Number

### ALL OTHER CARDS

Cardholder SSN replaced by a DoD ID Number



DoD Benefits Number  
(only on cards that convey DoD benefits)



## PHASE III

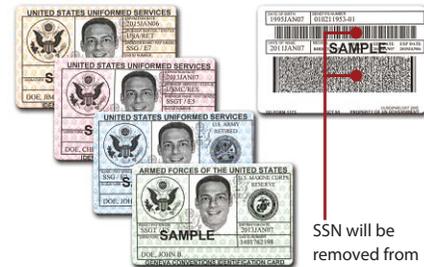
Remove SSNs Embedded in Barcodes  
Beginning by end of 2012

### COMMON ACCESS CARD (CAC)



SSN will be removed from barcodes

### ALL OTHER CARDS



SSN will be removed from barcodes

## Frequently Asked Questions

### Q1. Who will have DoD ID Numbers on their ID cards?

A1. Every DoD ID card will have a DoD ID Number printed on it. Dependent ID cards will not have the DoD ID Number of their sponsor, just their own number. The DoD ID Number is not used to verify eligibility to receive benefits.

### Q2. What is the DoD Benefits Number?

A2. The DoD Benefits Number is an 11-digit number that will be used to determine eligibility to receive benefits. The first nine (9) digits are common to the sponsor. The last two (2) digits identify the specific person. The DoD Benefits Number will be printed only on ID cards that convey benefits.

### Q3. When should TRICARE beneficiaries receive a new ID card?

A3. TRICARE beneficiaries will receive a new card upon expiration of the current card. ID Card issuance facilities will begin issuing DoD ID Cards without the SSN appearing on the card by the end of May 2011. It will be approximately four years until all cards are replaced with the DoD ID Number (and DBN if applicable). Some retirees and their family members may have cards that indicate an indefinite expiration. Continue to use the sponsor's SSN for these beneficiaries.

### Q4. What information do I need to file claims or check eligibility for TRICARE beneficiaries?

A4. Providers can use the sponsor's SSN, Full 11-digit DBN or the first nine (9) digits of the DBN.

### Q5. Will members in the new TRICARE Young Adult (TYA) program be issued an enrollment card that includes the sponsor's SSN?

A5. TYA members will need to provide their sponsor's SSN.

If you have any questions about how to determine beneficiary eligibility or the TOP option under which a beneficiary is covered, please contact your TOP Regional Call Center and select Option #5 to speak with a member of the TOP Provider Network Management Services staff:

TOP Regional Call Centers	
Eurasia-Africa	+44-20-8762-8384
Latin America and Canada	+1-215-942-8393
Puerto Rico	+1-877-867-1091
Asia-Pacific	+65-6339-2676
Australasia	+61-2-9273-2710