



# Defense Health Agency

## PROCEDURAL INSTRUCTION

NUMBER 7000.01

July 6, 2021

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DAD-HCO

SUBJECT: Patient Travel

References: See Enclosure 1.

1. **PURPOSE.** This Defense Health Agency-Procedural Instruction (DHA-PI), based on the authority of References (a) and (b), and in accordance with the guidance of References (c) through (n), establishes the DHA's procedures to:

a. Identify and delineate responsibilities associated with the reimbursement of patient travel in the following categories: Service members on active duty (active and reserve), TRICARE Prime-enrolled active duty family members, TRICARE Prime-enrolled retirees, and TRICARE Prime-enrolled retiree family members. Verify eligibility for reimbursement in accordance with the Joint Travel Regulation (JTR) (Reference (d)); Chapter 1, Section 30 of the TRICARE Reimbursement Manual (Reference (e)); and Reference (f).

b. Provide a quick reference guide to the patient travel reimbursement process and the rules governing the program. Military medical treatment facility (MTF) personnel may utilize this DHA-PI to provide beneficiaries information and assistance regarding travel arrangements. This is covered in Reference (d) through (f).

2. **APPLICABILITY.** This DHA-PI applies to the DHA and DHA Components (activities under the authority, direction, and control of DHA), Military Departments (MILDEPs), and the MTFs within the Military Health System.

3. **POLICY IMPLEMENTATION.** It is DHA's instruction, pursuant to References (a) through (j), that MILDEPs, the Combatant Commands, and the MTFs within the Military Health System comply with guidance contained in this DHA-PI.

a. The Director, MTF has oversight of patient travel procedures and must ensure that MTF

personnel brief patients concerning the patient travel program prior to completing all Defense Travel System (DTS) orders in accordance with References (d) through (g).

b. In accordance with Reference (d), if a Non-Medical Attendant is authorized, MTF personnel will ensure the completion of all required documentation, signed by the patient's Primary Care Manager (PCM), Unit Commander, or MTF leadership, and generate DTS orders.

c. Active duty members must file their travel vouchers in accordance to References (d) through (g).

d. All other TRICARE patients eligible for patient travel benefits will file their travel voucher either with the MTF or in accordance with Reference (d) upon completion of travel.

e. MTF Patient Movement (PM) clerks will update TRAC2ES Automated Information System Inpatient Bed Reports monthly in order to capture the information needed for PM decisions in accordance with References (i) and (j).

4. RESPONSIBILITIES. See Enclosure 2.

5. PROCEDURES. See Enclosure 3.

6. PROPONENT AND WAIVERS. The proponent of this publication is the Deputy Assistant Director (DAD), Healthcare Operations (HCO). When Activities are unable to comply with this publication the activity may request a waiver that must include a justification, to include an analysis of the risk associated with not granting the waiver. The activity director or senior leader will submit the waiver request through their supervisory chain to the DAD-HCO to determine if the waiver may be granted by the Director, DHA or their designee.

7. RELEASABILITY. **Cleared for public release.** This DHA-PI is available on the Internet from the Health.mil site at: <https://health.mil/Reference-Center/Policies> and is also available to authorized users from the DHA SharePoint site at: <https://info.health.mil/cos/admin/pubs/SitePages/Home.aspx>.

8. EFFECTIVE DATE. This DHA-PI:

- a. Is effective upon signature.
- b. Will expire 10 years from the date of issue.

9. FORM. DD Form 2875, System Authorization Access Request Forms is available at:  
[https://www.esd.whs.mil/Directives/forms/whs\\_forms/](https://www.esd.whs.mil/Directives/forms/whs_forms/).

/S/  
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Director

Enclosures:

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Glossary

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ENCLOSURE 1

REFERENCES

- (a) DoD Directive 5136.01, "Assistant Secretary of Defense for Health Affairs (ASD (HA))," September 30, 2013, as amended
- (b) DoD Directive 5136.13, "Defense Health Agency (DHA)," September 30, 2013
- (c) DHA-Procedural Instruction 5025.01, "Publication System," August 24, 2018
- (d) The Joint Travel Regulations, Uniform Service Members, and DoD Civilian Employees, current edition
- (e) TRICARE Reimbursement Manual (TRM) 6010.61-M, April 1, 2015, as amended
- (f) DHA-PI 6000.xx, "TRICARE Prime Travel Benefit (PTB) Program and Combat-Related Disability Travel (CRDT) Program," publication pending
- (g) DoD 7000.14-R, Vol 7A, Chapter 13, Financial Management Regulations, current edition
- (h) TRICARE Operations Manual (TOM) 6010.59-M, April 1, 2015, as amended
- (i) DoD Instruction 6000.11, "Patient Movement," June 22, 2018
- (j) USTRANSCOM Handbook 41-1, "Global Patient Movement Operations," May 3, 2016
- (k) Public Law 114-328, National Defense Authorization Act Fiscal Year 2017, December 23, 2016
- (l) Public Law 115-91, National Defense Authorization Act Fiscal Year 2018, December 12, 2017
- (m) Public Law 115-232, National Defense Authorization Act Fiscal Year 2019, August 13, 2018
- (n) Public Law 116-92, National Defense Authorization Act Fiscal Year 2020, December 20, 2019

