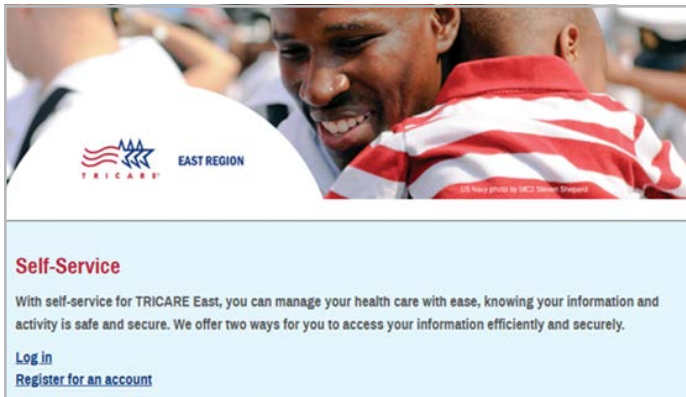


Beneficiary Self-Service FAQs

ACCESSING BENEFICIARY SELF-SERVICE

Where can I find beneficiary self-service?

You can access the portal by visiting www.tricare.mil/east. Select “Log In” to open the Beneficiary Login screen. From there, you can sign in or register for a new account.

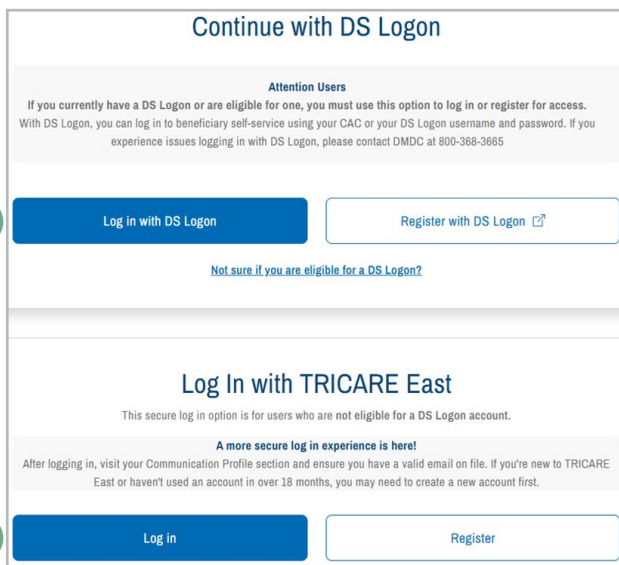


LOGGING IN AND ACCOUNT REGISTRATION

How do I log in to self-service?

You can log in two ways:

- Log in with DS Logon: Select this option to go to the external DS Logon site.
- Log in with TRICARE East account: Select “Log In” and enter your TRICARE East user ID and password.



How can I register for an account?

From the login screen, choose “Register.” You’ll see two registration options:

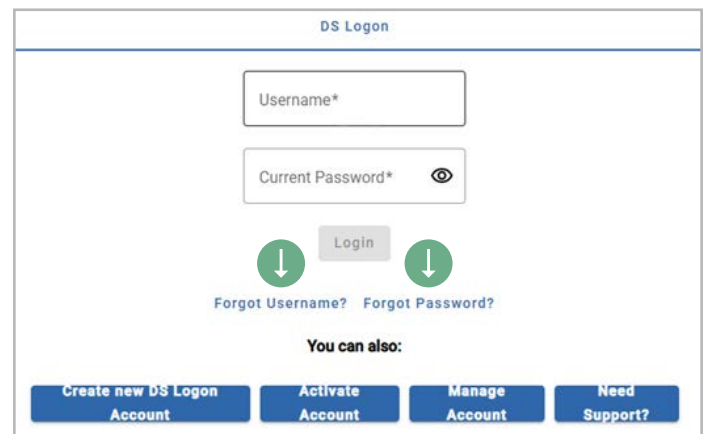
- DS Logon registration (required for those who have a DS Logon)
- TRICARE East registration

Note: Once registration is complete, your account type (DS Logon or TRICARE East) cannot be changed.

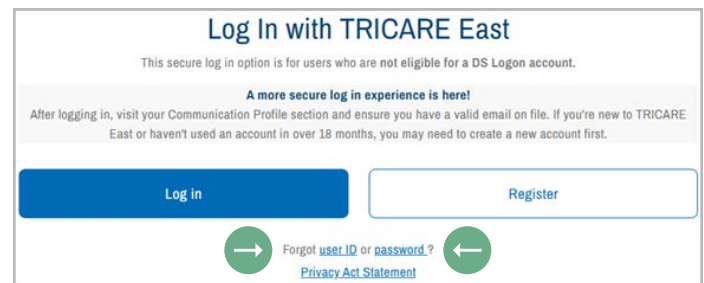
- The Defense Manpower Data Center manages DS Logon accounts.
- If you experience issues logging in or registering with DS Logon, please contact DMDC directly at 800-368-3665.

What should I do if I forget my user ID or password?

For DS Logon users: Select “Log in with DS Logon” and follow the on-screen prompts to retrieve or reset your user ID or password.



For TRICARE East user ID and password users: On the login screen, choose either “Forgot user ID” or “password.” The on-screen prompts will ask you to verify your identity before your user ID is shown, or your password can be reset.



Note: TRICARE East representatives can’t view or reset user IDs or passwords. You must recover these through the on-screen options.



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Beneficiary Self-Service FAQs

UNDERSTANDING TWO-FACTOR AUTHENTICATION

Note: Two-factor authentication applies only to users who log in using a TRICARE East user ID and password.

What is two-factor authentication?

