

Mobile Application Frequently Asked Questions

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Mobile Application FAQs

LOGIN SCREEN

What Features Can I Access Through the Mobile App?

- Coverage, eligibility, program deductibles, and cost-shares
- Claims and details of the last two years
- Referrals and authorizations of the last two years
- Payment history
- Make a payment
- Find a provider: network and PCM
- Family list: view dependent details
- Virtual health: view available options and details by tapping the icon on the login screen
- Register for a self-service account
- Recover your user ID or password

Note: Some features available online are not available in the mobile app.

1 How Do I Register for a Self-Service Account in the Mobile App?

- Download the TRICARE East mobile app from your device's app store.
- From the login screen, select “**Register**”.
- Choose one of two registration options:
 - **DS Logon** (required for those who have a DS Logon)
 - **TRICARE East**
- Follow the on-screen prompts to enter your information.

Important:

- The information you enter must match DEERS exactly.
- Once you register, your account type (**DS Logon or TRICARE East**) can't be changed later.
- DS Logon accounts are managed by Defense Manpower Data Center. If you experience issues please contact DMDC at 800-368-3665.

2 How Do I Log Into My Account in the Mobile App?

You can log in using either:

- Your **TRICARE East user ID and password**
- Log in with DS Logon by selecting “**Log in with DS Logon**,” which will redirect you to the external DS Logon login page.

If you registered with DS Logon, or choose to use it, you will need to continue using DS Logon every time you log in.



3 What If I Forgot My ID or Password? (TRICARE East Users)

On The mobile app login screen:

- Select “**Forgot ID**” or “**Forgot Password**.”
- You may need to scroll horizontally to see both options.
- Follow the on-screen steps to verify your identity and recover your user ID or reset your password.

4 What If I Forgot My DS Logon User ID or Password?

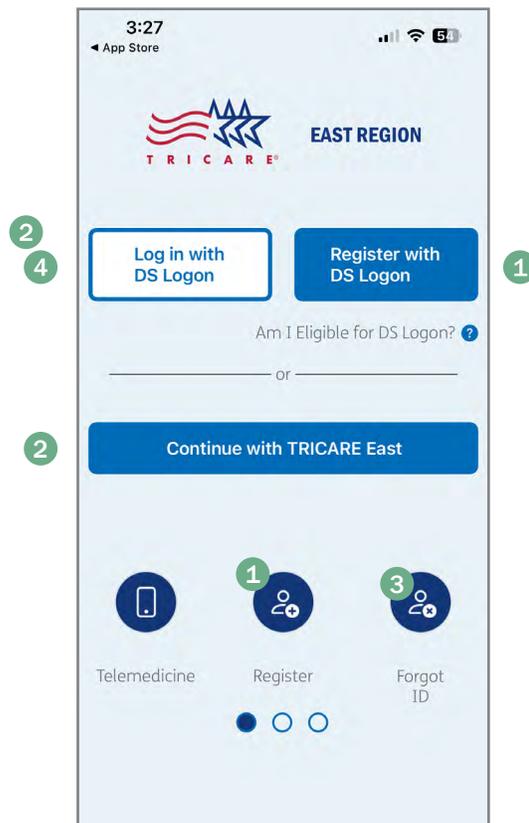
If you use DS Logon:

- Choose “**Log in with DS Logon**.”
- You will see the options for Forgot Username or Forgot Password on the DS Logon login page.
- Select the option needed, and follow the navigation steps.

Does the Mobile App Support Biometrics (Face or Touch ID)?

Yes. Users with TRICARE East logins can use supported biometrics such as face ID or touch ID, depending on their devices.

Note: DS Logon users can't use biometrics due to DS Logon security requirements.



Mobile Application FAQs

LOGIN: TWO-FACTOR AUTHENTICATION

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

If you sign in using DS Logon, two-factor authentication does not apply. DS Logon uses its own security verification process, managed by DMDC.

What Is Two-Factor Authentication?

Two-factor authentication adds an extra layer of protection to your account.

Benefits include:

- Stronger protection against unauthorized access
- Multiple verification options (email, phone (call/text), or authenticator app)
- Modern, industry-standard security
- Consistent protection across both the web portal and mobile app

What Options Can I Use to Receive My Verification Code?

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

- Email
- Phone (voice call or text message)
- Authenticator app

Your selected method will be used any time you log in using a TRICARE East user ID and password.

What Should I Expect When Using Two-Factor Authentication?

When you sign in, you will be prompted to receive a six-digit verification code using your chosen method.

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

Can I Use More Than One Verification Method?

