



DEFENSE
HEALTH AGENCY

MB&RO

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

**CHANGE 107
6010.57-M
FEBRUARY 25, 2014**

**PUBLICATIONS SYSTEM CHANGE TRANSMITTAL
FOR
TRICARE POLICY MANUAL (TPM), FEBRUARY 2008**

The TRICARE Management Activity has authorized the following addition(s)/revision(s).

**CHANGE TITLE: ENROLLMENT EFFICIENCIES AND PAPERWORK REDUCTION COST SAVINGS
INITIATIVES**

CONREQ: 16778

PAGE CHANGE(S): See page 2.

SUMMARY OF CHANGE(S): This change adds language that allows enrollment related actions to occur over the phone.

EFFECTIVE DATE: Upon direction of the Contracting Officer.

IMPLEMENTATION DATE: April 1, 2014.

**This change is made in conjunction with Feb 2008 TOM, Change No. 118 and Feb 2008 TSM,
Change No. 57.**

**GREEN.ELAN.
PARKER.1386
505752**

Digitally signed by
GREEN, ELAN, PARKER.1386505752
DN: c=U.S, o=U. S. Government,
ou=DoD, ou=PKI, ou=DHA,
cn=GREEN.ELAN.PARKER.1386505
752
Date: 2014.02.20 12:01:35 -07'00'

**Ann N. Fazzini
Team Chief, Medical Benefits &
Reimbursement Office (MB&RO)
Defense Health Agency (DHA)**

**ATTACHMENT(S): 5 PAGE(S)
DISTRIBUTION: 6010.57-M**

WHEN PRESCRIBED ACTION HAS BEEN TAKEN, FILE THIS TRANSMITTAL WITH BASIC DOCUMENT.

CHANGE 107
6010.57-M
FEBRUARY 25, 2014

REMOVE PAGE(S)

CHAPTER 10

Section 2.1, pages 1 through 3

Section 3.1, pages 1 and 2

INSERT PAGE(S)

Section 2.1, pages 1 through 3

Section 3.1, pages 1 and 2

Chapter 10

Section 2.1

Prime Enrollment

Issue Date: May 15, 1996
Authority: [32 CFR 199.17](#)

1.0 POLICY

1.1 In order to receive the expanded benefits and special cost-sharing of Prime, all beneficiaries must take specific action to enroll. For active duty members located in areas where the TRICARE program is implemented, enrollment in Prime is mandatory. An enrollment **action** must be completed **and officially documented (enrollment form, Beneficiary Web Enrollment (BWE) transaction or telephonic request documented in the contractor's call notes)** to ensure Defense Enrollment Eligibility Reporting System (DEERS) enrollment data is current and claims are processed expeditiously.

1.1.1 Enrollment Procedures

1.1.1.1 No non-active duty beneficiary shall be enrolled unless he/she is shown as eligible on the DEERS. All enrollments and re-enrollments shall be recorded on the DEERS.

1.1.1.2 Enrollment may occur at any time; however, the enrollment period shall coincide with the fiscal year (i.e., the beneficiary's initial enrollment expires on October 1; all future enrollment periods will be October 1 to September 30). Enrollment may be on an individual or family basis.

1.1.1.3 The contractor is responsible for collecting enrollment fees from Prime enrollees, as appropriate, and retains all such fees.

1.1.1.4 Payment of enrollment fees may be made on an annual or quarterly basis by credit card and for monthly enrollment fee payments, by Electronic Fund Transfers (EFTs) or an allotment from retirement pay. No administrative fees are charged to enrollees who choose to pay monthly or quarterly.

Note: Effective March 26, 1998, the Prime enrollment fee is waived for those enrollees who have Medicare Part B, regardless of age. Dual eligibles age 65 and older, who have an Active Duty (AD) sponsor or who are not entitled to premium-free Medicare Part A on their own record, or the record of their current, former, or deceased spouse may enroll in TRICARE Prime. See the TRICARE Operations Manual (TOM), [Chapter 6, Section 1, paragraph 7.5.4](#).

1.1.1.5 TRICARE Prime enrollments for eligible enrollees shall be automatically renewed upon the expiration of the enrollment unless the enrollee declines renewal, is no longer eligible for Prime enrollment or fails to pay the enrollment fee on a timely basis.

1.1.1.6 Dependents of Activated Members of Reserve Components (RCs). Dependents of members of RCs who have been ordered to active duty for a period of 31 days or more may enroll in TRICARE Prime. RCs include both reservists and members of the National Guard. Members of the National Guard are included only if ordered to federal duty. All requirements of this and other services apply to these beneficiaries. Activated members of RCs are treated the same as any other active duty member.

1.1.2 Enrollment Protocols

1.1.2.1 No eligible beneficiary who resides in the TRICARE region shall be denied enrollment or re-enrollment in, or be required to disenroll from, the TRICARE Prime program because of a prior or current medical condition.

1.1.2.2 The contractor shall provide beneficiaries who enroll full and fair disclosure of any restrictions on freedom of choice that may be applicable to enrollees including the Point of Service (POS) option.

