



DEPARTMENT OF THE NAVY

NAVY RECRUITING DISTRICT, PORTLAND

7028 N.E. 79TH COURT

PORTLAND, OREGON 97218-2813

NAVCRUITDISTPORTLANDINST 6320.1G

HBA

17 Oct 12

NAVCRUITDIST PORTLAND INSTRUCTION 6320.1G

Subj: PROCEDURES FOR OBTAINING MEDICAL AND DENTAL CARE

Ref: (a) BUMEDINST 6320.72

Encl: (1) TRICARE Prime Remote Fact Sheet, August 2012
(2) TRICARE Dental Options Fact Sheet, May 2012
(3) NOSTRA Military Eyewear Fact Sheet, October 2008

1. Purpose. To describe and publish procedures for obtaining inpatient and outpatient medical, maternity, and dental care for all active duty military members stationed at Navy Recruiting District Portland.

2. Cancellation. NAVCRUITDIST Portland Instruction 6320.1F. This instruction has been revised and should be read in its entirety.

3. Background. All active duty Navy members, including officer collegiates, are authorized medical treatment in any Uniformed Services Medical Treatment Facility (USMTF). However, the majority of assigned active duty members are not within reasonable proximity of a USMTF. When a member receives medical or dental care, they fall under one of the following:

- a. USMTF is providing the care;
- b. USMTF is referring the member to another treatment source;
- c. Non-USMTF is providing care under TRICARE Prime Remote (TPR). The contractor for Oregon, Southwest WA, ID, NV, and CA is TRIWEST. TRICARE dental benefits are contracted to United Concordia under the Active Duty Dental Program for Active duty service members (ADSMs) and MetLife for dependents.
- d. Military Medical Support Office (MMSO), Great Lakes, IL.

4. Discussion

a. Medical Care. All active duty personnel assigned to NRD Portland are required to enroll themselves and their dependents in TRICARE Prime Remote. Members can enroll and select a participating physician, henceforth called the Primary Care Manager (PCM), by utilizing the TRIWEST website www.triwest.com or by calling 1-888-TRIWEST. All routine medical care must be provided by your PCM. If routine care is beyond the scope of the PCM, a specialty referral from the PCM is required. Should the PCM refer you to a specialist, you must ensure an authorization is in the system prior to keeping the appointment. Further guidance on specialty care can be found in enclosure (1).

(1) Medical Emergency Care. In the event of a severe **life-threatening** or **potentially disabling** condition resulting from an accident or sudden illness, such as acute psychiatric episodes, or if treatment is required to prevent the loss of life, limb, sight, body tissue, or to prevent undue suffering, or painful and acute conditions, immediate emergency care should be sought at the nearest facility. If appropriate, in emergency cases the PCM may be your first point of contact. If not, at least the PCM must be notified of the situation at the earliest possible moment (24 hours or less). If you are outside of your local area on leave, temporary additional duty (TAD), or liberty with no USMTF available and an emergency arises, the member should call 1-888-TRIWEST and listen for the option for the Health Care Finder (HCF). Document all attempts to contact the PCM and leave messages. The reason for contacting an HCF is to get a prior authorization in the system which will assist in the payment of any and all bills as they are received.

b. Dental Care. A *Find a Dentist* feature is available on the Active Duty Dental Program (ADDP) website <http://www.addp-ucci.com/> to help you locate a United Concordia network dentist. There is also a provider locator for dependent dental care at <http://tricare.mil/mybenefit/home/Dental/DentalProgram>. ADSMs **MUST** receive an **Appointment Control Number (ACN)** prior to receipt of private sector dental care under the Active Duty Dental Program (ADDP). ADSMs who receive private sector dental care without an ACN will be responsible for all charges related to that care. To make an appointment under the ADDP, follow the

guidance in enclosure (2). Dependents do not need pre-authorization or an ACN to receive routine care. They can simply make an appointment with their selected network dentist and receive care within the guidelines of enclosure (2). Specific coverage levels are subject to change, and should be verified through the United Concordia or MetLife websites prior to arranging care in order to avoid non-covered care.

All covered medical care, dental care, and prescriptions are free for active duty personnel. Co-payments may be required for dependent care and prescriptions.