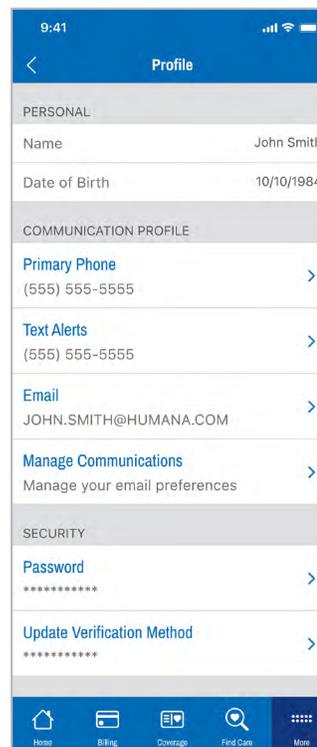
No. Only one verification method can be active at a time.

You may switch methods at any time, but there is no backup or secondary method. The verification method you choose applies to both the web and mobile app.

1 How Do I Update My Verification Method in the Mobile App?

After logging in:

- Tap “**More**” at the bottom of the screen.
- Select “**Profile**.”
- Under the Security section, choose “**Update Verification Method**.”



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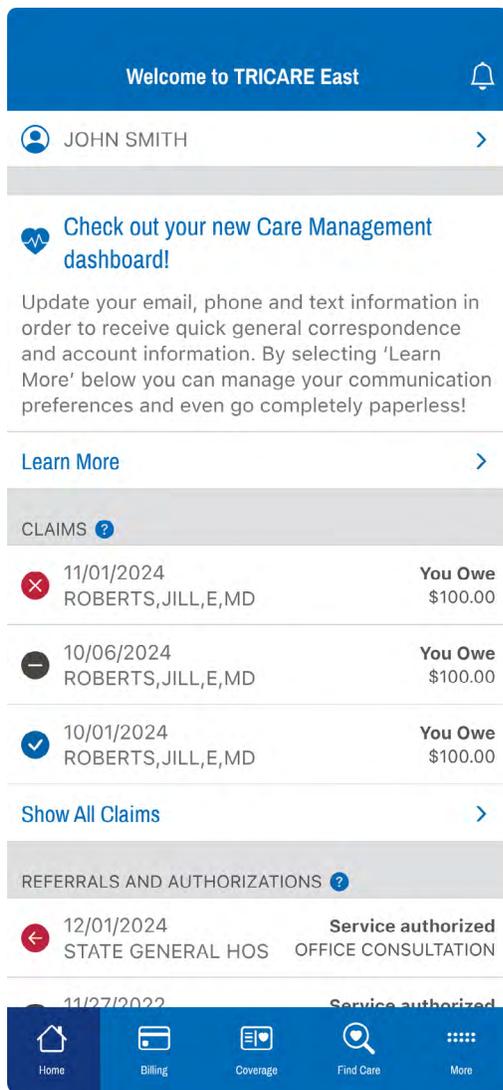
HOME SCREEN

1 Can I View a Dependent's Information?

Sponsors or eligible spouses can view details for themselves and any dependent under age 18.

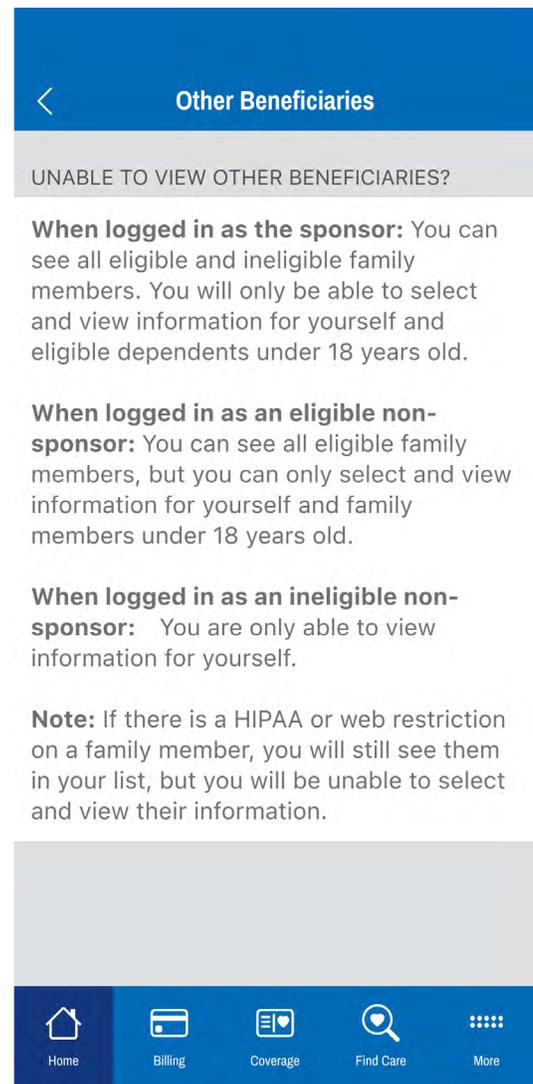
Dependents who are 18 or older must create their own self-service account to view their information. After creating an account, they will also be able to view the names of other eligible beneficiaries on the account.