1.1.2.3 TRICARE for Life beneficiaries (retirees and their dependents who are age 65 and over and are eligible for both Medicare and TRICARE) cannot enroll in TRICARE Prime. However, any beneficiary who is enrolled in TRICARE Prime at the time they attain their Medicare entitlement based on age will be permitted to enroll with a Military Treatment Facility (MTF) through TRICARE Plus, to the extent capability and capacity exists in the MTF. There shall be no TRICARE Plus affiliation with network providers.

1.1.2.4 Dual eligibles under age 65 (retirees and their dependents who have Medicare Parts A and B) and dual eligibles who are Active Duty Family Members (ADFM) (any age) are eligible to enroll in TRICARE Prime. See the TOM, [Chapter 6, Section 1](#).

1.1.2.5 TRICARE and the Military Health System (MHS) beneficiaries who are not eligible to enroll in TRICARE Prime may register for the purpose of accessing space-available care in the MTF and customer services. This registration is NOT enrollment in TRICARE Prime and no TRICARE Prime program benefits or services (other than access to customer services and network providers) applies to this beneficiary group.

1.1.3 Retroactive Enrollment

For emergency cases that should be placed under immediate case management, MTF Commanders may approve exceptions on a case-by-case basis for retroactive enrollment with an effective date not earlier than the first day of the month that the application is submitted. Regional Directors (RDs) may approve exceptions on a case-by-case basis for retroactive enrollment to a network provider with an effective date not earlier than the first day of the month that the application is submitted.

1.1.4 Effective Date of Enrollment

1.1.4.1 An initial enrollment period shall begin on the first day of the month following the month in which the enrollment **request (enrollment form, BWE transaction, or telephonic request received by the contractor)** and enrollment fee payment, if applicable, are received by the contractor. If **the**

request and fee are received after the twentieth (20th) day of the month, enrollment will begin on the first day of the second month after the month in which they were received by the contractor.

1.1.4.2 Reenrollments for those who were enrolled in Prime immediately prior to a change in their status:

1.1.4.2.1 When an active duty member's retirement is effective other than the first of the month a Prime **enrollment request** to reenroll (**enrollment form, BWE transaction, or telephonic request received by the contractor**) must be completed within 30 days of the member's retirement. Otherwise, the **request** shall be considered an initial enrollment in Prime. The effective date of reenrollment shall be the date of retirement which will then result in seamless TRICARE Prime benefits with no break in coverage.

1.1.4.2.2 When an active duty member separates other than the first of the month, but continues to be eligible (e.g., is the spouse of an active duty member; or is eligible for Transitional Assistance Management Program (TAMP) they and any eligible family members shall be allowed to reenroll in TRICARE Prime with no break in coverage. TAMP eligibles must **request enrollment in Prime (enrollment form, BWE transaction, or telephonic request received by the contractor)** prior to the expiration of their period of TAMP eligibility to reenroll in Prime. Non-TAMP eligibles separating but who remain eligible for TRICARE must **request enrollment in Prime** within 30 days of their change in status. Otherwise, the **request** shall be considered an initial enrollment in Prime. The effective date of reenrollment shall be the start date of TAMP eligibility or the date of the separation which will then result in seamless TRICARE Prime benefits with no break in coverage.

1.1.4.2.3 TAMP eligible family members who were enrolled in Prime immediately prior to their sponsor's change in status to active duty may continue their enrollment in TRICARE Prime with no break in coverage if they **request reenrollment in TRICARE Prime (enrollment form, BWE transaction, or telephonic request received by the contractor)** within 30 days of their sponsor's return to active duty status. If they **request reenrollment** within 30 days of the sponsor's return to active duty status, the reenrollment will be retroactive to the date of the change in status from TAMP to active duty. If reenrollment is not accomplished within 30 days of the sponsor's return to active duty status, the twentieth of the month rule will apply. For information on the effective dates of enrollments for Active Duty Service Members (ADSMs), see the TOM, [Chapter 6, Section 1](#).

1.1.5 Beneficiaries shall be disenrolled when they are no longer eligible for TRICARE or when they do not submit payment for prescribed enrollment fees by the required date.

1.2 Portability. Enrollees may transfer enrollment when they move (within a contract area or outside a contract area). The losing contractor shall provide continuing coverage until (1) the enrollee **requests enrollment in the new location (enrollment form, BWE transaction, or telephonic request received by the contractor)**, (2) the enrollee disenrolls, (3) the enrollee is no longer eligible for enrollment in TRICARE Prime, or (4) the contractor must disenroll the beneficiary for failure to pay required enrollment fees, whichever occurs first. The authorization and referral rules of the losing contractor will continue to apply until enrollment is transferred or the beneficiary is disenrolled (see the TOM, [Chapter 6, Section 2](#)).

- END -

Chapter 10

Section 3.1

Prime And Status Changes

Issue Date: May 15, 1996
Authority: [32 CFR 199.17](#)

1.0 POLICY

1.1 Generally, when the TRICARE eligibility status changes, eligibility for TRICARE Prime benefits also changes. The time frames for Prime eligibility parallel TRICARE eligibility.