(2) Dental Emergency Care. Emergency dental care procedures under the ADDP for remote service members does not require an authorization or Appointment Control Number (**ACN**). Emergency dental care includes any treatment necessary to relieve pain, treat infection, or control bleeding. Root canal treatment may be needed to relieve pain and infection, and is considered emergency dental care. Crowns, bridges, and denture services are not considered emergency dental care and, therefore, are not covered. As such, ADSMs who elect to receive non-covered services as part of an episode of emergency dental care are responsible for payment of these services.

It is recommended that you use a United Concordia network dentist for emergency dental care. Although this is not required, any follow-up care with a non-network dentist will not be authorized and you will be responsible for payment.

c. Behavioral Health. ADSMs can request a PCM referral for counseling if they desire to speak with a behavioral health professional for any reason. This referral is required for TRICARE insurance coverage of the counseling sessions. Dependents can seek counseling from any network behavioral health provider for up to eight sessions without a referral. Following the initial eight sessions, additional authorization will be required, and can be requested by the provider.

Military OneSource offers three kinds of short-term, non-medical counseling options to active-duty, Guard, and Reserve members

and their families. These include face to face, telephone, and online counseling. All of these options are independent from the TRICARE system, so they require no referrals. Counseling under this program is limited to 12 sessions per issue, per counselor.

Military OneSource counseling services are designed to provide service help with short-term issues such as adjustment to situational stressors, stress management, decision making, communication, grief, blended-family issues, and parenting-skills issues. More information on this counseling option is available on the Military OneSource website at <http://www.militaryonesource.mil>.

(1) Behavioral Health Emergencies. Go directly to the closest emergency care or psychiatric health care facility. An emergency means that the physical well-being of an individual or those around him or her is at risk.

In the U.S., you can call the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255) or TTY: 1-800-799-4889. This hotline is a 24-hour, toll-free suicide prevention service available to anyone in suicidal crisis. You will be routed to the closest possible crisis center in your area. Your call is free and confidential.

Veterans living in the U.S. may call 1-800-273-TALK (1-800-273-8255) and press "1" to reach the Department of Veterans Affairs (VA) hotline. This line is staffed by behavioral health professionals who work closely with local VA behavioral health care providers.

d. Vision Care. All ADSMs and dependents are authorized to receive an annual routine eye examination. Comprehensive eye exams are authorized every two years. There is a provider locator on the TRIWEST website. ADSMs can now procure glasses, free of charge, by following the instructions in enclosure (3). Your prescription must be less than two years old to use this service. While the exams are available for ADSMs and dependents, the free eyewear service is for active duty only.

6. Action

a. Submitting Medical Claims. Federal law dictates that all medical claims be submitted by your PCM for payment. However, on occasion you may be required to pay out of pocket by non-network providers and submit for reimbursement. Should this be the case, contact your HBA and the necessary forms will be provided.

b. Medical and Dental Records. All medical and dental records shall be maintained by the service member. No civilian medical personnel are authorized to make entries into your medical records. All entries will be made by a military medical department representative. Civilian dentists, however, are authorized to make entries into your dental records. Whenever you have a dental appointment, ensure that you take your dental record with you.

d. Personnel requiring assistance with either medical or dental matters should contact the NRD Health Benefits Advisor, LT Kevin LeLacheur, at (503) 258-2047 or Kevin.lelacheur@navy.mil.

7. All NRD Portland personnel are responsible for the contents of this instruction. Failure to comply with its contents may result in delayed adjudication and payment of medical/dental claims. Your immediate chain of command should be notified of all medical and dental appointments.



R. M. CANDILORO

Distribution:
NAVCRUITDISTPORTLANDINST 5216.1U
Lists A, B, C, and D

17 Oct 12



TRICARE® 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 TRICARE network providers (or a TRICARE-authorized provider 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 treatment facility 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 duty for a period of 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.

- National Guard and Reserve family members of a sponsor who is called or ordered to active duty for a period of more than 30 consecutive days are eligible for TPRADFM if they reside at the sponsor's TPR-qualifying residence address 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 residence address, 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 Application and Primary Care Manager (PCM) Change Form* (DD Form 2876). Enrollment applications are available at any TRICARE Service Center and may be downloaded from www.tricare.mil/forms.

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

All copayments and cost-shares can be found at www.tricare.mil/costs.

This fact sheet is not all-inclusive. For additional information, please visit www.tricare.mil.