Note: *At this time, a HIPAA Release of Information on file will not grant access to view information for a spouse or for dependents 18 or older through self-service portal or the mobile app.*



2 Why Am I Unable to View Information for Other Beneficiaries?

Tap the question mark icon near the family list to see possible reasons why information for another beneficiary may not be accessible.



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Mobile Application FAQs

HOME SCREEN

1 How Can I See My Claim Details?

The home screen shows your three most recent claims. Select any claim to open the Claims Details page.

2 What Displays When I Open a Claim?

The claim details page includes an overview, patient responsibility, billing information, appeal information, and the EOB link.

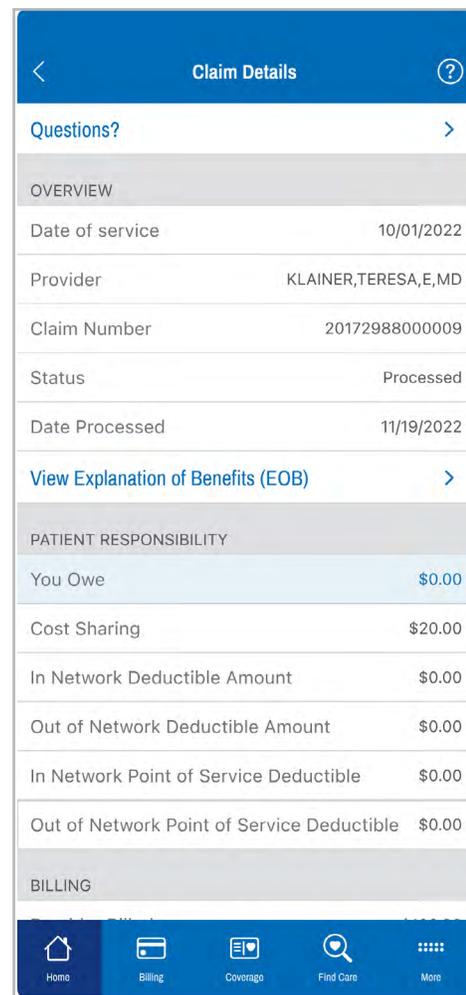
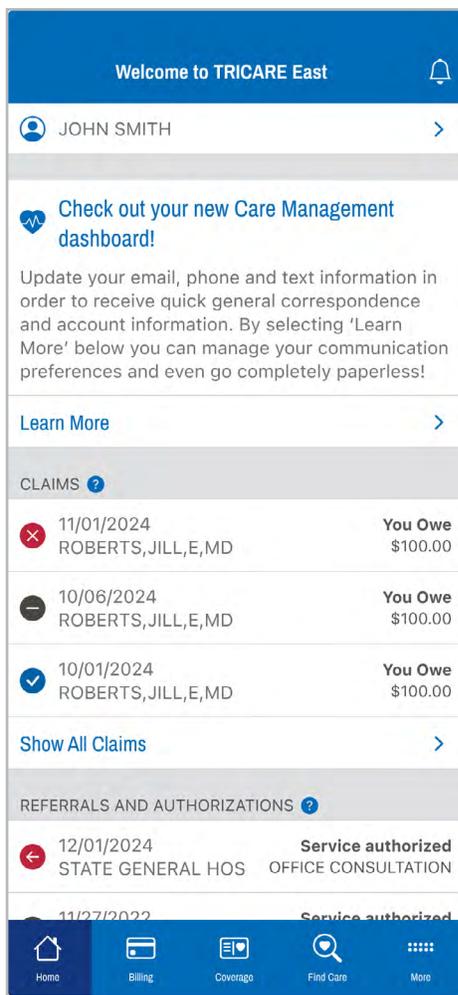
Note: Claims with a sensitive diagnosis won't show for any dependents age 12 and older.

3 What Displays When I Select the EOB Link?

A PDF version of the EOB will open. You can print, email, or save the document using your device's share icon in the upper right-hand corner. **Note:** If there is a denial or rejection, there may be a delay in your claim. Allow 24-48 hours for it to appear. If it is still not visible after 48 hours, please contact customer service.

4 How Do I View Older Claims?

Select **"Show All Claims"** to view all the claims from the past two years.