1.2 In all cases, when TRICARE eligibility ends, eligibility for Prime ceases. This includes retirees, their family members and survivors who turn age 65 and are entitled to Medicare but are not eligible for TRICARE for Life, dependent children who lose TRICARE eligibility due to age, remarriage of former spouses, etc.

1.3 To have continuous Prime coverage, the enrollee shall submit an enrollment form, **Beneficiary Web Enrollment (BWE) transaction, or a telephonic request** to the contractor before retirement and pay the appropriate enrollment fees within the required time frames (see [Section 2.1, paragraph 1.1.4.2.1](#)). Active duty personnel who retire may enroll at the same time as the remaining family members.

1.3.1 If this is not done prior to retirement or separation, enrollment or reenrollment will be effective according to the provisions of [Section 2.1, paragraph 1.1.4](#).

1.3.2 If the enrollee is receiving ongoing care at the time of retirement or separation, he/she must comply with all of the care authorization requirements of the enrollee's new status including getting a new authorization from the Managed Care Support Contractor (MCSC).

1.4 When status changes from Active Duty Family Member (ADFM) to retiree family member, Prime enrollees shall be offered an opportunity to continue enrollment in Prime, if available, but at the retiree cost-sharing rates. These enrollees must pay the applicable enrollment fees. Beneficiaries shall be permitted to keep their Primary Care Manager (PCM), if possible. Military Treatment Facility (MTF) Commanders shall determine if retiring beneficiaries who enroll in Prime could keep their MTF PCMs, given the MTF's enrollment plan and MTF capacity.

1.5 Prime Enrollment for Transitional Survivors. Those in Transitional Survivor Status, are not distinguished from other ADFMs for Prime eligibility. See the Transitional Survivor Status policy in [Section 7.1](#).

1.6 When an active duty member retires other than the first of the month or a member separates other than the first of the month but continues to be eligible (e.g., is the spouse of an active duty member; or is eligible for Transitional Assistance Management Program (TAMP)), Prime enrollment

TRICARE Policy Manual 6010.57-M, February 1, 2008

Chapter 10, Section 3.1

Prime And Status Changes

may continue as of the date of retirement or separation so long as all enrollment requirements have been met as stated in [Section 2.1, paragraph 1.1.4](#).

1.7 When TRICARE Prime enrollment changes from an individual to a family enrollment status prior to annual renewal for beneficiary categories required to pay an enrollment fee, the unused portion (pro-rated on a monthly basis) of the fee will be applied toward a new enrollment period or refunded in accordance with the TRICARE Operations Manual (TOM), [Chapter 6, Section 1, paragraph 7.0](#).

1.7.1 For ADFMs, single enrollment can be changed to family at any time during the enrollment period. A new enrollment period shall be established for the family.

1.7.2 In cases of a change in status from single to family based on the birth or adoption of a child, the newborn or adoptee will be deemed to be enrolled in Prime as of the day of birth or adoption. A responsible representative has 60 days to officially enroll the child to the Prime option. If the newborn or adoptee is formally enrolled in Prime within the 60 day period, the date of enrollment will be the first of the month following the date of birth or adoption. (The 20th of the month enrollment rule is waived, if necessary.) If the newborn or adoptee is not formally enrolled during the 60 day calendar period, the newborn or adoptee will revert to a non-enrolled beneficiary effective the 61st day. If the decision is made to continue Prime coverage, an **official enrollment request** (enrollment form, **BWE transaction, or telephonic request**) must be completed on behalf of the child. For retirees or their family members or survivors who decide to continue enrollment for the child, the unused portion (pro-rated on a monthly basis) of the single enrollment fee they paid will be applied toward a new family enrollment period. For newborns and newly adopted children enrolled under this provision, Point of Service cost-sharing does not apply through the 60th day or the date the enrollment form is actually received by the contractor, whichever is earlier. All services shall be processed with the Prime copayment even in the absence of referrals or authorizations. The TRICARE Regional Director (RD) is granted the authority to extend the deemed period up to 120-days, on a case-by-case or regional basis.

Note: In the case of a reservist who has been called to active duty for a period of 30 days or less, a new family member is not considered enrolled in Prime, since the dependents of the reservist are not eligible to enroll in Prime.

1.7.3 For those newborns and adoptees who are covered under the 60 day "deemed enrollment" benefit, process these claims as civilian Prime for this period. If the newborn or adoptee is formally enrolled during this period, process using enrollment status. If the newborn or adoptee is not formally enrolled during the 60 day calendar day period, at the end of the 60th calendar day period, the contractor shall process all claims as a non-enrolled beneficiary, applying the appropriate TRICARE cost-shares and deductibles. See the TOM, [Chapter 8, Section 1, paragraph 5.0](#) for claims processing procedures.

1.8 When a family enrollment status changes to single, there is no refund of the paid enrollment fee, unless the family enrollment becomes an individual enrollment due to death of one or more family members or a retired TRICARE Prime enrollee becomes dual eligible (see the TOM, [Chapter 6, Section 1, paragraph 7.0](#)). The remaining single enrollee continues to have Prime coverage until the enrollee takes action to disenroll, the enrollee is no longer eligible for TRICARE Prime, or the enrollee fails to pay a required enrollment fee.