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# TRICARE<sup>®</sup> and Veterans Affairs

An Overview of How TRICARE and the Department of Veterans Affairs Work Together to Provide Health Benefits

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## **Today's AGENDA**

- What is TRICARE?
- What is VA?
- TRICARE and VA Edibility
- VA Facilities
- Pharmacy Options
- Other Important Information
- For Information and Assistance



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# What Is TRICARE?



- Uniformed services health care program
- Worldwide network
  - Military hospitals and clinics
  - Civilian health care providers

# Keep DEERS Information Up To Date



Go to an **ID card office**. Find an office at [www.dmdc.osd.mil/rsi](http://www.dmdc.osd.mil/rsi).

**Note:** You must use this option to add family members in DEERS.

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Log on to <http://milconnect.dmdc.osd.mil>.

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Call **1-800-538-9552**.

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Fax **1-831-655-8317**.

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# What Is VA?

## **The U.S. Department of Veterans Affairs (VA):**

- Oversees the delivery of patient care and federal benefits to veterans, their dependents, and survivors.

## **The Veterans Health Administration (VHA):**

- Is a component of VA that is home to the nation's largest integrated health care system consisting of VA outpatient clinics, hospitals, medical centers, and long-term health care facilities across the United States and in American Samoa, Guam, the Philippines, Puerto Rico, and the U.S. Virgin Islands.
- Provides comprehensive health care to more than 8.3 million veterans each year.

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# TRICARE and VA

- Service members who separate from service due to a service-connected injury or illness may be eligible for VA benefits and certain TRICARE benefits depending on the outcome of the medical review board.
- VA will determine your eligibility. TRICARE- and VA-eligible beneficiaries can choose to use either their TRICARE or VA benefits for each separate episode of care.
- National Guard and Reserve members may also qualify for veteran status and eligibility for VA benefits.
- To apply for VA medical benefits, complete the *Application for Health Benefits* (VA Form 10–10EZ), available at any VA health care facility or VA regional office, or online at [www.va.gov](http://www.va.gov).

## TRICARE and VA (continued)

- Retired service members under age 65 may be eligible for both TRICARE and VA due to medical or regular retirement.
- Retired service members with service-connected conditions receive care for that condition from either TRICARE or VA.
- If service-connected care is received at a VA facility, it is a VA benefit.
- If care is received through TRICARE, it is a TRICARE benefit.

# TRICARE, Medicare and VA

- Medicare-eligible retired service members may be eligible under TRICARE, Medicare and VA.
- Medicare-eligible beneficiaries who use their TRICARE benefit for non-service connected care at a VA facility will incur out-of-pocket expenses.
- If you receive non-service connected care at a VA facility, you may be responsible for 80 percent of the bill. By law, TRICARE can only pay 20 percent of the TRICARE-allowable amount.
- When using your TFL benefit, your least expensive option is to see a Medicare or TRICARE provider that is not a VA provider.

# Getting Care

- Beneficiaries may receive care for non-service connected conditions.
- Where you access care depends on which TRICARE option you use:
  - If enrolled in TRICARE Prime, you must access care from your primary care manager (PCM). If you need care and a VA facility near you can provide that care (within TRICARE access standards), you may be asked to use that VA facility with prior authorization from your regional contractor.
  - If enrolled in TRICARE Select, you may access space-available care from any VA facility.
  - If you are entitled to Medicare Part A and have Medicare Part B, you are eligible for TFL. You are advised to seek care for non-service connected conditions outside VA from a Medicare provider to avoid out-of-pocket expenses.