August 2012

ENCLOSURE(1)

OBTAINING MEDICAL CARE

TPR and TPRADFM enrollees will receive most care from a primary care manager (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 TRICARE network providers 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 service point of contact (SPOC). The SPOC will review all requests and determine if the ADSM needs a fitness-for-duty determination. ADSMs with questions for the SPOC may call the Military Medical Support Office Customer Service line at 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 the SPOC.

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

DENTAL CARE

Remote ADSMs are covered under the Active Duty Dental Program (ADDP). They may personally coordinate routine, covered dental procedures (e.g., examinations, cleanings, fillings) as long as the dental treatment is less than \$750 per procedure or appointment, or 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. A list of covered services is available at www.addp-ucci.com.

ADSMs must obtain an Appointment Control Number (ACN) from United Concordia Companies, Inc. (United Concordia) before receiving care for all courses of treatment, regardless of cost. ADSMs may obtain an ACN by filling out an *Appointment Request Form*, available online at www.addp-ucci.com.

Family members may be covered under the TRICARE Dental Program (TDP), a voluntary dental insurance program administered by MetLife. For more information about the TDP, visit <https://mybenefits.metlife.com/tricare>.

FOR INFORMATION AND ASSISTANCE

<p>N TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com</p>	<p>TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445 Humana-Military.com</p> <p>TRICARE Prime Remote 1-877-249-9179</p>	<p>W TRICARE West Region TriWest Healthcare Alliance 1-888-TRIWEST (1-888-874-9378) TriWest.com</p>
<p>Military Medical Support Office 1-888-MHS-MMSO (1-888-647-6676) www.tricare.mil/mmsso</p>	<p>Active Duty Dental Program United Concordia Companies, Inc. 1-866-984-ADDP (1-866-984-2337) www.addp-ucci.com</p>	<p>TRICARE Dental Program MetLife 1-855-MET-TDP1 (1-855-638-8371) (CONUS) 1-855-MET-TDP3 (1-855-638-8373) (TDD/TTY) https://mybenefits.metlife.com/tricare</p>
<p>TRICARE Prime Remote Web Site www.tricare.mil/tprr</p>	<p>TRICARE Web Site www.tricare.mil</p>	<p>Military Health System Web Site www.health.mil</p>

An Important Note about TRICARE Program Information

At the time of printing, 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 treatment facility guidelines and policies may be different than those outlined in this product. For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

"TRICARE" is a registered trademark of the TRICARE Management Activity. All rights reserved.



TRICARE® Dental Options

TRICARE dental options meet dental needs for you and your family

WHAT TRICARE DENTAL OPTIONS ARE AVAILABLE?

Depending on your beneficiary category and location, you may be eligible for different dental programs. Use the chart below to determine your options.

Beneficiary Type	Program Option
Active duty service members ¹	TRICARE Active Duty Dental Program
Active duty family members ²	TRICARE Dental Program
National Guard and Reserve members ³ and their family members	
Retired service members and eligible family members, survivors, Medal of Honor recipients, qualified former spouses, and others	TRICARE Retiree Dental Program

1. Includes National Guard and Reserve members activated for more than 30 consecutive days. The National Guard and Reserve includes the Army National Guard, the Army Reserve, the Navy Reserve, the Marine Corps Reserve, the Air National Guard, the Air Force Reserve, and the U.S. Coast Guard Reserve.

2. Includes family members of National Guard and Reserve members activated for more than 30 consecutive days and survivors.

3. Qualified members of the Selected Reserve of the Ready Reserve and the Individual Ready Reserve who are not on active duty orders for a period of more than 30 days.

Active duty service members (ADSMs) receive dental care from military dental treatment facilities (DTFs) and, if necessary, from civilian providers through the TRICARE Active Duty Dental Program (ADDP) in the United States and U.S. territories (American Samoa, Guam, the Northern

Mariana Islands, Puerto Rico, and the U.S. Virgin Islands). For all other beneficiaries, TRICARE offers two dental programs—the TRICARE Dental Program (TDP) and the TRICARE Retiree Dental Program (TRDP). Each program is administered by a separate contractor and has its own monthly premiums and cost-shares.