ENCLOSURE 2  
RESPONSIBILITIES

1. DIRECTOR, DHA. The Director, DHA will:

- a. Ensure the enterprise electronic systems supporting the Patient Travel functions are managed and sustained.
- b. Develop and issue implementation and procedural guidance to specify documentation and management procedures for record systems that support the Patient Travel procedures.
- c. Coordinate with the Combatant Commanders through the Joint Chiefs of Staff.
- d. Ensure Directors, MTF comply with, oversee, and execute the procedures outlined in this DHA-PI.

2. SECRETARIES OF THE MILDEPS. The Secretaries of the MILDEPs, in coordination with the Director, DHA, will coordinate through the MILDEPs to comply with, oversee, and execute the procedures outlined in this DHA-PI.

3. DAD-HCO. The DAD-HCO must:

- a. Develop and issue implementation and procedural guidance, in accordance with Reference (b), to specify documentation management procedures that support Patient Travel functions.
- b. Collaborate with appropriate stakeholders to make necessary changes to MTF processes to ensure the implementation of the Patient Travel procedures outlined in this DHA-PI.

4. DIRECTORS, MARKETS, SMALL MARKET AND STAND-ALONE MEDICAL TREATMENT FACILITY ORGANIZATION, AND DEFENSE HEALTH AGENCY REGIONS (DHARs). The Directors, Markets, Small Market and Stand-Alone Medical Treatment Facility Organization, and Defense Health Agency Regions will monitor compliance with the Patient Travel procedures in this DHA-PI for the MTFs in their areas of responsibility, and report to the Chief, DHA Patient Administration Division (PAD), as necessary.

5. DIRECTORS, MTF/MEDICAL AUTHORITIES OR DESIGNEES. Directors, MTF/Medical Authorities or Designees will:

a. Implement and execute the procedures and actions outlined in this DHA-PI now and throughout the transition of MTFs to the authority, direction, and control of DHA in accordance with References (d) and (g).

b. Ensure all reporting co-located medical or tenant units execute the procedures outlined in this DHA-PI.

c. Appoint at least a Primary and Alternate TRAC2ES/PM clerk for their respective facility.

ENCLOSURE 3

PROCEDURES

1. PATIENT TRAVEL

a. The tables 1-4 of this DHA-PI identify the specific location in the JTR that governs the reimbursement by specified beneficiary category.

b. Contact the closest MTF with an Air Force element in order to handle travel authorizations for Air Force Service members.

2. OTHER MEDICAL-RELATED TRAVEL

a. AMBULANCE SERVICES. Ambulance services are covered by TRICARE as specified in References (e) and (h).

b. CONVALESCENT LEAVE TRANSPORTATION. This travel is covered for Service members as specified in Reference (d).

c. TRAVEL FOR SERVICE MEMBER ON THE TEMPORARY DISABILITY RETIRED LIST REQUIRED TO SUBMIT TO PERIODIC PHYSICAL EXAMINATION. This travel is covered as specified in Reference (d).

d. TRANSFER TO OR FROM A MEDICAL FACILITY OR TO HOME (INCLUDING INSANE OR MENTALLY INCOMPETENT PATIENTS). This travel is covered as specified in Reference (d).

e. SERVICE MEMBER DISCHARGED FROM ST. ELIZABETH'S HOSPITAL, A DEPARTMENT OF HEALTH AND HUMAN SERVICES MEDICAL FACILITY, OR A VETERANS AFFAIRS MEDICAL CENTER. This travel is covered as specified in Reference (d).

f. MEDICAL AND DENTAL CARE FOR AN INJURY, ILLNESS, OR DISEASE INCURRED OR AGGRAVATED IN THE LINE OF DUTY FOR A RESERVE COMPONENT MEMBER. This travel is covered as specified of Reference (d).

g. TRAVEL WITHIN THE PERMANENT DUTY STATION LOCAL AREA FOR MEDICAL APPOINTMENTS. This travel covered as specified in Reference (d). Refer to the DHA PAD milSuite site for detailed instructions:  
<https://www.milsuite.mil/book/community/spaces/dha-pad>.

