

TRICARE FREQUENTLY ASKED QUESTIONS (FAQ'S)

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For additional TRICARE frequently asked questions, visit www.TRICARE.mil/FAQs.

It takes more than 30 minutes for me to get to NMCCL. Why is my name on 30 minute drive-time of this facility?

Your ZIP code likely indicates that you live in a Prime Service Area, which requires enrollment to a Military Treatment Facility (MTF). For more information, visit

- [TRICARE Prime Service Area ZIP Code Look-Up](#)
- [TRICARE Prime Distance and Drive Time Standards](#)

Health Net Disclaimer: Drive times and distances are estimates only and may vary based on weather conditions, traffic/road conditions and time of day. See TRICARE Prime Distance and Drive Time Standards for more information.

How do I schedule an appointment with my provider?

You may call the Appointment Call Center at (910) 450-4357 (HELP) to schedule appointments with your PCM or specialty care provider.

How do I cancel my appointment?

You may call the Appointment Call Center at (910) 450-4357 (HELP) to cancel appointments or cancel online via Relay Health or TRICARE Online.

I just called to schedule an appointment with my new PCM and was told I am not in the system. I'm enrolled in TRICARE Prime so I know I'm in the system. What is the problem?

If you (or a family member) have never received any services from this facility, your information is probably not in our database. You should go to the Admissions Office to have your demographic information entered into our database so you can schedule your appointments.

If I am enrolled in TRICARE Prime and do not want to come to NMCCL for my primary care, can I have a PCM in the local community?

Currently enrollees have the option to request or change their PCM to the local community. Call Humana Military at 1-800-444-5445.

My parent (parent-in-law) has recently been granted Dependent Parent Status. Can I get them enrolled in TRICARE Prime?

Dependent parents are not eligible for TRICARE Prime or any civilian medical benefits under TRICARE. Their status for medical care is "Direct Care," which means they are only eligible for medical services that MAY be available at any military treatment facility. The care received is on a space available basis ONLY. Neither TRICARE nor the military treatment facility can be held liable for any medical expenses received from a civilian source. Those costs are the sole responsibility of the patient.

My family has just moved to this area. How do I get a new provider?

You can call Humana Military, our TRICARE contractor, at 1-800-444-5445 to change your Prime enrollment to this area.

I just got married. How do I get my new spouse a provider?

After your spouse has been entered into the Defense Enrollment Eligibility System (DEERS) and has a valid Identification Card (ID), you can call Humana Military, the TRICARE contractor, at 1-800-444-5445 to enroll your new spouse into TRICARE Prime/Select. You may need to visit the Outpatient Records office at the Naval Medical Center to have your new family member's information entered in the hospital database.

We just had a new baby. How do we get our child assigned to a provider?

After you have enrolled your new child in DEERS, the next step will be to enroll them in TRICARE Prime/Select. You can call Humana Military, the TRICARE contractor, at 1-800-444-5445 to enroll your new baby.

I don't know who my Primary Care Manager (PCM) is. How can I find out?

If you are enrolled in TRICARE Prime, you can call Humana Military, the TRICARE contractor, at 1-800-444-5445 to find out which provider you have been assigned to for primary care.

How do I enroll in TRICARE Prime?

You have 3 options:

- Online: [TRICARE Beneficiary Web Enrollment](#)
- Phone: 1-800-444-5445 (Humana Military)
- Mail: [TRICARE Prime Enrollment, Disenrollment, and PCM Change Form](#)

For more information about enrollment, visit [TRICARE Prime Enrollment](#).

How do I change my primary care manager?

You can change your primary care manager (PCM) by:

- Using the [TRICARE Beneficiary Web Enrollment](#) web site
- Calling the East Region contractor (Humana Military): 1-800-444-5445
- Sending a completed [TRICARE Prime Enrollment, Disenrollment, and PCM Change Form](#) to your regional contractor with your new PCM's information

What are the differences between TRICARE Select and TRICARE Prime?

Go to the Humana Military web site www.humanamilitary.com and select Beneficiary, then Plans and Program