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HOME SCREEN

1 What If My Referrals Aren't Shown?

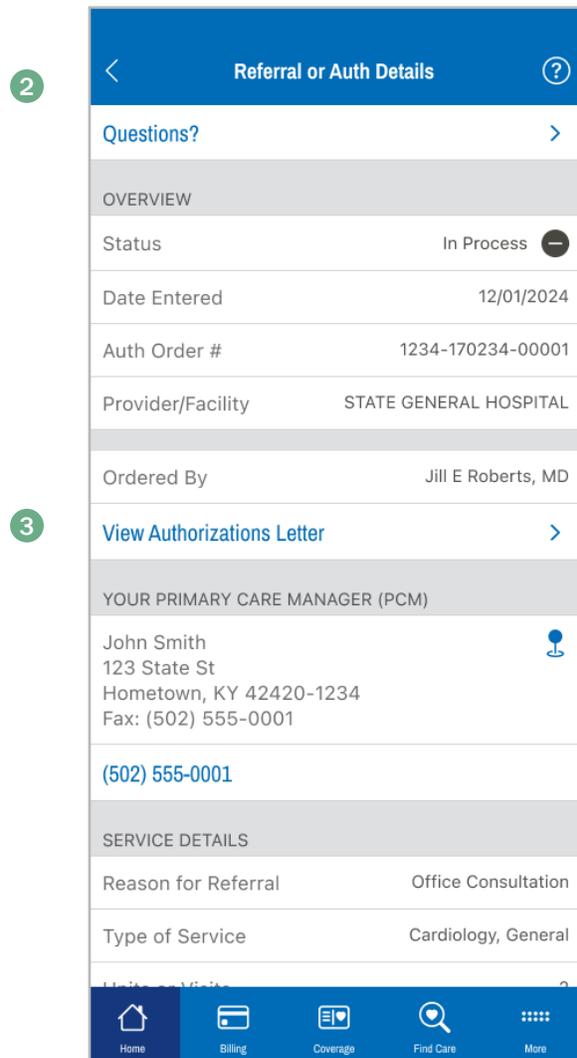
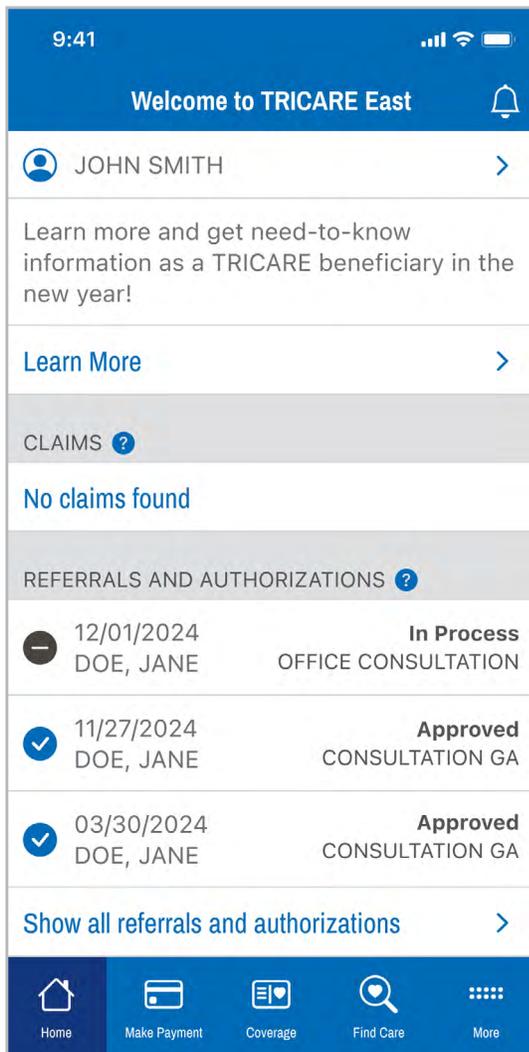
Please allow 24–48 hours after your provider submits the referral before checking the app. If the referral still does not appear, contact your provider to confirm submission.

2 How Can I View My Referral Details?

Select any referral to open referral details.

3 What Happens When I Select “View Authorizations Letter”?

A PDF version of the referral letter will open in the app. You can print, email, or save the letter by using the device's Share Sheet icon in the upper right-hand corner.



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Mobile Application FAQs

BILLING SCREEN (LOGGED IN)

- 1 Can I Make a Payment in the App?**

Yes. Select the “Billing” icon at the bottom of the screen to make a payment using Visa, MasterCard, or Discover.
- 2 How Far Back Can I View Payment History?**