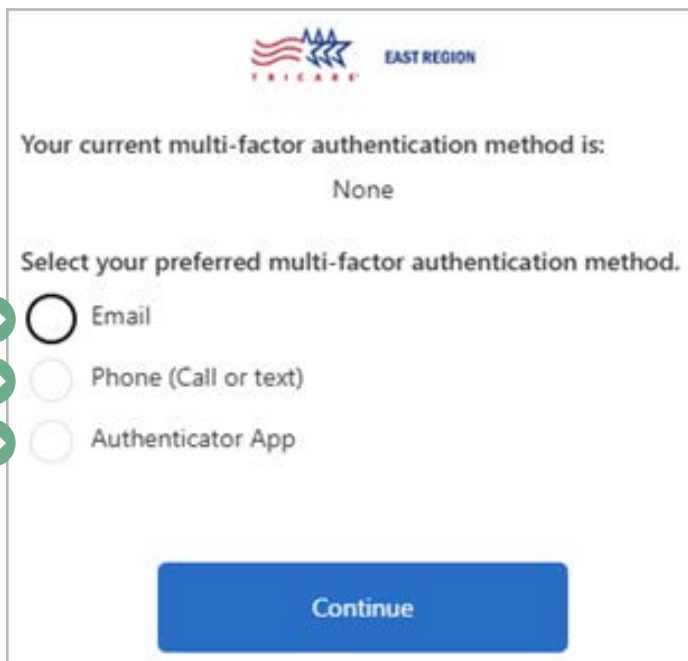
This adds an extra layer of protection to your account.

Benefits include:

- Stronger protection from unauthorized access
- Multiple verification options (email, text, or authenticator app)
- Compliance with modern security standards
- Consistent protection across both the portal and mobile app

What options can I use to receive my verification code?

You can choose to receive your six-digit verification code through one of the following methods:



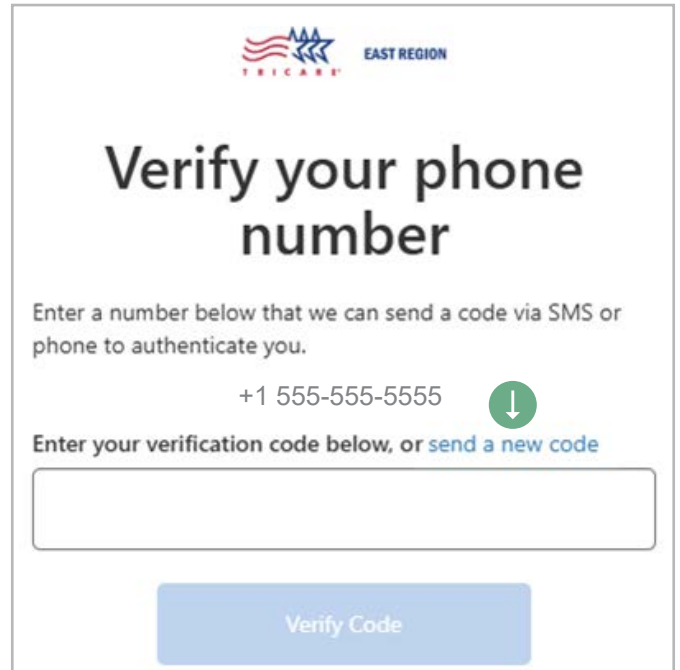
The screenshot shows the TRICARE East Region logo at the top. Below it, the text reads: "Your current multi-factor authentication method is: None". Underneath, it says "Select your preferred multi-factor authentication method." There are three radio button options: "Email", "Phone (Call or text)", and "Authenticator App". Each option has a green arrow pointing to it from the left. At the bottom of the form is a blue "Continue" button.

What happens if my code expires before I use it?

If your code expires before you use it, simply request or generate a new one to continue signing in.

How long will my verification code be valid?

- Email and text verification codes are valid for up to five minutes.
- Authenticator app codes refresh automatically every 30 seconds.
- Phone call verification requires immediate action during the call.



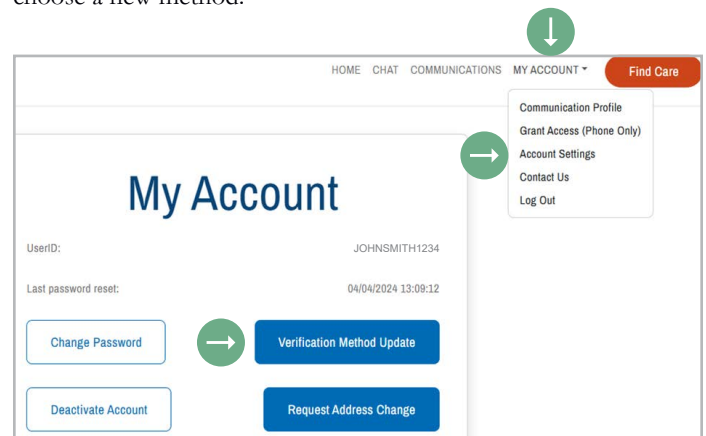
The screenshot shows the TRICARE East Region logo at the top. The main heading is "Verify your phone number". Below this, it says "Enter a number below that we can send a code via SMS or phone to authenticate you." There is a text input field containing "+1 555-555-5555" and a green arrow pointing down to the right of the field. Below the field, it says "Enter your verification code below, or send a new code". There is a large empty text input field for the verification code. At the bottom is a blue "Verify Code" button.

Can I use more than one verification method?

No. You can only have one active method at a time.

How can I update my verification method after logging in?

After logging in, go to My Account → Account Settings → Verification Method Update. Follow the on-screen prompts to choose a new method.



