



# TRICARE<sup>®</sup> Prime Remote

## Providing care for active duty service members and their families in remote locations

TRICARE Prime Remote (TPR) is a benefit similar to TRICARE Prime, but is available to active duty service members (ADSMs) living and working in remote locations. TRICARE Prime Remote for Active Duty Family Members (TPRADFM) is available to eligible active duty family members (ADFM) residing at the TPR-enrolled sponsor's qualifying TPR location. Enrollment is required for TPR and TPRADFM, which offer the same low out-of-pocket costs as TRICARE Prime, and beneficiaries receive care from primary care managers (PCMs) (or TRICARE-authorized providers if a network provider is unavailable). There are no annual enrollment fees for ADSMs and ADFMs enrolled in TPR or TPRADFM.

### ELIGIBILITY

- Active duty personnel under full-time orders with a permanent duty assignment who **live and work** more than 50 miles (or approximately a one-hour drive) from a military hospital or clinic in TPR-designated ZIP codes, must enroll in TPR. In some cases where geographic boundaries create undue hardship for travel, members living closer than 50 miles may be eligible for TPR.
- ADFMs residing at their TPR-enrolled sponsor's qualifying TPR location are eligible for TPRADFM. Once ADFMs enroll in TPRADFM, they may remain in TPRADFM as long as their sponsor is enrolled in TPR and they reside in the same TPR-qualifying location. ADFMs may remain enrolled in TPRADFM even if their sponsor later receives an unaccompanied permanent change of assignment and they continue to reside in the same TPR location. If ADFMs choose not to enroll

in TPRADFM, they will receive care under TRICARE Standard and TRICARE Extra, with applicable cost-shares and deductibles.

- National Guard and Reserve members who are called or ordered to active service for more than 30 consecutive days are eligible for TRICARE as ADSMs and are eligible for TPR if they live and work in a TPR-qualifying location. Members deploying overseas are not permitted to enroll in TPR and should wait until arriving at their final duty station and follow their command guidance about enrolling in TRICARE. National Guard and Reserve family members of a sponsor who is called or ordered to active service for more than 30 consecutive days are eligible for TPRADFM if they reside at the sponsor's TPR-qualifying location on the day of their sponsor's activation or the effective date of early eligibility. Unlike ADSMs, activated National Guard and Reserve members do not need to enroll in TPR themselves for their family members to be eligible for TPRADFM. Once National Guard and Reserve family members enroll in TPRADFM, they may remain in TPRADFM as long as their National Guard and Reserve sponsor remains on active duty and they continue to reside at their sponsor's TPR-qualifying location, even if their sponsor later receives an unaccompanied permanent change of assignment.

### ENROLLING

Eligible beneficiaries who wish to enroll in TPR or TPRADFM must complete and submit a *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876). Enrollment applications

may be downloaded from [www.tricare.mil/forms](http://www.tricare.mil/forms). Beneficiaries may also enroll online by visiting the Beneficiary Web Enrollment (BWE) website at [www.dmdc.osd.mil/appj/bwe](http://www.dmdc.osd.mil/appj/bwe).

Enrollment for TPR beneficiaries is effective on the date the regional contractor receives the enrollment application. Enrollment for TPRADFM beneficiaries is effective based on the 20th-of-the-month rule. Applications received by regional contractors by the 20th of the month will become effective at the beginning of the following month (e.g., an enrollment received by December 20 would become effective January 1). If an application is received after the 20th of the month, coverage will become effective on the first day of the month following the next month (e.g., an enrollment received on December 27 would become effective February 1).

### Find Up-To-Date Cost Information Online

Information on all copayments and cost-shares can be found at [www.tricare.mil/costs](http://www.tricare.mil/costs).