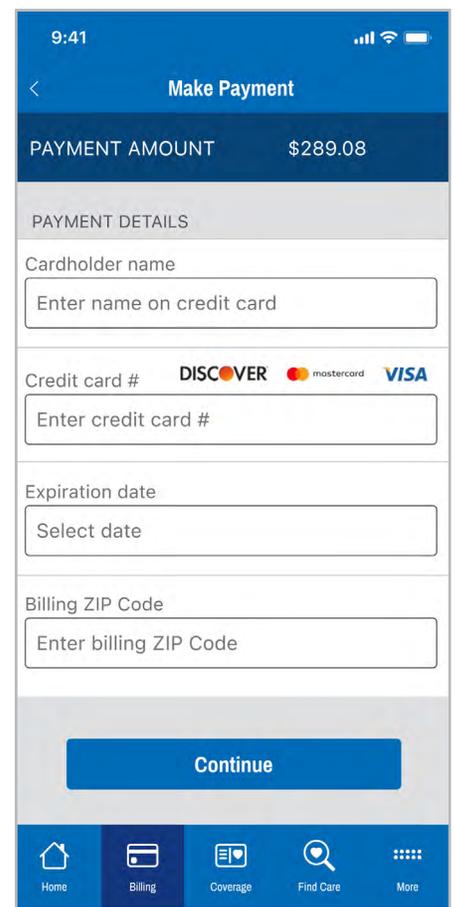
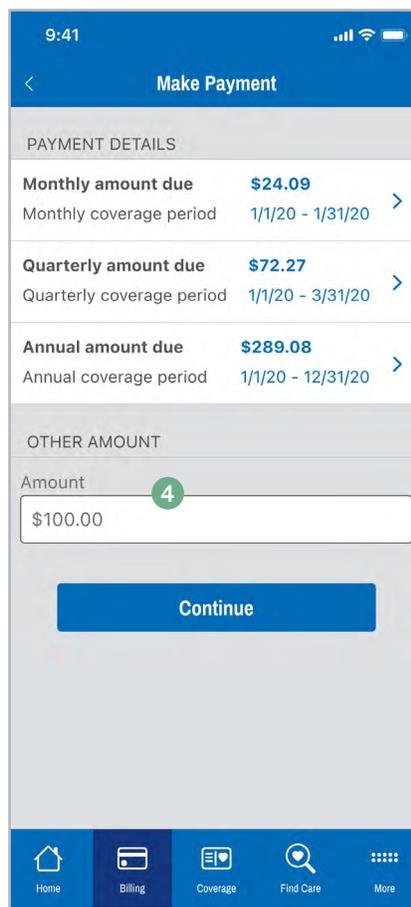
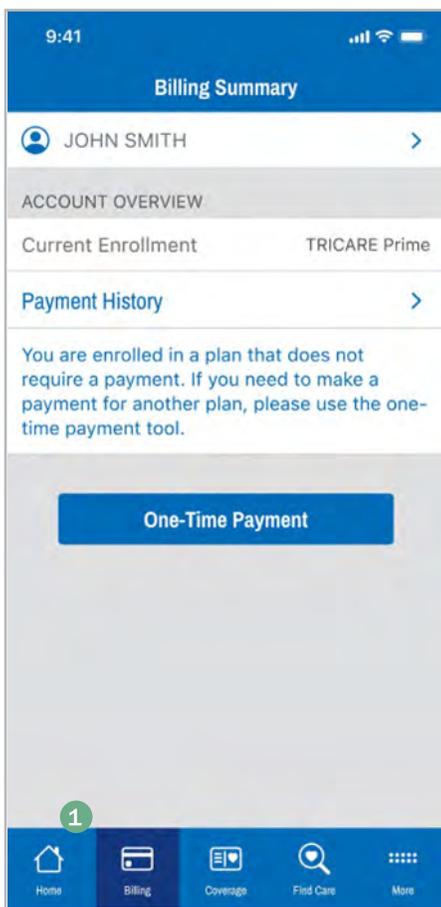
You can view up to two years of payment history. Filters are available by payment date, plan type, and payment method.
- 3 Can I See if My Payment Is Due and the Due Date?**

Yes. The billing summary screen displays last payment made, current paid-through date, next payment due date, amount due, and auto payment type, if applicable.

- 4 Where Do I Enter the Payment Amount?**

On the payment amount screen, you can enter a custom dollar amount or select one of the pre-populated options (monthly, quarterly, or annual amounts).
- 5 Where Do I Add My Credit Card Information?**

On the payment screen, you may enter the name on the card, card number, expiration date, and billing ZIP Code.



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Mobile Application FAQs

BILLING SCREEN (LOGGED IN)

1 Can I review my payment details before submitting it?

Yes. The review payment screen shows payment amount, card type, name on the card, last four digits of the card number, card expiration date, and billing ZIP Code. If payment has already been made on the plan, the screen will include an alert.

2 How will I know my payment was successful?

After processing the transaction, a payment confirmation screen will appear showing payment amount, payment method, confirmation number, date and time of payment.

You can also choose to receive an email with the full payment details.