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h. DESIGNATED INDIVIDUAL AND NON-MEDICAL ATTENDANT TRAVELING TO A WOUNDED, ILL, OR INJURED SERVICE MEMBER OR CIVILIAN EMPLOYEE. This travel is covered as specified in Reference (d).

i. WOUNDED OR ILL SERVICE MEMBERS RETURNING FROM THE AREA OF RESPONSIBILITY. This travel is covered as specified in Reference (d). Refer to the DHA PAD milSuite site for detailed instructions:  
<https://www.milsuite.mil/book/community/spaces/dha-pad>.

j. Active Duty Service Members/Patients Enrolled to Other MTFs. Refer to the DHA PAD milSuite site for detailed instructions: <https://www.milsuite.mil/book/community/spaces/dha-pad>.

### 3. PM CLERK RESPONSIBILITIES

a. PM clerks will complete mandatory Joint Knowledge Online TRAC2ES training courses and request Automated Information System access by completion of a DD Form 2875, System Authorization Access Request and submitting form to [USTRANSCOM.TRAC2ES@mail.mil](mailto:USTRANSCOM.TRAC2ES@mail.mil).

b. PM Clerks will update TRAC2ES Facility Bed Reporting on a monthly basis. As the MTF capabilities adjust, the PM clerk will update the assigned medical specialties and facility clinical services.

Table 1. UNITED STATES OUTPATIENT<sup>1</sup>

BENEFICIARY CATEGORY	REFERENCE	PATIENT REIMBURSEMENT	LINE OF ACCOUNTING <sup>2</sup>	REFERRING
Active Duty	JTR 033001 and 020305; DoD 7000.14- R, Vol. 7A, Chapter 13	Per Diem	Follow Service specific policy	PCM/Primary Care Provider (PCP)
Active Duty Family Member (TRICARE Prime-MTF)	JTR 033007 and Reference (G)	Actual Expense (not to exceed (NTE) local per diem rate)	MTF	PCM
Active Duty Family Member (TRICARE Prime-Network)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	TRICARE Health Plan (THP)	PCM
Active Duty Family Member (TRICARE Prime Remote)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM/PCP
Retiree (under age 65 TRICARE Prime-MTF)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	MTF	PCM
Retiree (under age 65 TRICARE Prime-Network)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM
Retiree Family Member (under age 65 TRICARE Prime-MTF)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	MTF	PCM
Retiree Family Member (under age 65 TRICARE Prime-Network)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM
Non-Prime Medical retiree; treatment for specified combat related disability <sup>3</sup>	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCP

<sup>1</sup> All fifty states including Alaska, Hawaii, and the District of Columbia

<sup>2</sup> Funding source for MTF and THP processed travel is Defense Health Program, Budget Allocation Group 1.

<sup>3</sup> Combat Related Disability Travel

**TABLE 2. UNITED STATES INPATIENT<sup>4</sup>**

<b>BENEFICIARY CATEGORY</b>	<b>REFERENCE</b>	<b>PATIENT REIMBURSEMENT</b>	<b>LINE OF ACCOUNTING<sup>5</sup></b>	<b>REFERRING</b>
Active Duty	JTR 033001 and 020305; DoD 7000.14- R, Vol. 7A, Chapter 13	None	MTF	PCM/DHA-GL
Active Duty Family Member (TRICARE Prime-MTF)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	MTF	PCM
Active Duty Family Member (TRICARE Prime-Network)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM
Active Duty Family Member (TRICARE Prime Remote)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM/PCP <sup>6</sup>
Retiree (under age 65 TRICARE Prime-MTF)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	MTF	PCM
Retiree (under age 65 TRICARE Prime-Network)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM
Retiree Family Member (under age 65 TRICARE Prime-MTF)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	MTF	PCM
Retiree Family Member (under age 65 TRICARE Prime-Network)	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCM
Non-Prime Medical retiree; treatment for specified combat related disability <sup>7</sup>	JTR 033007 and Reference (G)	Actual Expense (NTE local per diem rate)	THP	PCP

<sup>4</sup> All 50 states including Alaska, Hawaii, and the District of Columbia

<sup>5</sup> Funding source for MTF and THP processed travel is Defense Health Program, Budget Allocation Group 1.

<sup>6</sup> Continental United States active-duty family members must contact their regional TRICARE Prime Remote contractor.