# Line of Duty (LOD) Care

- Care needed after orders expire
  - If a National Guard or Reserve member resides 50 miles or less from a military hospital or clinic, LOD determination requests go to the military hospital or clinic.
  - If a National Guard or Reserve member resides more than 50 miles from a military hospital or clinic, LOD requests go to the Defense Health Agency—Great Lakes (DHA-GL).
    - Find instructions and forms at [www.health.mil/greatlakes](http://www.health.mil/greatlakes) or call **1-888-647-6676**, option 2

**Note: Authorized LOD care is limited to the specific injury, illness or disease that was incurred or aggravated while in a qualified duty status (for example, if your left arm was injured and an LOD determination was approved for that condition, then care for a right knee issue is not authorized under the same LOD).**

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# TRICARE Network Providers

- All VA facilities:
  - Sign agreements with regional contractors to become TRICARE network providers. All VA facilities are TRICARE network providers.
  - Accept the negotiated rate plus any patient responsibility as payment in full
  - File claims for you
- Provide space-available health care services to any TRICARE-eligible beneficiary—not just those with service-connected conditions:
  - TRICARE Prime beneficiaries
  - TRICARE Select
  - TFL beneficiaries

# Getting Care

- Each VA facility has established a TRICARE beneficiary point of contact (POC) and check-in process.
- When requesting an appointment or registering for care, tell the VA provider that you are using your TRICARE benefit for your visit.
  - Failure to do so may result in higher out-of-pocket fees and/or denial of payment for services rendered.
- Some services may not be available (for example, obstetrics, pediatrics, adolescent psychiatry).
- To locate a VA facility, contact your regional contractor or your VA regional office:
  - Visit [www.va.gov](http://www.va.gov).
  - Call **1-877-222-VETS (1-877-222-8387)**.



# Primary Care Services

- Some VA facilities have primary care providers who see TRICARE beneficiaries.
  - Check with your regional contractor to see if you can enroll with a VA TRICARE provider.
  - TRICARE primary care is separate from VA primary care—you cannot use both.
- VA primary care is not normally available to TRICARE beneficiaries not enrolled with a VA TRICARE provider.

# Referrals for Specialty Care

- TRICARE Prime beneficiaries:
  - You must have a referral to access specialty care at a VA facility.
- TRICARE Select beneficiaries:
  - A referral is not required for most services.
  - Contact the VA facility to make an appointment.
  - Prior authorization is required for some services.
- TFL beneficiaries:
  - Seek care for non-service connected conditions outside the VA to avoid out-of-pocket expenses.

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# Pharmacy Services

- VA pharmacies will only fill prescriptions written by VA providers.
- If you receive primary or specialty care at a VA facility using your VA benefit, fill prescriptions through a VA pharmacy.
- If you receive care through TRICARE for your service-connected condition, fill prescriptions through the TRICARE Pharmacy Program.

# TRICARE Pharmacy Options

## **Military Pharmacy**



- Usually inside military hospitals and clinics
- Get up to a 90-day supply

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## **TRICARE Pharmacy Home Delivery**



- Must use this option for some drugs
- Get up to a 90-day supply

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## **TRICARE Retail Network Pharmacy**




- Fill prescriptions without submitting a claim
- Get up to a 30-day supply

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## **Non-Network Pharmacy**



- Pay full price up front and file a claim to get a portion of your money back
  - Get up to a 30-day supply
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# The Affordable Care Act

**TRICARE meets the minimum essential coverage requirement under the Affordable Care Act (ACA).**



Each tax year, you will get an Internal Revenue Service (IRS) Form 1095 from your pay center. It will list your TRICARE coverage for each month.

Your Social Security number (SSN) and the SSNs of each of your covered family members should be included in DEERS for your TRICARE coverage to be reflected accurately.

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## Stateside Regional Contractors

- TRICARE East Region  
Humana Military  
**1-800-444-5445**  
**HumanaMilitary.com**  
**www.tricare-east.com**
- TRICARE West Region  
Health Net Federal Services, LLC  
**1-844-866-WEST** (1-844-866-9378)  
**www.tricare-west.com**

## Overseas Regional Contractor

- TRICARE Overseas Program (TOP)  
International SOS Government Services,  
Inc.  
**www.tricare-overseas.com/contact-us**

## More Resources

- TRICARE Website  
**www.tricare.mil**



- Publications  
**www.tricare.mil/publications**
- milConnect  
**https:///miltconnect.tricare.mil**