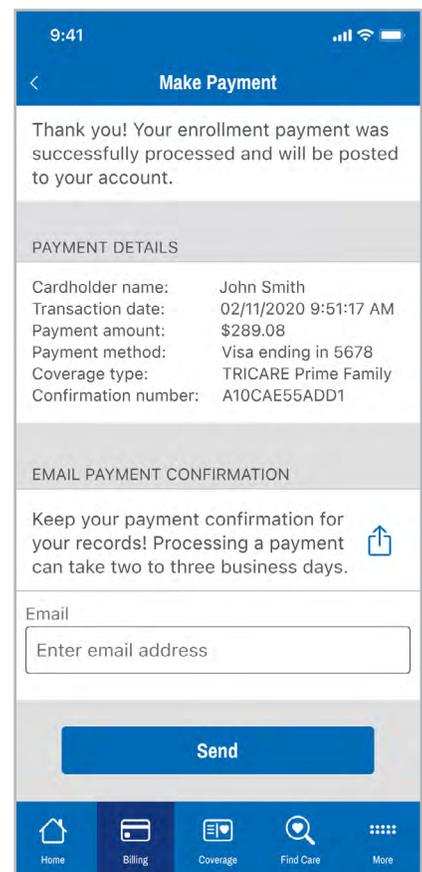
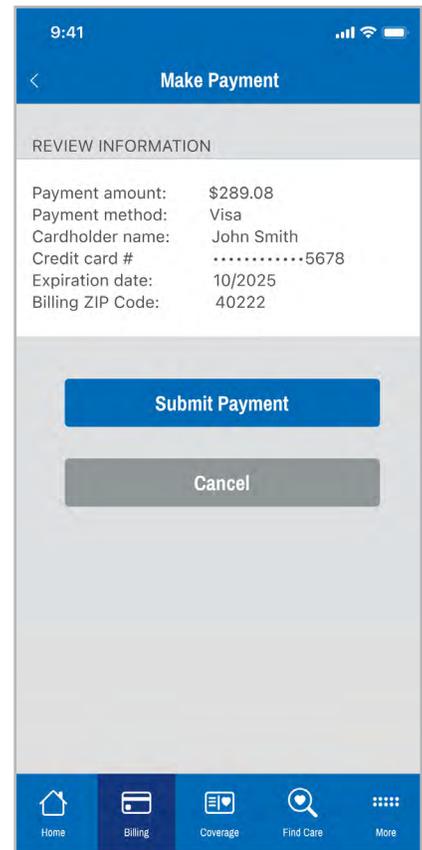
Can I save the confirmation page for my records?

Yes. Use the Share Sheet icon, in the upper right-hand corner to save or download the confirmation page through another app on your device.

What should I do if my payment fails or is declined?

If your payment does not go through, try the following:

- Verify your payment information – Make sure all details, including name, card number, expiration date, and billing ZIP Code are correct.
- Contact your financial institution – Banks may block transactions for security reasons. Your financial institution can confirm whether the payment attempt was declined or flagged.
- Try a different payment method – If available, use another card or payment option to complete your transaction.



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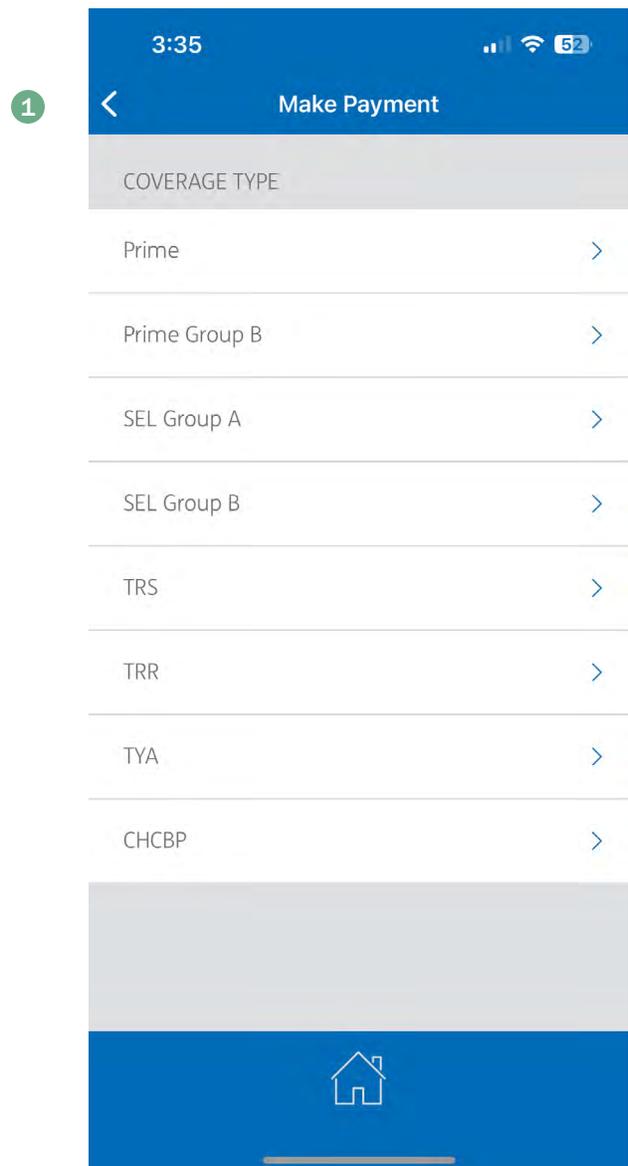
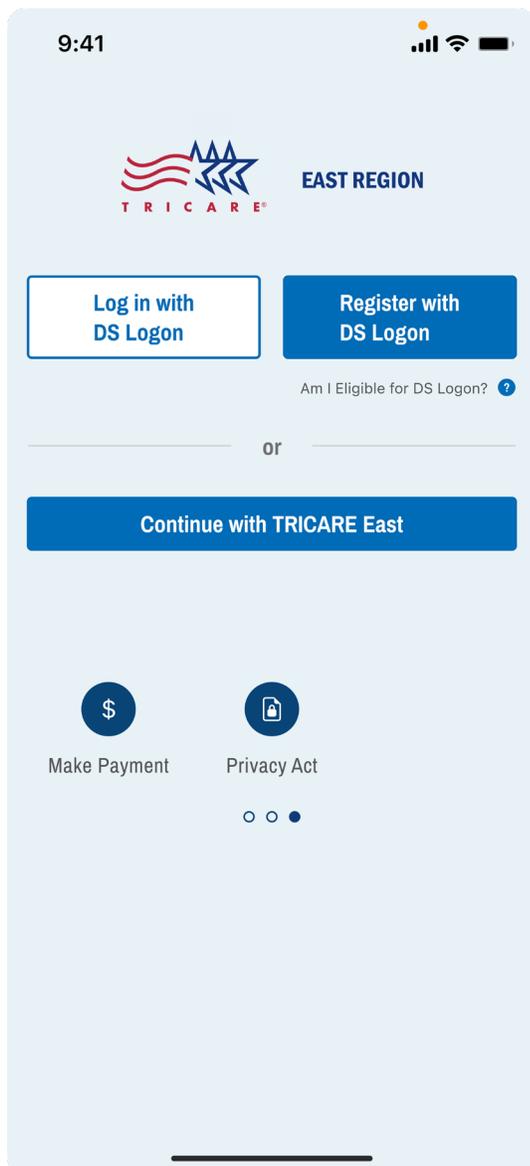
Mobile Application FAQs