VERIFYING ELIGIBILITY

Eligibility for your TRICARE dental option is verified in the Defense Enrollment Eligibility Reporting System (DEERS). It is important for sponsors to keep DEERS records up to date. You may verify or update your DEERS information in one of the following ways:

In Person¹ (add or delete a family member or update contact information)	<ul style="list-style-type: none"> Visit a local identification card-issuing facility. Find a facility near you at www.dmdc.osd.mil/rsl. Call to verify location and business hours.
Phone²	<ul style="list-style-type: none"> 1-800-538-9552 1-866-363-2883 (TDD/TTY)
Fax²	<ul style="list-style-type: none"> 1-831-655-8317
Mail²	<ul style="list-style-type: none"> Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771
Online	<ul style="list-style-type: none"> milConnect Web Site: http://milconnect.dmdc.mil

1. Only sponsors (or those appointed power of attorney) can add or delete a family member.

2. Use these methods to change contact information only. Family members age 18 and older may update their own contact information.

This fact sheet is not all-inclusive. For additional information, please visit www.tricare.mil.

May 2012

ENCLOSURE(2)

TRICARE ACTIVE DUTY DENTAL PROGRAM

The TRICARE ADDP is administered by United Concordia Companies, Inc. (United Concordia[®]) and is available to eligible ADSMs who are either referred for care by a DTF to a civilian dentist or have a duty location and live greater than 50 miles from a DTF. ADSMs enrolled in TRICARE Prime Remote are automatically eligible to use the Remote ADDP. National Guard and Reserve members are eligible only if they have active duty orders issued for a period of more than 30 consecutive days. Personnel with delayed-effective-date active duty orders and those in the Transitional Assistance Management Program following activation for a contingency operation for more than 30 consecutive days are also eligible. To ensure dental health and deployment readiness, United Concordia will coordinate appointments for ADSMs:

- Within 21 days of request for routine dental care (e.g., examinations, cleanings, fillings)
- Within 28 days of request for specialty dental care (e.g., crowns, bridges, dentures, periodontal treatment)

Accessing Care

You must use a United Concordia network dentist to receive ADDP-covered dental care. You are required to contact United Concordia for an Appointment Control Number prior to receiving any nonemergency care and to use network dentists for dental care if they are available in your area. If a network dentist is not available in your area, call United Concordia at 1-866-984-ADDP (1-866-984-2337) to verify lack-of-network availability and receive permission to use a non-network dentist. If you use a non-network dentist without prior approval, you will be responsible for payment. The ADDP is only available in the United States and U.S. territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*). Overseas, ADSMs receive dental care at military overseas DTFs. International SOS coordinates dental care services for ADSMs in remote overseas locations.

Covered Benefits and Costs

For a list of covered benefits, visit the ADDP Web site at www.addp-ucc.com. Not all dental procedures are covered under the ADDP. If you elect to receive non-covered services, you will be responsible for payment.

Network dentists will submit claims on your behalf, and you will have no out-of-pocket expenses. You should not be billed for covered services, except possibly for emergency care received from a non-network dentist. Contact United Concordia before making any payments for covered services.

TRICARE DENTAL PROGRAM

The TDP, administered by MetLife, is a voluntary dental insurance program available to eligible active duty family members and eligible National Guard and Reserve members and their family members. The TDP features:

- Voluntary enrollment
- Worldwide, portable coverage
- Single and family plans
- Affordable monthly premiums
- Lower specialty care cost-shares for E-1 to E-4 pay grades
- Comprehensive coverage for most dental services
- 100 percent coverage for most preventive and diagnostic services

Eligibility

To be eligible to enroll in the TDP, your sponsor must have at least 12 months remaining on his or her military service commitment at the time of enrollment. This service commitment will be based on the time remaining in any single status or in any uninterrupted combination of active duty or National Guard and Reserve status.

