



TRICARE HELP E-MAIL SERVICE (THEMS)

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“Helping to Understand”



TRICARE Help Newsletter

This newsletter is a publication of the TRICARE Help E-mail Service, operated by the U.S. Army Medical Command in San Antonio, Texas.

THEMS

What is THEMS?

THEMS is a free e-mail service that provides timely responses to TRICARE questions. Clinical issues should be referred to your primary care provider. The e-mail address is: TRICARE_help@amedd.army.mil.



Click here to send your TRICARE questions, concerns, or comments.

Portability Transfer

TRICARE Prime enrollees retain Prime coverage when they move or travel within the same TRICARE region, or when they move or travel to a different TRICARE region. The regional contractor will continue to provide coverage, subject to normal referral and authorization

rules, until the beneficiary transfers enrollment to the contractor for the new location.

If the beneficiary relocates to a Prime service area within the same region, there is no change of contractor. All the beneficiary has to do is update the enrollment records with the new address and select a new primary care manager (PCM). This can either be done by visiting the servicing TRICARE Service Center (TSC) or by mail, using the change request form for the region of enrollment. Since there is no change of region, there is no change in the enrollment payment process.

If the enrollee is relocating to a Prime service area in a different TRICARE region, contacting the contractor for the new region and completing the required paperwork for enrollment in that region will start the transfer process. The transfer is effective on the day the gaining contractor receives the signed enrollment application agreeing to a transfer of enrollment to the new

region, and the patient should contact the new PCM for any required care and follow the referral and authorization rules for the new region. If the beneficiary relocates to an area where Prime is not available, he/she should disenroll and use either TRICARE Standard or Extra.

Please keep in mind, it may take up to 16 working days for the transfer enrollment to be reflected in the gaining region. During this time, it is important for the beneficiaries to understand their current enrollment status and follow the rules for treatment in the new region. We suggest beneficiaries keep a copy of the completed transfer paperwork, in case the new PCM has a question about the status of the newly transferred enrollee.

To facilitate the smooth transfer between regions, it is important for Prime-enrolled retirees and their families to keep their enrollment fees up-to-date. Thirty days before enrollment fees are due, the regional TRICARE contractor will contact the responsible individual to make the next installment

or annual payment. If payment is not received by the end of the 30-day grace period, the family will be disenrolled retroactive to the date that payment was due. Therefore, it is important that Prime enrollees in the process of moving make sure that payments for enrollment fees are current. If the losing region disenrolls the beneficiaries while they are in the process of moving, claims will process using deductibles and cost shares associated with TRICARE Standard. Also, Prime enrollees who are disenrolled for failure to pay enrollment fees in a timely manner may be locked out of Prime enrollment for 1 year.

Once the gaining region receives a request for portability transfer, that region will coordinate with the losing region to update records pertaining to enrollment fees and accumulation of catastrophic cap information. Future enrollment fees will then be invoiced and paid through the gaining region.

Prior to relocating, the Prime enrollee should discuss portability transfer procedures with personnel at the TSC. They can help with any questions or facilitate disenrollment if that is your choice.

If you have a problem or a question about the transfer process, it is important to discuss your concerns. One source of help is the Beneficiary Counseling and Assistance Coordinator located at each military treatment facility. Another useful source is the TRICARE Help E-Mail Service (THEMS). You can reach THEMS by sending an e-mail to TRICARE_Help@amedd.army.mil.