The screenshot shows the "My Account" page. At the top right, there is a navigation menu with "HOME", "CHAT", "COMMUNICATIONS", "MY ACCOUNT", and "Find Care". A green arrow points down to the "MY ACCOUNT" dropdown menu, which is open and shows "Communication Profile", "Grant Access (Phone Only)", "Account Settings", "Contact Us", and "Log Out". A green arrow points to "Account Settings". Below the navigation, the page displays "UserID: JOHNSMITH1234" and "Last password reset: 04/04/2024 13:09:12". There are four buttons: "Change Password", "Verification Method Update" (with a green arrow pointing to it), "Deactivate Account", and "Request Address Change".



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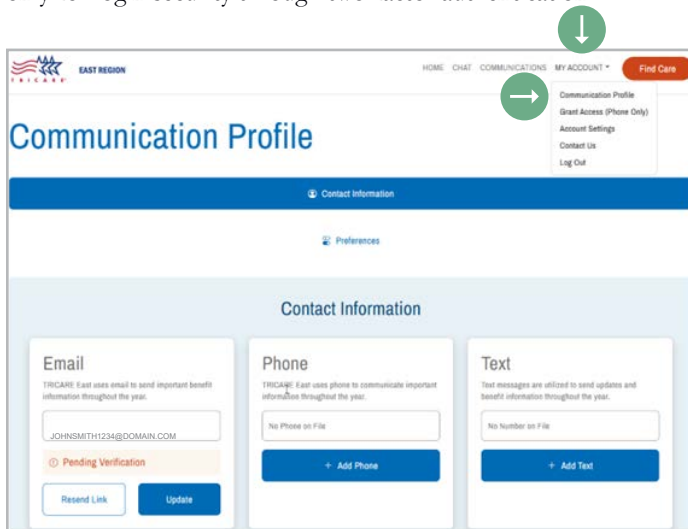
Beneficiary Self-Service FAQs

TROUBLESHOOTING LOGIN AND VERIFICATION ISSUES

How do I change my phone number or email address?

Go to My Account → Communication Profile. Update your email address and phone number for receiving medical communications such as referrals, benefit updates, and other secure messages.

Note: The Communication Profile controls how TRICARE East contacts you about your care, while the Verification Method is only for login security through two-factor authentication.



What should I do if I don't receive or cannot use my six-digit verification code?

If you don't receive a verification code or your code isn't working, try these steps first:

- Check your spam or junk folder if you selected email delivery.
- Make sure your phone has a signal if you're receiving the code by text.
- Verify the sync between your authenticator app and your device.
- Clear your browser cache or close your session completely, then repeat the login process to generate a new six-digit verification code.

Note: Some wireless carriers (such as Boost, Mint, Visible, and Metro) may have issues delivering verification codes. If this occurs, we recommend using email as your verification method.

If you've tried these steps and still don't receive a working code, please contact us at 800-444-5445, Monday – Friday, 8 a.m. to 6 p.m. Eastern/Central Time.

Can my spouse and I share the same email address for our accounts?

For account registration: No. Each self-service account must be registered with a unique email address linked to one individual.

For two-factor authentication: Yes. Spouses and dependents may choose to use the same email address for receiving their verification codes when signing in.

LANDING PAGE: BANNER LINKS AND MY ACCOUNT

What can I access through the banner links on the landing page?

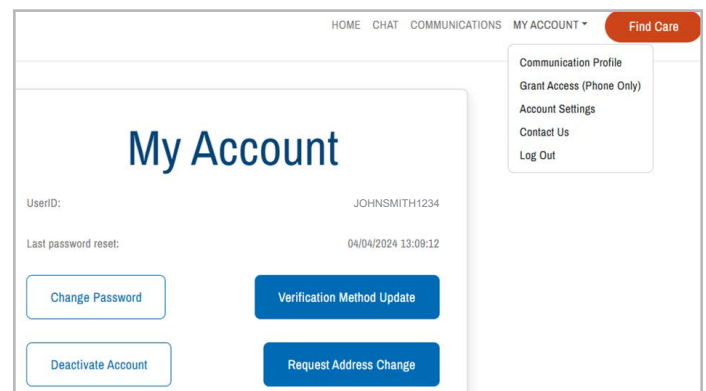
The banner links on the landing page provide quick access to the following areas:



- **Home:** Return to the main landing page at any time.
- **Chat:** Start a live chat with a TRICARE East representative.
- **Communications:**
 - Review notifications, secure messages, and chat histories.
 - Open new secure messages or start a new chat.
- **Find Care:** Access the Find Care tool.

What can I access through My Account?

My Account provides tools to manage your personal information, communication preferences, and account security.



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Beneficiary Self-Service FAQs

LANDING PAGE: VIEW BENEFICIARY

Can I view my dependent's information?

Yes. From the landing page, select the dropdown arrow next to the beneficiary's name.



- Sponsors and eligible spouses can view information for themselves and for any dependents under the age of 18 listed on the account.
- Dependents 18 years or older must create their own self-service account to view their personal information.

Note:

- A HIPAA release form on file does not grant portal or mobile app access to view another beneficiary's information.
- A HIPAA release only allows a representative to call in and receive information according to the release of information parameters set by the beneficiary.

Why can't I view information for other beneficiaries?

Within the Beneficiary Selection tool, a question mark (?) appears. Selecting this icon provides details on why information for another beneficiary might not be accessible.

🔒 Unable to view other dependents?

When logged in as:

The Sponsor
You can see all eligible and ineligible family members. You will only be able to select and view information for yourself and eligible dependents under 18 years old.

An Eligible Non-Sponsor
You can see all eligible family members, but you can only select and view information for yourself and family members under 18 years old.