Additionally, you must be one of the following:

- A family member or legal dependent of an ADSM
- A family member of a National Guard and Reserve member
- A National Guard and Reserve member not on active duty
- Transitional survivor
- Surviving child

Family members of ADSMs and National Guard and Reserve members include:

- Spouses
- Unmarried children until reaching age 21 including stepchildren, adopted children (*both pre-adoptive and finalized adoption*), and court-ordered wards
- Unmarried children between ages 21 and 23 if enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provides over 50 percent of the financial support*

* *These students are eligible until reaching the end of the month in which they turn age 23. However, if the student ends his or her education prior to reaching age 23, eligibility ends at the end of the month in which the education ends. Unmarried children are also covered until reaching age 23 if they have a disabling illness or injury that occurred before their 21st birthday; or they have a disabling illness or injury that occurred between ages 21 and 23, and, at the time of the illness or injury, were enrolled in a full-time course of study at an approved institution of higher learning, and if the sponsor provided over 50 percent of the financial support.*

Enrollment

There are three ways you can enroll in the TDP:

- **Online:** Visit www.tricare.mil/bwe to access the Beneficiary Web Enrollment (BWE) Web site.
- **Phone:** Contact a MetLife customer service representative:
CONUS: 1-855-MET-TDP1 (1-855-638-8371)
OCONUS: 1-855-MET-TDP2 (1-855-638-8372)
TDD/TTY: 1-855-MET-TDP3 (1-855-638-8373)
- **Mail:** The *TDP Enrollment Authorization* document can be downloaded from the BWE Web site accessed at www.tricare.mil/bwe. Mail the completed *TDP Enrollment Authorization* document along with the initial premium payment (*check, money order, or credit card*) to:

**TRICARE Dental Program
Enrollment and Billing Services
P.O. Box 14185
Lexington, KY 40512**

Accessing Care

MetLife offers an extensive network of more than 164,000 dentist locations. Remember to check if your dentist is in the network before receiving care.

CONUS SERVICE AREA

TDP enrollees residing in the CONUS service area (*the 50 United States, the District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands*) can receive dental care at civilian dental offices and visit any licensed and authorized civilian dentist. However, receiving treatment from a dentist who participates in the MetLife Preferred Dentist Program (PDP) will help you save time and money. A PDP dentist has signed an agreement with MetLife to follow TDP rules for providing care and accepting payments. When using a PDP dentist, you should never pay more than the applicable cost-share for covered services.

Dentists who have not signed a contract with MetLife are considered non-network dentists. Non-network dentists may bill beneficiaries their full fee. You will be responsible for paying the difference between MetLife's allowed fee and the amount charged by the non-network dentist in addition to the applicable cost-share. Also, non-network dentists are not required to submit claims on your behalf.

OCONUS SERVICE AREA

If you are a TDP enrollee residing in the OCONUS service area (*Canada, all other countries, island masses, and territorial waters; as well as civilian ships or vessels outside the territorial waters of the CONUS service area, regardless of the dentist's office address*), you may visit any OCONUS dentist to receive

dental care. However, it may be more convenient to visit a TRICARE OCONUS Preferred Dentist (TOPD).

TOPDs will not require you to pay their full charge at the time of service and will only require the applicable cost-share, if any. Once services are performed, TOPDs will complete and submit claims on your behalf. TOPDs may not be available in all locations, but you are encouraged to use them for all care, including orthodontics, where they are available. You are not required to use a TOPD, but if you see a non-TOPD, you may be required to pay up front for services before you receive care. You may also be required to submit your own claims and other required documentation. To locate a CONUS or OCONUS dentist, please visit <https://mybenefits.metlife.com/tricare>.

Note: For orthodontic services, OCONUS members will need to obtain a *Non-Availability and Referral Form* from their TRICARE Area Office, overseas uniformed services DTF, or designated OCONUS point of contact before any orthodontic treatment can begin.

Costs

For a list of covered benefits and cost-shares, please visit www.tricare.mil/costs. If members visit non-network dentists who charge more than the allowed fee, they may incur additional expenses.

Premiums vary based upon sponsor and member status. Premium amounts change annually each February 1. Please visit www.tricare.mil/costs for current premium rates.

Additionally, for premium payments, please note:

- **Initial payment:** For the first month of coverage, your initial payment can be made by credit card for enrollments completed online, by phone, or by mail. You have the option of paying by check or money order for enrollments done by mail. However, most members will find online enrollment to be the fastest and most convenient method.
- **Ongoing payments:** Payroll allotment is the required method for ongoing payment for enrollments associated with an ADSM. However, ongoing payments for enrollments associated with a National Guard or Reserve sponsor can be made with a credit card, electronic funds transfer, or payroll allotment.

