



## **Media Release**

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### **TRICARE offers options for Families**

FORT HOOD, Texas—When it comes to their health and the health of their family, everyone needs to make informed decisions to ensure they receive the best care possible.

Recent enhancements to TRICARE Prime have made it that much easier for them to manage their health care, according to Beneficiary Services professionals at Carl R. Darnall Army Medical Center.

“There are many options with TRICARE, depending on your status and geographical location. It can be confusing so we want to be sure that our beneficiaries understand all their options and then choose what works best for them,” said Stacy Perez, chief, Beneficiaries Service Branch.

There are two options to TRICARE, Prime and Standard. Active duty Soldiers must enroll in TRICARE Prime, while their family members can choose between the two options.

With TRICARE Prime, enrollees generally receive most of their routine care from a selected or assigned primary care manager (PCM) at one of CRDAMC’s patient-centered medical homes.

TRICARE Standard is a fee-for-service option that gives beneficiaries the opportunity to see any TRICARE-authorized provider.

“The most important difference is cost. With Prime for Active Duty family members, there are no deductibles, enrollment fees, or co-pays, and it still gives you access to quality, patient-centered care,” said Perez.

Plus, Prime offers enrollees some extra advantages that are not available to Standard users, Perez explained, such as TRICARE Online, the Army Medicine Secure Messaging Service and the Nurse Advice Line.

TRICAREONLINE gives enrollees the ability to schedule, view and cancel appointments, refill prescriptions and view lab and radiology results. The Army Medicine Secure Messaging Service adds to those features by giving enrollees access to self-care advice and the ability to leave a secure message for their provider.

Enrollees can call the Nurse Advice Line 24/7 to receive medical advice from a registered nurse. If the nurse determines that the caller needs to be seen by a medical provider, the nurse can book the appointment for the caller.

TRICARE Standard is an option which allows enrollees to choose their own doctor. They can see any type of doctor, from a specialist to a primary care physician. Enrollees pay for care until they meet their deductible, then pay a cost-share until they meet their catastrophic cap. Cost-shares vary depending on care received and whether or not the enrollee used a network or non-network doctor. Visit the TRICARE site to get the most updated deductible rates.

“Everyone has to make their own choice depending on their needs. With the TRICARE Service offices now being gone, we are trying to promote awareness and help educate our beneficiaries about TRICARE,” Perez said. “For instance, we’ve been reaching out to our family members and found that many didn’t know they were eligible to enroll in Prime. Once they knew all their options, we had many switch their enrollment to Prime. It’s just a matter of getting all the facts so you can make an informed decision.”