An Ineligible Non-Sponsor
You are only able to view information for yourself.

PLEASE NOTE:
If you are unable to select a dependent in your family list, there is a HIPAA or web restriction preventing you from viewing their information.

LANDING PAGE: PLAN INFORMATION

What are the details in the Plan Information area?

The area displays a beneficiary's current TRICARE coverage details, including:

1. Eligibility status
2. PCM name (for TRICARE Prime beneficiaries)
 - PCM contact details: phone number, fax number, and address
3. Buttons to Change PCM*
4. Print ID Card*

*Available for TRICARE Prime beneficiaries

Plan Information

TRICARE Eligibility 1	ELIGIBLE (ADSM)
PCM Name 2	DR. JOE SMITH
Phone	555-555-5555
Fax	555-555-5556
Address 3	1234 MAIN ST LOUISVILLE, KY 55555
Change PCM	Print ID Card 4

LANDING PAGE: VIEW ELIGIBILITY

Where can I view my current TRICARE coverage information?

View your current TRICARE coverage details by selecting the TRICARE eligibility link located in the Plan Information section.



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Beneficiary Self-Service FAQs

What can I find in the Plan Information section?

This page displays:

1. Current eligibility and program
2. Sponsor's information
3. Coverage history
4. OHI, if applicable

A link to www.tricare.mil is available to view plan costs and program details.

Beneficiary Information 1

DIRECT CARE ONLY as of - 10/31/2025

Name	JANE SMITH
Gender	F
Date of Birth	01-02-2000
TRICARE Eligibility	DIRECT CARE ONLY
TRICARE Program	Direct Care for retired sponsors and family members

[View Program Costs](#)

Sponsor Information 2

Sponsor Name	JOHN SMITH
Sponsor SSN	123-45-6789
Service Branch	U.S. ARMY
Rank/Grade	STAFF SERGEANT
Military Base/Post Designation	
Region	

[View TRICARE Region Map](#)

Coverage History 3

DIRECT CARE FOR RETIRED SPONSORS AND FAMILY MEMBERS	TRICARE SELECT - RETIRED SPONSORS AND FAMILY MEMBERS
Start Date: 01-01-2025	Start Date: 01-01-2025
End Date: 12-31-25	End Date: 12-31-25

Other Health Insurance 4

NO ACTIVITY TO DISPLAY

There are no OHI to show for this beneficiary.



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Beneficiary Self-Service FAQs

Can I request a reinstatement if I've been disenrolled?

Yes. If you were previously enrolled in TRICARE Prime or TRICARE Select and were disenrolled due to non-payment, you may be eligible to request reinstatement.

Plan Information

TRICARE Eligibility → **DIRECT CARE ONLY (ACTION REQUIRED)**

PCM Name

Phone

Fax

Address

[Change PCM](#)

How do I request reinstatement?

When you log in to self-service, you'll see your plan type in **red** with a message stating **"ACTION REQUIRED."** Selecting this link will allow you to begin the reinstatement process.

This process will guide you through making an estimated payment, based on how much time has passed since your disenrollment.

Reinstatement is available only if:

- You were previously enrolled in TRICARE Prime or TRICARE Select
- You were disenrolled due to non-payment
- You are within 90 days of your disenrollment date
- You are the sponsor or spouse on the account

Note:

- If family members are enrolled in different plan types and need reinstatement, you must complete the process for one plan type at a time.
- Once one reinstatement is complete, you can immediately start the next.
- Multiple plan types cannot be reinstated at the same time.

LANDING PAGE: MAKE A PAYMENT

How can I tell if payment is due?

Your Billing and Payments tile on the landing page will show if a payment is due and the amount owed.

Billing and Payments

Current Amount Due ←

Next Payment Date

Ready to set up automatic payments?

[Set up Electronic Funds Transfer](#)

[Set up Allotment](#)

[Payment History](#)

[Make A Payment](#)

How do I make a payment?

Select "Make a Payment" within the Billing and Payment tile.

Can I review my payment information before submitting it?

Yes, after entering your payment amount and card details.

Make A Payment

Review your information and submit your payment.

BENEFICIARY INFORMATION

NAME JOHN SMITH

TRICARE PLAN TRICARE PRIME - RETIRED SPONSORS AND FAMILY MEMBERS

CURRENT AMOUNT DUE

Quarterly	\$ 193.30
Annual	\$ 369.28

PAYMENT AMOUNT \$ 193.30

CARD INFORMATION

NAME ON CARD JOHN A SMITH

CARD NUMBER *****1234

EXPIRATION MONTH 12

EXPIRATION YEAR 2030

ZIP CODE 01234

[Submit](#) [Back](#)



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Beneficiary Self-Service FAQs

How will I know if my payment was successful?

A confirmation page will appear showing your transaction details and confirmation number. You can also choose to receive an email with confirmation.

Make A Payment

Success!
Your payment has been successfully processed. Please allow 2 - 3 business days for this payment to be reflected on your account.

STATUS: Approved
CONFIRMATION NUMBER: TYVZCN9FHBHV
PAYMENT AMOUNT: \$ 193.30
NAME ON CARD: JOHN A SMITH
CARD NUMBER: *****1234
EXPIRATION MONTH: 12
EXPIRATION YEAR: 2030
ZIP CODE: 01234

Would you like to have a receipt emailed?
EMAIL:

How can I view my payment history?

Select “Payment History” in the Billing and Payment tile to review up to two years of past transactions.

Billing and Payments

Current Amount Due
Next Payment Date

Ready to set up automatic payments?
[Set up Electronic Funds Transfer](#)
[Set up Allotment](#)

You can use filters to narrow your search by plan or payment type.