TRICARE RETIREE DENTAL PROGRAM

The TRDP, administered by Delta Dental[®] of California (Delta Dental), is a voluntary dental insurance program available to retired service members and their eligible family members, including retired National Guard and Reserve members. The TRDP requires a 12-month minimum commitment, during which only limited services will be available. After fulfilling an initial enrollment period of 12 consecutive months, new enrollees may continue program

17 Oct 12

enrollment on a month-to-month basis, and will have access to the full scope of TRDP benefits. New retirees who enroll within four months of retirement will not have a 12-month wait to be eligible for the full scope of benefits. For more information, visit www.trdp.org. The TRDP features:

- Voluntary enrollment and worldwide, portable coverage
- Single, dual, and family plans
- Monthly premiums vary regionally by ZIP code; minimal deductibles and cost-shares apply
- Comprehensive coverage for most dental services; visit any licensed dentist within the TRDP service area, or a TRDP network dentist for maximum cost savings
- 100 percent coverage for most preventive and diagnostic services when care is provided by a TRDP network dentist

Eligibility

You are eligible to enroll in the TRDP if you are:

- Entitled to uniformed services retired pay, including those age 65 and over
- Retired Reserve status, including those in the "gray area" who are entitled to retired pay but will not begin receiving it until age 60
- A current spouse of an enrolled member
- An unmarried child of a TRICARE-eligible sponsor until reaching age 21 (or age 23 if enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provides over 50 percent of the financial support)
- An unremarried surviving spouse or eligible child of a member who died while in retired status or while on active duty
- A Medal of Honor recipient and eligible immediate family member, or an unremarried surviving spouse/eligible immediate family member of a deceased recipient
- A current spouse and/or eligible child of certain non-enrolled members with documented proof the non-enrolled member is:
 - Eligible to receive ongoing, comprehensive dental care from the Department of Veterans Affairs
 - Enrolled in a dental plan, through other employment, which is not available to family members
 - Unable to obtain benefits from the TRDP due to a current and enduring medical or dental condition

Note: To find out if you qualify under these special rules, call customer service at **1-888-838-8737**. Documentation of qualifying circumstances is required. Former spouses and remarried surviving spouses are not eligible.

Enrollment

There are three ways you can enroll in the TRDP:

- **Online:** The sponsor may enroll online using a credit card for the initial premium payment by visiting www.trdp.org.
- **Phone:** Call customer service toll-free:
 - Stateside: **1-888-838-8737**
 - Overseas: (AT&T USADirect Access Number) **+1-866-721-8737**
- **Mail:** The *TRDP Enrollment Application* can be downloaded from the TRDP Web site at www.trdp.org. Return the signed and completed enrollment application along with the initial premium payment to:

**Delta Dental of California
Federal Government Programs
P.O. Box 537008
Sacramento, CA 95853-7008**

* For assistance with international dialing instructions, please visit www.usa.af.com/traveler/index.jsp

Accessing Care

Delta Dental offers TRDP enrollees a large nationwide network of dentists. TRDP enrollees traveling or overseas currently have access to a list of international dentists for treatment.[†]

You may pay more, but you can also seek treatment from any licensed non-network dentist or specialist located within the TRDP service area.

[†] This overseas list of dentists is no longer being updated and once it no longer substantially reflects available dentists, it will be discontinued.

Costs

For a list of covered benefits and cost-shares, please visit www.tricare.mil/costs. If you visit an out-of-network dentist who charges more than the allowed fee, you may incur additional expenses.

Monthly premiums for the TRDP vary depending on your location and type of plan (*single, dual, or family*). If you move or change your enrollment option, your monthly premium rate may increase or decrease accordingly. To view the premium rate for your region, visit www.trdp.org and use the "Premium Search" tool in the "Prospective Enrollees" section.

Additionally, please note:

- Premium rates will change slightly on October 1 of each benefit year. To find out your current premium rate, please visit www.trdp.org or call customer service at **1-888-838-8737**.
- The premium prepayment can be made by Visa, MasterCard, or Discover, or by personal check, cashier's check, or money order made payable to the TRICARE Retiree Dental Program.