BILLING SCREEN (LOGGED OUT)

1 Can I make a payment without logging in?

Yes. From the main (login) screen, scroll to the **“Make Payment”** icon. Payments made while logged out will process, but account-specific details are only available after signing in.

Note: Without logging in you will be unable to view your account overview, billing summary, amount due, or download/share the receipt of payment.



Mobile Application FAQs

COVERAGE SCREEN

1 How Do I Request a PCM Change? (PRIME Only)

You can request a PCM change from the coverage screen. Your PCM information appears under PCM. Select your PCM's name to view details.

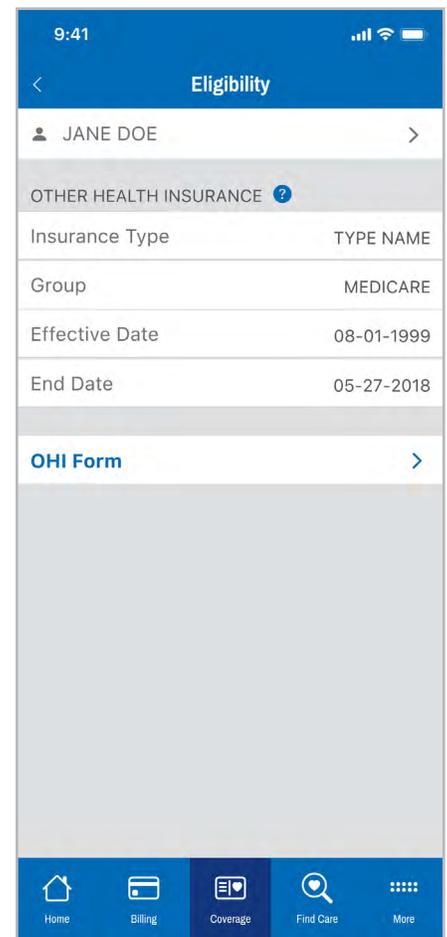
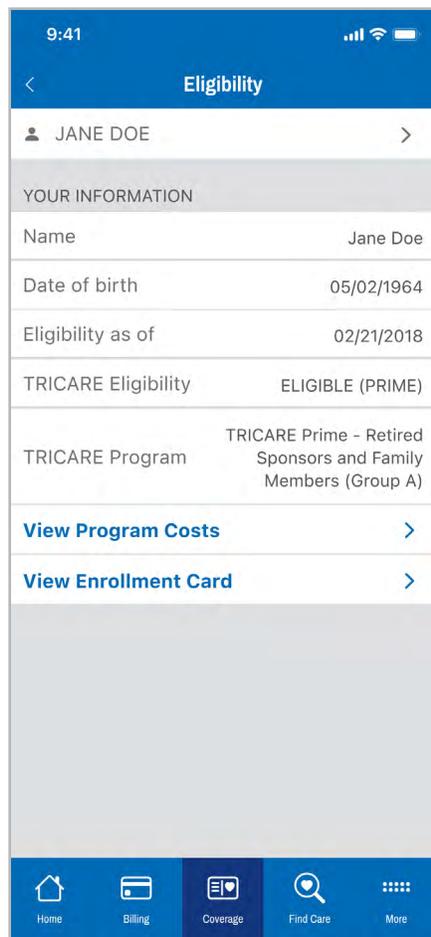
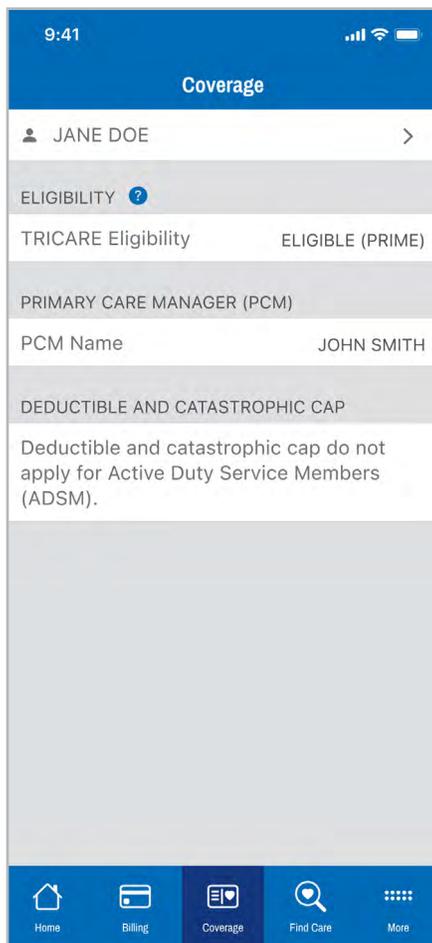
Choose **“Request PCM Change”** to go to www.tricare.mil/east for instructions to complete the update.