Payment History

View up to two years of payment history. Payments are processed the following business day. Please allow two business days for your payment to show.

Available Filters

Applied Date	Name	Plan	Paid Through	Amount	Pay Type
12/08/2022	JOHN SMITH	Select	07/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	07/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	07/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	03/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	03/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	03/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	03/31/2021	\$0.00	Other
12/08/2022	JOHN SMITH	Select	12/31/2020	\$0.00	Other
12/08/2022	JOHN SMITH	Select	12/31/2020	\$0.00	Other
12/08/2022	JOHN SMITH	Select	12/31/2020	\$0.00	Other
08/16/2022	JOHN SMITH	Select	12/31/2023	\$0.00	Other

Showing 1 to 10 of 23 entries

Can I make a payment without logging in?

Yes. Visit www.tricare.mil/About/Regions/East-Region/Enrollment/Payment-Options and under Payment Options, choose “Make a One-Time Payment with Credit or Debit Card.”

TRICARE

Plans & Eligibility Getting Care What's Covered Costs

Home > About Us > Regions > East Region > Enrollment > Payment Options

East Region

Enrollment
Billing
Payment Options
Primary Care Managers
Find Care
Referrals and Pre-authorizations
Claims
Wellness

Payment Options

Make Payments Easily with Beneficiary Self-Service

Managing your health care payments through beneficiary self-service and the ability to make a one-time payment quickly and securely or set up recurring payment options is a great payment method. Setting up electronic payments makes staying on top of your bills easier.

[Log In to Self-Service](#)

Payment Options

Pay your monthly premium with an electronic funds transfer or allotment payment method. Prime and Select retired beneficiaries need to pay monthly enrollment fees via allotment.

[Set up Automatic Payments with Allotment](#)
[Set up Automatic Payments with Electronic Funds Transfer](#)
[Make a One-Time Payment with Credit or Debit Card](#)

Notice for new enrollees: Complete your [enrollment form](#) and submit it promptly after your effective date.

Recurring Premium Payments

You can [set up recurring credit card payments](#) to pay the monthly premium. Remember to update your card information if anything changes. You don't want changes to take up to 30 days for processing.



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Beneficiary Self-Service FAQs

LANDING PAGE: CARE MANAGEMENT DASHBOARD

Where can I view my care management information?

You can access care management directly from your landing page; select “View Dashboard” from the Care Management tile.

Can I still use the Care Management Dashboard if I’m not enrolled in a program?

Yes. Even if you’re not currently enrolled in a program, you can still access the Care Management dashboard to explore helpful health and wellness resources.

Care Management

Check out the care management programs you’re enrolled in and currently qualify for. Find resources for chronic conditions, behavioral health, women and children and more.

With the care management dashboard, you can send a secure message to your case manager, view case details and connect with local resources.

[View Dashboard](#)

My Communications

View and print your communications! Access any action-required documents, chat history, send/view secure messages and more.

[My Communications](#)

Register for Upcoming Webinars

Register for an upcoming wellness and prevention, webinar or community group! All webinar times are in Eastern Standard Time (EST). To attend, a computer or wireless device with internet connection and audio connection is required.

[Learn More](#)

Autism Care Demonstration

The TRICARE Autism Care Demonstration covers Applied Behavior Analysis services. Visit our [Autism Center of Excellence](#) for resources and enrollment information.

[ABA Welcome Guide](#)

Mental Health

Mental health is an important part of overall health and well-being, yet mental illness affects millions of people worldwide. Check out the resources and tools available to help.

[Mental Health Resources](#)

Chronic Conditions

The Centers for Disease Control (CDC) states that six in 10 adults have chronic conditions. We have tools and resources available for you to stay healthy and avoid complications.

[Learn More](#)

Tobacco and Vaping Cessation

Commit to Quit is a free TRICARE East sponsored tobacco and vaping cessation service. We offer a toll-free quit line at (877) 414 - 9949 as well as online resources to help you become nicotine-free.

[See Resources](#)

Health and Wellness

At TRICARE East, we care about your entire well-being from restoring your health, improving your stress resilience to preventing diseases across a lifespan and everything in-between. Learn more about the tools and resources available to you.

[Find Tools](#)

Women and Children

Your TRICARE benefit covers maternity care and preventive screenings. As your family grows, well-child checkups are available from birth to age five and cover routine doctor visits and immunizations.

[Learn More](#)



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Beneficiary Self-Service FAQs

Can I view care management information for my dependents?

Yes. If you have access to more than one eligible family member, use the beneficiary drop-down menu at the top of the dashboard to switch between dependents. This allows sponsors or spouses to review care management cases or available resources for their dependents under age 18.

What if I see a case listed that I don't recognize or that looks inactive?

Closed or inactive care management programs remain visible for up to six months after completion. If you have questions about the listed case(s), you can send a secure message to your care manager for clarification.

LANDING PAGE: PREVENTIVE SERVICE

What are preventive services reminders?

Preventive services reminders display up to three upcoming preventive services you may be eligible for. These include checkups, immunizations, or screenings for conditions like heart disease, diabetes, or cancer, before symptoms develop.

Self-service personalizes reminders based on your plan type, age, gender, and health history.

Where can I find my reminders?

You'll find your reminders on your main landing page.

Blood Pressure Screening	UPCOMING
Next Eligible Date	11 / 03 / 2025
Service Description	Blood Pressure
	More Details

Blood Pressure Screening

To screen for cardiovascular disease, TRICARE covers blood pressure screening:

- For children, annually between ages three and six, and every two years thereafter
- For adults, a minimum frequency of every two years

Have questions about preventive services and what you might qualify for? Talk to your doctor about when to start and how often you should receive preventive care. Click on [Learn More](#) below for more details.