## OBTAINING MEDICAL CARE

TPR and TPRADFM enrollees will receive most care from a PCM. PCMs provide preventive services, care for routine illnesses or injuries, coordinate access to urgent care, and manage referrals to specialists or hospitals if needed. If more than one network PCM is available, beneficiaries may choose the PCM they prefer. Beneficiaries who live in areas without a PCM may use any TRICARE-authorized provider for primary care. Beneficiaries may contact their regional contractors to locate TRICARE-authorized providers.

## SPECIALTY CARE

If specialty care is needed, network PCMs will coordinate care directly with the regional contractor. For ADSMs, the regional contractor will refer all specialty care requests to the Defense Health Agency–Great Lakes (DHA–GL), which will review all requests and determine if the ADSM

needs a fitness-for-duty determination. ADSMs with questions for the DHA–GL may call **1-888-MHS-MMSO (1-888-647-6676)**. Specialty care referrals for TPRADFM beneficiaries are managed by the regional contractor and are not coordinated through DHA–GL.

**Note:** Beneficiaries who do not have a network PCM will need to coordinate their own specialty care with their regional contractors or DHA–GL.

## DENTAL CARE

ADSMs enrolled in TPR are covered under the Active Duty Dental Program (ADDP) for dental care. The benefit is administered by United Concordia Companies, Inc. (United Concordia). ADSMs must obtain an Appointment Control Number (ACN) from United Concordia before receiving civilian dental care, regardless of cost. ADSMs may obtain an ACN by completing an *Appointment Request Form*, available at [www.addp-ucci.com](http://www.addp-ucci.com), or by calling United Concordia at **1-866-984-2337**.

United Concordia will schedule dental appointments with network dentists and handle all claims processing for ADDP. ADSMs also have the option to personally coordinate routine, covered dental procedures (e.g., examinations, cleanings, fillings) with network dentists as long as the dental treatment is less than \$750 per procedure or appointment and the cumulative total is less than \$1,500 for treatment plans completed within a consecutive 12-month period. The procedure must be covered under the ADDP benefit. Some dental services require prior authorization. A list of covered services is available at [www.addp-ucci.com](http://www.addp-ucci.com).

The TRICARE Dental Program (TDP) is a voluntary dental program. The dental benefit is administered by United Concordia and is available to eligible active duty family members and eligible National Guard and Reserve members and their family members. For more information about the TDP, visit [www.uccitdp.com](http://www.uccitdp.com) or call **1-844-653-4061 (CONUS)** or **1-844-653-4060 (OCONUS)**.

LOOKING FOR **More Information?**

GO TO [www.tricare.mil/contactus](http://www.tricare.mil/contactus)

N

**TRICARE North Region**

Health Net Federal Services, LLC  
1-877-TRICARE (1-877-874-2273)  
[www.hnfs.com](http://www.hnfs.com)

S

**TRICARE South Region**

Humana Military  
1-800-444-5445  
[HumanaMilitary.com](http://HumanaMilitary.com)

W

**TRICARE West Region**

UnitedHealthcare  
Military & Veterans  
1-877-988-WEST (1-877-988-9378)  
[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

**Defense Health Agency–Great Lakes**

1-888-MHS-MMSO (1-888-647-6676)  
[www.health.mil/greatlakes](http://www.health.mil/greatlakes)

**Active Duty Dental Program**

United Concordia Companies, Inc.  
1-866-984-ADDP (1-866-984-2337)  
[www.addp-ucci.com](http://www.addp-ucci.com)

**TRICARE Dental Program**

United Concordia Companies, Inc.  
1-844-653-4061 (CONUS)  
1-844-653-4060/1-717-888-7400 (OCONUS)  
711 (TDD/TTY)  
[www.uccitdp.com](http://www.uccitdp.com)

**TRICARE Prime Remote Website**

[www.tricare.mil/tpr](http://www.tricare.mil/tpr)

**TRICARE Website**

[www.tricare.mil](http://www.tricare.mil)

**Military Health System Website**

[www.health.mil](http://www.health.mil)

**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.

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