FOR INFORMATION AND ASSISTANCE

<p>Active Duty Dental Program United Concordia Companies, Inc. 1-866-984-ADDP (1-866-984-2337) www.addp-ucci.com</p>	<p>TRICARE Dental Program MetLife 1-855-MET-TDP1 (1-855-638-8371) (CONUS) 1-855-MET-TDP2 (1-855-638-8372) (OCONUS) 1-855-MET-TDP3 (1-855-638-8373) (TDD/TTY) https://mybenefits.mellife.com/tricare</p>	<p>TRICARE Retiree Dental Program 1-888-838-8737 (stateside) AT&T USADirect® Access Number +1-866-721-8737 (overseas—for access numbers, visit www.usa.att.com/traveler/index.jsp) www.trdp.org</p>
<p>milConnect Web Site—Update DEERS Information http://milconnect.dmdc.mil</p>	<p>Beneficiary Web Enrollment www.tricare.mil/bwe</p>	<p>TRICARE Web Site www.tricare.mil</p>

An Important Note about TRICARE Program Information

At the time of printing, 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 treatment facility guidelines and policies may be different than those outlined in this product. For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

"TRICARE" is a registered trademark of the TRICARE Management Activity. All rights reserved.

5511071BET05123WDE

ACTIVE DUTY REMOTE ELIGIBILITY

If you are in a designated remote location (more than 50 miles) from an ordering site you may be able to take advantage of these remote ordering procedures. To confirm you are in a remote location, visit the Tricare Prime website at http://www.tricare.mil/tp/default_zip.cfm and enter your zip code in the zip code "Search for Eligibility" section.

If you do not have a military order site location near you, then follow the directions below.

- **Active Duty Navy or Marine Corps on recruiting duty:** You are authorized 1 pair of clear and 1 pair of sunglasses in the gold or silver Flight Glasses (FGS or FGG) for your standard issue glasses plus your protective mask inserts and 1 pair of clear frame of choice (FOC)
- **Active Duty Air Force or Army on recruiting duty:** You are authorized 1 pair of clear and 1 pair of sunglasses in the silver Flight Glasses (FGS) for your standard issue glasses plus your protective mask inserts and 1 clear FOC.
- **All other Active Duty in any branch of service:** You are authorized 1 pair clear and 1 pair of sunglasses in the MS9 plus your protective mask inserts, ballistic inserts, and 1 clear FOC.
- **Guard/Reserve on active duty for greater than 30 consecutive days:** You are authorized 1 pair of clear and 1 pair of sunglasses in the MS9 plus your protective mask inserts, ballistic inserts, and 1 clear FOC

Call the TriCare appointments line for your region, or click this link <http://www.tricare.osd.mil/> to obtain information on where to get an eye exam.

HOW TO ORDER

If you are more that 50 miles from a military health clinic with optometry services, you may follow these instructions to order your glasses.

- Open the **form DD771** found at our web site, and save it to your computer [this form is created to save the information you type into it]
- Please fill out the top section with your "name, "rank", and last 4", along with your shipping and contact information. About halfway down the form, please indicate which standard issue frame you desire. Make sure to save the form with the information you added.
- Print the partially completed form, and take this with you to your eye exam. **Ensure that the examining facility writes the prescription, and includes your pupillary distance (PD) on the form.**
- If your examining facility needs eye size, bridge or temple information, they may find this on our web site
- If you require bifocals, please include the bifocal height as part of the prescription. We cannot make your glasses without this information.
- If you currently have Standard Issue frames please provide the frame size and temple length. (found inside the frame)
- There must be a **DD771** for each request for eyewear. Make sure you write "REMOTE DUTY or RECRUITING DUTY" on the form.
- Send the following information to NOSTRA:
 - One copy of the completed DD771 form,
 - A photo copy or scanned image of you military ID card
 - Your mailing address and a daytime phone number and email address if available.
- You may submit your order for eyewear by email, fax or standard mail.
 - Email your order to: NOSTRA-CustomerService@med.navy.mil ---or---
 - Fax your order to: 757-887-4647. Please call NOSTRA Customer Service at 757-887-7611 / 7152 / 7299 / 7476 right after you send your fax to insure we received it and that all the information is included to fabricate your orders. ---or---
 - Standard Mail to:
NOSTRA
160 Main Road, Ste 350
Yorktown, VA 23691-9984

You may also call **NOSTRA Customer Service Department** if you have any problems or questions. Our Customer Service hours are M-F, regular business days, from 0630 to 1700, Eastern Time.

You may email us at: NOSTRA-CustomerService@med.navy.mil