[Acknowledge](#) [Learn More](#)

What does "Acknowledge" mean on a preventive service reminder?

When you select "Acknowledge," the reminder is removed from your current list.

Preventive Service Reminders

Preventive health encompasses a set of health services meant to screen and possibly identify health issues like heart disease, diabetes, and cancer before symptoms develop.

Blood Pressure Screening	UPCOMING	Flu Vaccine	UPCOMING	Hearing Exam	UPCOMING
Next Eligible Date	11 / 03 / 2025	Next Eligible Date	11 / 03 / 2025	Next Eligible Date	11 / 03 / 2025
Service Description	Blood Pressure	Service Description	Flu Immunization	Service Description	Hearing
	More Details		More Details		More Details

[View All](#)



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Beneficiary Self-Service FAQs

Can I view all my upcoming preventive services?

Yes. Click “View All” on the reminder section to see a full list of your preventive services, including completed, upcoming, and acknowledged items.

Preventive Service Reminders
Preventive health encompasses a set of health services meant to screen and possibly identify health issues like heart disease, diabetes, and cancer before symptoms develop.

JOHN SMITH

Displaying 4 of 4 Results

Blood Pressure Screening Next Eligible Date: 11 / 03 / 2025 Service Description: Blood Pressure More Details	UPCOMING	Flu Vaccine Next Eligible Date: 11 / 03 / 2025 Service Description: Flu Immunization More Details	UPCOMING
Hearing Exam Next Eligible Date: 11 / 03 / 2025 Service Description: Hearing More Details	UPCOMING	Skin Cancer Prevention Screening Next Eligible Date: 11 / 03 / 2025 Service Description: Skin Cancer More Details	UPCOMING

Why don't I see any reminders listed?

If no reminders appear, it may mean:

- You're up to date on all preventive services for now.
- Your plan type or eligibility does not include preventive service tracking. Your claim history hasn't yet been updated with your most recent visit.

Will acknowledging a service affect my TRICARE coverage or benefits?

No. Acknowledging a preventive service reminder does not have an impact on your TRICARE coverage, claims, or care options in any way. It simply hides the reminder from your current list until the next eligible date.

How are my preventive service reminders determined?

Your reminders are based on:

- Your TRICARE plan type (Prime, Select, etc.)
- Demographics, such as age and gender
- Claim records showing the dates of your past preventive services



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Beneficiary Self-Service FAQs

LANDING PAGE: CLAIMS

What can I see in the Claims tile?

The Claims tile provides a quick snapshot of your most recent claims. If you have access to dependents' information, you can also select their name from the Beneficiary drop-down list to view their eligible claims

The screenshot shows a 'Claims' tile with the following content:

Claims
Claims that have been processed will have your explanation of benefits (EOB) available to view.

CLAIM 0123456889	IN PROCESS	CLAIM 0123456789	IN PROCESS
Date of Service	03/22/2025	Date of Service	03/12/2025
Provider	DR. JOE SMITH	Provider	DR. JOE SMITH
Patient Responsibility	\$0.00	Patient Responsibility	\$0.00
More Details		More Details	

[See FAQs](#) [View all Claims](#)

Can I view all my claims at once?

Yes. Selecting “View all Claims” opens a full list of your claims from the past two years.

The screenshot shows the full 'Claims' page with the following content:

Claims
The below claims are for date of service 01/01/2025 and after. [view historical claims.](#)

JOHN SMITH

Displaying 6 [Filter](#)

CLAIM 0123456889	IN PROCESS	CLAIM 0123456789	IN PROCESS
Date of Service	03/22/2025	Date of Service	03/12/2025
Provider	DR. JOE SMITH	Provider	DR. JOE SMITH
Patient Responsibility	\$0.00	Patient Responsibility	\$0.00
More Details		More Details	

CLAIM 0123456780	IN PROCESS	CLAIM 0123456775	IN PROCESS
Date of Service	03/01/2025	Date of Service	02/26/2025
Provider	DR. JOE SMITH	Provider	DR. JOE SMITH
Patient Responsibility	\$0.00	Patient Responsibility	\$25.00
More Details		More Details	

CLAIM 0123456753	PROCESSED	CLAIM 0123456721	IN PROCESS
Date of Service	02/18/2025	Date of Service	02/10/2025
Provider	DR. JOE SMITH	Provider	DR. JOE SMITH
Patient Responsibility	\$0.00	Patient Responsibility	\$0.00
More Details		More Details	

[Back To Top](#) [Show More](#)



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Beneficiary Self-Service FAQs

How can I view my EOB?

The EOB is available within the More Details section for processed claims. To view or print your EOB:

- Select the claim you'd like to review.
- Click "View EOB."
- A printable version of your EOB will open, showing the amount billed, TRICARE's payment, and your remaining responsibility.

Details For Claim #0123456889 [←](#) [Ask A Question About This Claim](#)

CLAIM STATUS		PROCESSED
Date of Service		03/22/2025
Provider		Dr. JOE SMITH
Patient		JOHN SMITH
Patient Responsibility		\$0.00

PROVIDER BILLED		\$1,000.00
Allowed Amount		\$157.81
Other Insurance Paid		\$0.00
TRICARE Paid		\$157.81

PATIENT RESPONSIBILITY		\$0.00
Cost Sharing		\$0.00

IN NETWORK COST		
Deductible		\$0.00
Point of Service Deductible		\$0.00

OUT OF NETWORK COST		
Deductible		\$0.00
Point of Service Deductible		\$0.00

[Back](#) [View EOB](#) [←](#)

[Appeal Decision](#) [↗](#)

What if a claim I want to see isn't shown in my list?