<sup>7</sup> Combat Related Disability Travel

**TABLE 3. OUTSIDE THE CONTINENTAL UNITED STATES OUTPATIENT**

<b>BENEFICIARY CATEGORY</b>	<b>REFERENCE</b>	<b>PATIENT REIMBURSEMENT</b>	<b>LINE OF ACCOUNTING<sup>8</sup></b>	<b>REFERRING</b>
Active Duty	JTR 020305; DoD 7000.14- R, Vol. 7A, Chapter 13	Travel/Per Diem	Follow Service specific policy	PCM
Active Duty Family Member (TRICARE Prime-MTF)	JTR 033101	Actual Expense (NTE local per diem rate)	MTF	PCM
Active Duty Family Member (TRICARE Prime-Network)	N/A	N/A	N/A	N/A
Active Duty Family Member (TRICARE Prime Remote)	JTR 033101	Actual Expense (NTE local per diem rate)	MTF	PCM <sup>9</sup>
Retiree (under age 65 TRICARE Prime-MTF)	N/A	N/A	N/A	N/A
Retiree (under age 65 TRICARE Prime-Network)	N/A	N/A	N/A	N/A
Retiree Family Member (under age 65 TRICARE Prime-MTF)	N/A	N/A	N/A	N/A
Retiree Family Member (under age 65 TRICARE Prime-Network)	N/A	N/A	N/A	N/A

<sup>8</sup> Funding source for MTF and THP processed travel is Defense Health Program, Budget Allocation Group 1.

<sup>9</sup> Outside the Continental United States active-duty family members must contact the TRICARE Overseas Program coordinator office.

**TABLE 4. OUTSIDE THE CONTINENTAL UNITED STATES INPATIENT**

<b>BENEFICIARY CATEGORY</b>	<b>REFERENCE</b>	<b>PATIENT REIMBURSEMENT</b>	<b>LINE OF ACCOUNTING<sup>10</sup></b>	<b>REFERRING</b>
Active Duty	JTR 020305; DoD 7000.14- R, Vol. 7A, Chapter 13	Travel /Per Diem	MTF	PCM
Active Duty Family Member (TRICARE Prime-MTF)	JTR 033101	Actual Expense (NTE local per diem rate)	MTF	PCM
Active Duty Family Member (TRICARE Prime-Network)	N/A	N/A	N/A	N/A
Active Duty Family Member (TRICARE Prime Remote)	JTR 033101	Actual Expense (NTE local per diem rate)	MTF	PCM
Retiree (under age 65 TRICARE Prime-MTF)	N/A	N/A	N/A	N/A
Retiree (under age 65 TRICARE Prime-Network)	N/A	N/A	N/A	N/A
Retiree Family Member (under age 65 TRICARE Prime-MTF)	N/A	N/A	N/A	N/A
Retiree Family Member (under age 65 TRICARE Prime-Network)	N/A	N/A	N/A	N/A <sup>10</sup>

<sup>10</sup>Funding source for MTF and THP processed travel is Defense Health Program, Budget Allocation Group 1.

GLOSSARY

PART I. ABBREVIATIONS AND ACRONYMS

DHA-PI	Defense Health Agency-Procedural Instruction
DTS	Defense Travel System
JTR	Joint Travel Regulation
MILDEP	Military Department
MTF	military medical treatment facility
NTE	not to exceed
PAD	Patient Administration Division
PCM	primary care manager
PCP	primary care provider
PM	patient movement
THP	TRICARE Health Plan

PART II. DEFINITIONS

Unless otherwise noted, these terms and their definitions are for the purposes of this DHA-PI.

active duty. The full-time duty in the active Military Service of the United States. This includes members of the Reserve Components serving on orders issued under Title 10, United States Code for greater than 30 calendar days. It also includes Reserve Component members who incur an injury, illness, or disease in the line of duty as outlined in 10 USC 1074a and requires hospitalization at a non-military medical facility. It doesn't include National Guard members in state status.

DTS. A fully integrated, automated, end-to-end travel management system that enables DoD travelers to create authorizations (Temporary Duty travel orders), prepare reservations, receive approvals, generate travel vouchers, and receive a split reimbursement between their bank accounts and the Government Travel Charge Card vendor.

Other Health Insurance. Alternate or additional primary health insurance or plan coverage other than TRICARE. This doesn't include Medicare, Indian Health Services, or supplemental insurance plans.

non-medical attendant. A non-medical person who escorts the patient to assist in activities of daily living until the patient is admitted to the destination medical facility.

PCM. A military hospital or clinic provider, team of providers, or a civilian TRICARE network provider or practice to whom a Prime enrollee is assigned for primary care services. Enrollees agree to seek all non-emergency, non-mental healthcare services from their assigned PCMs.

PCP. Non-network, TRICARE authorized provider chosen by the beneficiary for primary care.

TRICARE Prime. A health maintenance organization-like program. It generally features use of the MTF and substantially reduced out-of-pocket costs for authorized care provided outside the MTF. Beneficiaries generally agree to use the MTFs and designated civilian provider networks and to follow certain managed care rules and procedures.

THP. The division within DHA that is responsible for private sector care design and execution.

TRICARE Prime Remote. Is available to Uniformed Service members on orders for more than 30 days who live and work more than 50 miles, or 1 hour's drive time, from a military hospital or clinic.