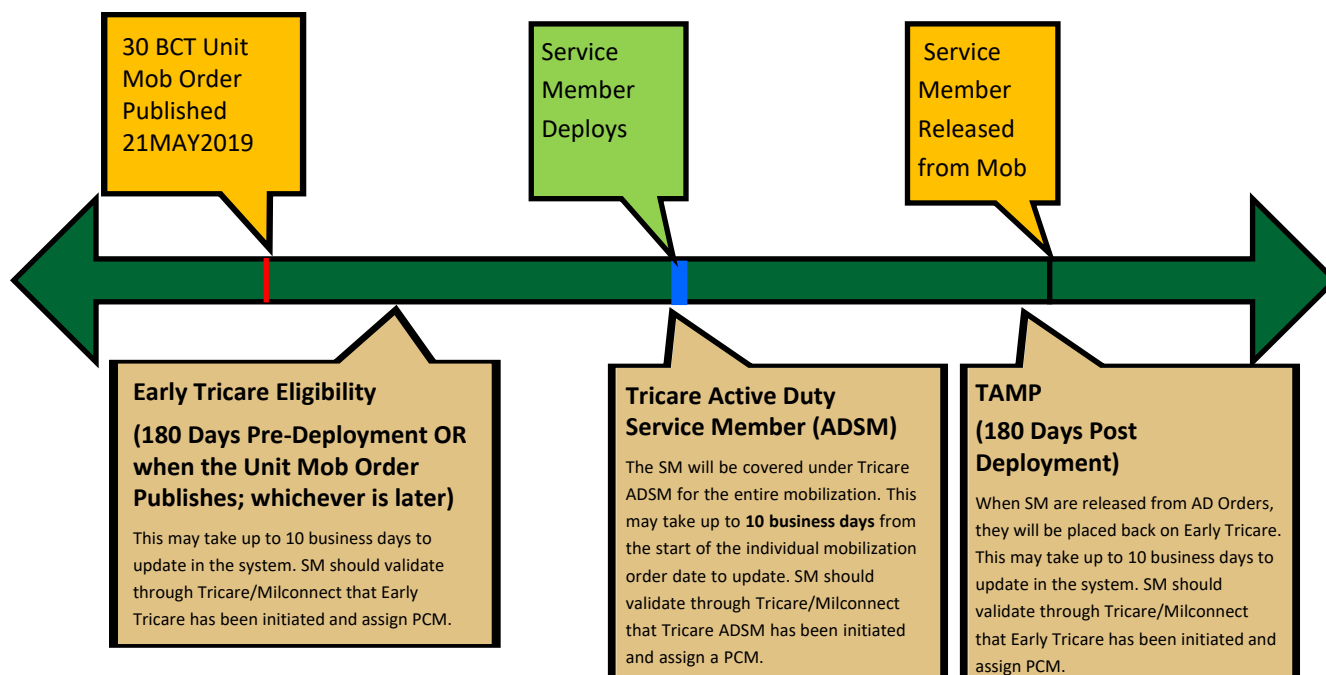




Tricare Benefits for Deploying Soldiers in Support of a Contingency Operation

Many questions arise with the eligibility and process of Tricare benefits for Service Members deploying with the North Carolina National Guard. Below is a time line, helpful hints and resources in regards to Tricare benefits and when to expect those benefits to begin. This guidance should be used as a general reference understanding that there are individual circumstances that may deviate from the timeline. In those instances, the Service Member should refer to Tricare, Humana Military or their chain of command.



HELPFUL TIPS:

o Whenever there is a change in a duty status for a Service Member, Tricare Benefits eligibility may be affected. Allow **10 business days** for the digital update to occur in the DEERS/Tricare systems.

If you are entitled to Tricare, and the digital system transaction to update eligibility has not yet been processed, you may:

- * Seek care at the closest military Medical Treatment Facility (MTF) with a copy of your orders: OR
- * Communicate to your Primary Care Manager (PCM) that you are eligible but that it may take up to 10 days for the system to reflect the updates and to wait to bill for care once Tricare has been updated.
- * Contact DEERS to ensure you and your family members are enrolled in DEERS, also check Tricare status for Standard, Prime Remote, or Prime. You and your family may be eligible for Tricare Prime Remote but **MUST** call to enroll with a Tricare Representative.
- * Try to be proactive and plan for the system updates to occur. Schedule appointments before/after these changes in status. Keep in mind for emergencies to request the medical provider to resubmit a bill once benefits are reinstated.

Humana Military (Tricare East Region)

<https://www.humanamilitary.com/>
1-800-444-5445

MilConnect (DEERS status)

<https://milconnect.dmdc.osd.mil/milconnect/>
1-800-538-9552

Tricare—<https://www.tricare.mil>
1-800-538-9552