If a claim does not appear, try the following:

- Confirm the claim has been fully processed (it may take up to 72 hours for the EOB to attach to the claim).
- Verify that you've selected the correct beneficiary from the drop-down list.

If your claim still isn't visible after several days, please contact us for assistance.

How long will my claims remain visible online?

Claims are available in self-service for two years from the date they are processed.



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Beneficiary Self-Service FAQs

How can I appeal a claim through the portal?

Within the Claim Details page, click the “Appeal Decision” button. You’ll find guidance on how to appeal a claim decision along with detailed steps and submission requirements.

Details For Claim #0123456889 [Ask A Question About This Claim](#)

CLAIM STATUS	
CLAIM STATUS	PROCESSED
Date of Service	03/22/2025
Provider	Dr. JOE SMITH
Patient	JOHN SMITH
Patient Responsibility	\$0.00

PROVIDER BILLED	
PROVIDER BILLED	\$1,000.00
Allowed Amount	\$157.81
Other Insurance Paid	\$0.00
TRICARE Paid	\$157.81

PATIENT RESPONSIBILITY	
PATIENT RESPONSIBILITY	\$0.00
Cost Sharing	\$0.00

IN NETWORK COST	
Deductible	\$0.00
Point of Service Deductible	\$0.00

OUT OF NETWORK COST	
Deductible	\$0.00
Point of Service Deductible	\$0.00

[Back](#) [View EOB](#)

[→ Appeal Decision](#)

Can I view claims for my dependents?

Yes. Sponsors or eligible spouses can view claims for dependents under the age of 18.

How can an adult dependent view their claim information?

Dependent who are 18 or older must have their own self-service account to access their personal claim information.



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Beneficiary Self-Service FAQs

LANDING PAGE: REFERRAL AND AUTHORIZATIONS

What can I see in the Referrals and Authorization tile?

The Referral and Authorizations tile displays your most recent referrals, including:

1. Referral/Auth number and status (such as approved, in process, incomplete info, OHI – no auth required, no auth required, partial approval, not approved)
2. Date Entered (when the referral was created)
1. Ordering Provider
2. Type of service (such as physical therapy, imaging, or specialty care)

3. Selecting “More Details” opens a full view of the referral, where you can review authorization details and provider information.
4. Referral and authorization FAQ link
5. The “See All Referrals” link allows you to view all referrals from the past two years, with filter options to help locate a specific referral.

Note:

- Referrals from a military hospital or clinic provider to another military facility provider will not appear in self-service.
- If your referral meets certain criteria, you may see a “Request New Provider” option within the More Details screen.

Referrals and Authorizations
Two years of referrals and authorizations are available to view. Referrals can take 24 - 48 hours to appear once submitted by your provider.

REFERRAL/AUTH 0000-000000001	APPROVED	REFERRAL/AUTH 0000-000000002	IN PROCESS	REFERRAL/AUTH 0000-000000003	APPROVED
Date Entered: 07/11/2025		Date Entered: 04/18/2025		Date Entered: 04/09/2025	
Ordered By: DR. JOE SMITH		Ordered By: DR. JOE SMITH		Ordered By:	
Type of Service: Endocrinology, General		Type of Service: Physical Medicine & Rehab		Type of Service: Inpatient Rehabilitation	
More Details		More Details		More Details	

[See FAQs](#) [See all Referrals](#)

Referrals and Authorization Details [Ask A Question About This Referral](#)

Details

Status of Request	Approved
Ordered By	DR. JOE SMITH
Auth/Order #	0000-00123456789
Patient Name	JOHN SMITH

Reason For Referral

Reason For Referral	THYROID DISORDER
Type of Service	Endocrinology, General
Units or Visits	00004
Referral Expires On	07/05/2026

Known Service Dates

Known Service Dates	07/11/2025
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Provider Information

Name	DR. JOE SMITH
Address	1234 MAIN ST, LOUISVILLE, KY 55555
Distance	23 miles away
Phone	555-555-5555

[Back](#) [View Letter](#)

This referral service type allows for you to change the provider performing the service if you prefer. If you select to change your provider and have already used this referral, you may experience a delay in claims processing.

Want to see a different doctor or specialist? [Request New Provider](#)



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Beneficiary Self-Service FAQs

What if my referral isn't showing?

If you don't see a referral, here are a few things to check:

- Following PCM submission - allow two business days for a referral to process
- Following provider submission - allow five business days for an authorization to process
- If the submission is still not visible, confirm with your provider's office that the request was submitted
- Remember that military hospital to military hospital referrals will not appear in self-service

Privacy Note:

- You can only view your own referrals and referrals for dependents under age 18.
- Referrals involving a sensitive diagnosis are only viewable by the patient themselves.

How can I view or print my referral letter?

To view or print your referral letter:

- Select "More Details" on your referral.
- Choose "View Letter" to open a PDF version of the referral authorization.
- From the open letter, you can print, email, or save it by tapping the "Share Sheet" icon.

Tip: Saving your referral letter can be helpful to bring to appointments or when scheduling with the provider.

Referrals and Authorization Details [Ask A Question About This Referral](#)

Details

Status of Request	Approved
Ordered By	DR. JOE SMITH
Auth/Order #	0000-00123456789
Patient Name	JOHN SMITH

Reason For Referral THYROID DISORDER

Type of Service Endocrinology, General

Units or Visits 00004

Referral Expires On 07/05/2025

Known Service Dates 07/11/2025

Provider Information

Name DR. JOE SMITH
Address 1234 MAIN ST, LOUISVILLE, KY 55555
Distance 23 miles away
Phone 555-555-5555

[Back](#) [View Letter](#)

This referral service type allows for you to change the provider performing the service if you prefer. If you select to change your provider and have already used this referral, you may experience a delay in claims processing.

