



DEFENSE  
HEALTH AGENCY

**HPOB**

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS  
16401 EAST CENTRETECH PARKWAY  
AURORA, CO 80011-9066**

**CHANGE 196  
6010.56-M  
OCTOBER 18, 2016**

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL FOR  
TRICARE OPERATIONS MANUAL (TOM), FEBRUARY 2008**

The Defense Health Agency has authorized the following addition(s)/revision(s).

**CHANGE TITLE: UNIFORMED SERVICES HEADQUARTERS POINT OF CONTACT INFORMATION  
UPDATES**

**CONREQ: 18092**

**PAGE CHANGE(S): See page 2.**

**SUMMARY OF CHANGE(S): This change updates the Uniformed Services Headquarters Point of  
Contact information.**

**EFFECTIVE DATE: November 18, 2016.**

**IMPLEMENTATION DATE: November 18, 2016.**

**ARENDALE. J  
OHN. LOUIS. I  
I.1150775368**

Digitally signed by  
ARENDALE.JOHN.LOUIS.II.11507  
75368  
DN: c=US, o=U.S. Government,  
ou=DoD, ou=PKI, ou=DHA,  
cn=ARENDALE.JOHN.LOUIS.II.11  
50775368  
Date: 2016.10.13 13:17:34 -06'00'

**John L. Arendale  
Section Chief, Health Plan  
Operations Branch (HPOB)  
Defense Health Agency (DHA)**

**CHANGE 196**  
**6010.56-M**  
**OCTOBER 18, 2016**

**REMOVE PAGE(S)**

**CHAPTER 16**

Addendum A, pages 1 and 2

**CHAPTER 17**

Addendum A, pages 1 and 2

**INSERT PAGE(S)**

Addendum A, pages 1 and 2

Addendum A, pages 1 and 2

## Points Of Contact (POCs)

---

### 1.0 SPECIFIED AUTHORIZATION STAFF (SAS)

#### 1.1 Army, Air Force, Navy, Marine Corps, And Reserve/National Guard (except Coast Guard Reserve)

For Congressional inquiries:

TRICARE Management Activity  
7700 Arlington Blvd, Suite 5101  
Falls Church, VA 22042-5101

For all other matters:

Defense Health Agency-Great Lakes  
P.O. Box 886999  
Great Lakes, IL 60088-6999

Telephone: 1-888-647-6676  
Fax: (847) 688-6460

#### 1.2 United States Public Health Service (USPHS) and National Oceanographic And Atmospheric Administration (NOAA):

Medical Affairs Branch  
Beneficiary Medical Programs  
5600 Fishers Lane, Room 4C-06  
Rockville, MD 20857

Telephone for Payment Issues & Care Authorizations: (800) 368-2777  
Fax: (800) 733-1303

#### 1.3 Coast Guard and Coast Guard Reserve

Medical Administration  
USCG HSWL SC (MA-PA)  
300 East Main Street  
Norfolk, VA 23510-1000  
Telephone: (757) 628-4379

## TRICARE Operations Manual 6010.56-M, February 1, 2008

Chapter 16, Addendum A

Points Of Contact (POCs)

---

### 2.0 UNIFORMED SERVICES HEADQUARTERS POCs

#### 2.1 Army

HQ USA MEDCOM  
HCD, Clinical Policy Service - Garcia Building  
2748 Worth Road  
JBSA, Fort Sam Houston, TX 78234

Telephone: (210) 295-7209

#### 2.2 Air Force

AFMOA/SGAT  
2261 Hughes Ave, Suite 153  
JBSA Lackland, TX 78236-1025

Fax: (210) 395-9292, ATTN: AFMOA/SGAT  
Unsecured E-Mail: AFMOA.SGAT@us.af.mil  
(please note that e-mail sent unencrypted can be vulnerable to unauthorized access)

#### 2.3 Navy/Marine Corps:

Bureau of Medicine and Surgery  
Healthcare Operations (M3B1)  
7700 Arlington Blvd, Suite 5125  
Falls Church, VA 22042-5125

Unsecured E-Mail: USN NCR BUMED FCH VA Mailbox TRICARE Claims - Waivers  
[usn.ncr.bumedfchva.mbx.tricare-claims-waivers@mail.mil](mailto:usn.ncr.bumedfchva.mbx.tricare-claims-waivers@mail.mil)

(Please note that e-mail sent unencrypted can be vulnerable to unauthorized access. All Personally Identifiable Information and Health Privacy Protected Information should be sent using the AMRDEC Safe File Access System.)

#### 2.4 U.S. Coast Guard

Commandant (CG-114)  
U.S. Coast Guard  
Attn: Health Policy Analyst/DHA Liaison  
2703 Martin Luther King Jr. Ave SE  
Washington, DC 20593

Telephone: (202) 681-8716

## Points Of Contact (POC)

---

### **1.0 SPECIFIED AUTHORIZATION STAFF (SAS)**

#### **1.1 Army, Air Force, Navy, Marine Corps, And Reserve/National Guard**

For Congressional inquiries:

TRICARE Management Activity  
7700 Arlington Blvd, Suite 5101  
Falls Church, VA 22042-5126

For all other matters:

**Defense Health Agency-Great Lakes**  
P.O. Box 886999  
Great Lakes, IL 60088-6999

Telephone: 1-888-647-6676  
FAX: (847) 688-6460

#### **1.2 United States Public Health Service (USPHS) And National Oceanographic And Atmospheric Administration (NOAA)**

Medical Affairs Branch  
Beneficiary Medical Programs  
5600 Fishers Lane, Room 4C-06  
Rockville, MD 20857

Payment issues and Care Authorizations: (800) 368-2777  
FAX: (800) 733-1303

#### **1.3 Coast Guard**

Medical Administration  
USCG HSWL SC (MA-PA)  
300 East Main Street  
Norfolk, VA 23510-1000

Telephone: (757) 628-4379

## 2.0 UNIFORMED SERVICES HEADQUARTERS/SERVICE PROJECT OFFICERS

### 2.1 Army

HQ, USA MEDCOM  
HCD, Clinical Policy Services - Garcia Building  
2748 Worth Road  
Fort Sam Houston, TX 78234-6113

Telephone: (210) 295-7209

### 2.2 Air Force

AFMOA/SGAT  
2261 Hughes Ave, Suite 153  
JBSA Lackland, TX 78236-1025

Unsecured E-mail: AFMOA.SGAT@us.af.mil  
(please note that e-mail sent unencrypted can be vulnerable to unauthorized access)

### 2.3 Navy/Marine Corps

Bureau of Medicine and Surgery  
Healthcare Operations (M3B1)  
7700 Arlington Blvd, Suite 5125  
Falls Church, VA 22042-5125

Unsecured E-mail: USN NCR BUMED FCH VA Mailbox TRICARE Claims - Waivers  
usn.ncr.bumedfchva.mbx.tricare-claims--waivers@mail.mil

(Please note that e-mail sent unencrypted can be vulnerable to unauthorized access. All Personally Identifiable Information and Health Privacy Protected Information should be sent using the AMRDEC Safe File Access System.)

### 2.4 Coast Guard

United States Coast Guard  
Commanding Officer  
Health, Safety, and Work-Life Service Center  
Attn: Chief, Medical Administration Division  
300 East Main Street, Suite 1000  
Norfolk, VA 23510-9109

Telephone: (757) 628-4362

- END -