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Beneficiary Self-Service FAQs

How far back can I see my referrals?

You can view all referrals and authorizations from the past two years.

Can I track the status of a referral online?

Yes. You can track the status of your referral in the Referrals and Authorization tile.

How can I tell if I'm eligible to change the provider on a referral?

If a referral meets eligibility criteria, you'll have the option to request a new provider directly through self-service.

How do I request a provider change for my referral?

When you select "Request New Provider" from the More Details section of your referral:

- A new screen will open with detailed instructions.
- You'll see up to three network providers who match the referral type of service and are located closest to your address.
- If you wish to view more options, select "Show More" to see additional network providers.
- Choose your preferred provider and follow the on-screen prompts to submit your change request.

Note: If your provider is changed, the new provider's name will appear on the Referral Details screen right away. However, it may take 24-48 hours for the referral letter to update and reflect the new provider's information.

Note:

- To request a non-network provider or if your referral does not show the "Request New Provider" option, contact Customer Service at 800-444-5445 for assistance.

Referrals and Authorization Details [Ask A Question About This Referral](#)

Details

Status of Request	Approved
Ordered By	DR. JOE SMITH
Auth/Order #	0000-00123456789
Patient Name	JOHN SMITH
Reason For Referral	THYROID DISORDER
Type of Service	Endocrinology, General
Units or Visits	00004
Referral Expires On	07/05/2026
Known Service Dates	07/11/2025

Provider Information

Name: DR. JOE SMITH
Address: 1234 MAIN ST, LOUISVILLE, KY 55555
Distance: 23 miles away
Phone: 555-555-5555

[Back](#) [View Letter](#)

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Beneficiary Self-Service FAQs

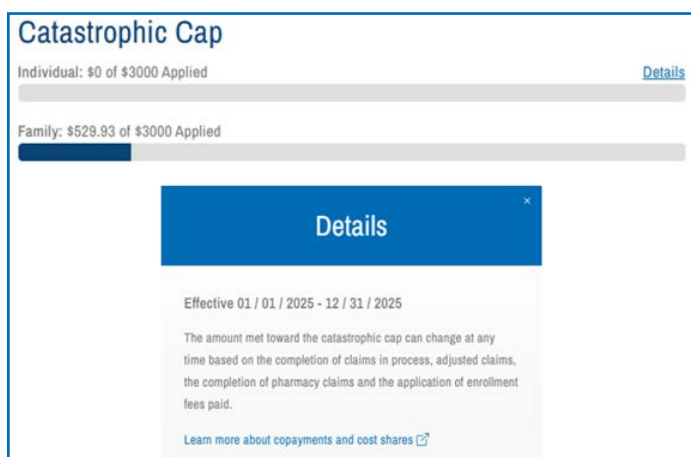
LANDING PAGE: CATASTROPHIC CAP

Where can I see my catastrophic cap and deductible accumulations?

The individual and family catastrophic cap and deductible accumulations are available in their own tile on the landing page.

Selecting “Details” opens a modal that shows:

- Effective dates of your plan
- A brief explanation of the catastrophic cap and deductible
- A link to www.tricare.mil/Costs/Cost-Terms/Catastrophic-Cap for more information



LANDING PAGE: QUICK LINKS

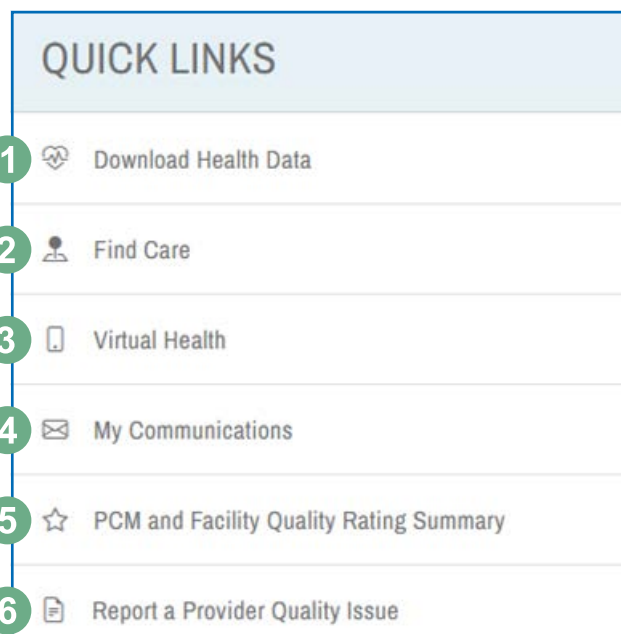
What other resources can I find in self-service?

The portal provides several helpful resources to support your health and care management:

1. **Download Health Data:** Opens a page where you can view, print, or download your personal health records, but it does not display test results.
2. **Find Care:** Opens the Find Care page on www.tricare.mil/About/Regions/East-Region/Find-Care, allowing you to search for:
 - Network providers
 - PCMs
 - Military hospital and clinics

The page also includes information about COVID-19 testing and non-network providers.

3. **Virtual Health:** Opens the Virtual Health page on www.tricare.mil/easttelemed for information on telehealth services and a search for network providers offering virtual health.
4. **My Communication:** Allows you to view all correspondence and notifications related to your TRICARE benefits.
5. **PCM Quality Ratings Summary:** Use the search tool to review quality ratings for your PCM.
6. **Report a Provider Quality Issue:** Opens a form to submit feedback about a provider's quality of care.



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