2 Can I View and Print My Enrollment Card? (Prime Only)

Yes. Enrollment cards are found on the eligibility screen. Scroll to the bottom to access the Enrollment Card option.

3 Where Can I View OHI Information?

OHI information is located on the eligibility screen. Here, you will also find a link to the OHI questionnaire form.



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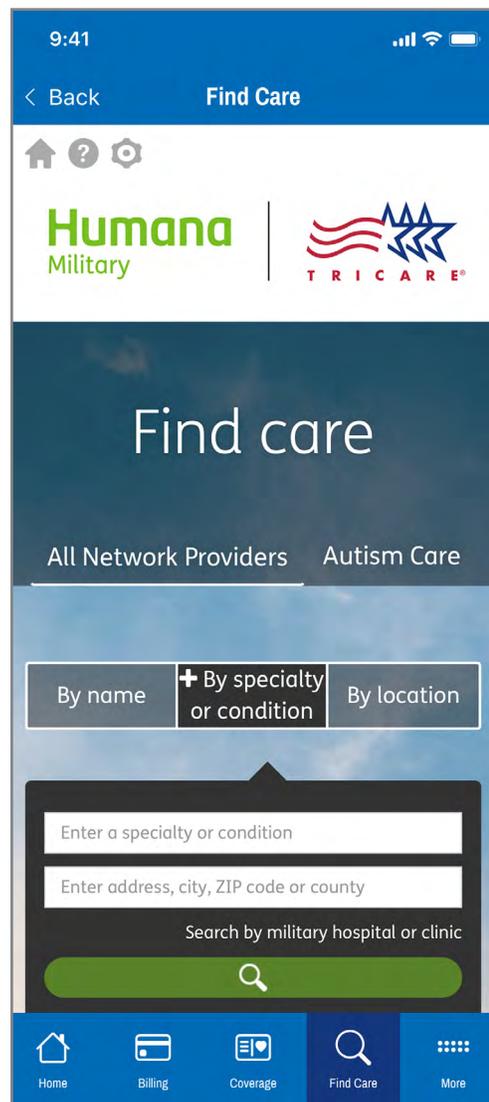
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FIND CARE SCREEN

What Does the Find Care Feature Do?

The “Find Care” feature allows you to:

- Search network providers by name, specialty, condition, or location.
- Enter a city, ZIP Code, county, or full address to view network providers, hospitals, or facilities.
- Search for ACD providers.
- Use the advanced filters to narrow results by provider category or type (e.g., in-person visits).
- Locate military hospitals and clinics by selecting a military installation.



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Mobile Application FAQs

MORE SCREEN

1 How Do I Change My Account Password?

Select “Profile” to view the Security section.

Note: If you use a DS Logon, you must change your password on the DS Logon website.

2 How Do I Change My Contact Information?

In the Profile tab, you can add, remove, or update your primary phone number, email address, and text alert information.

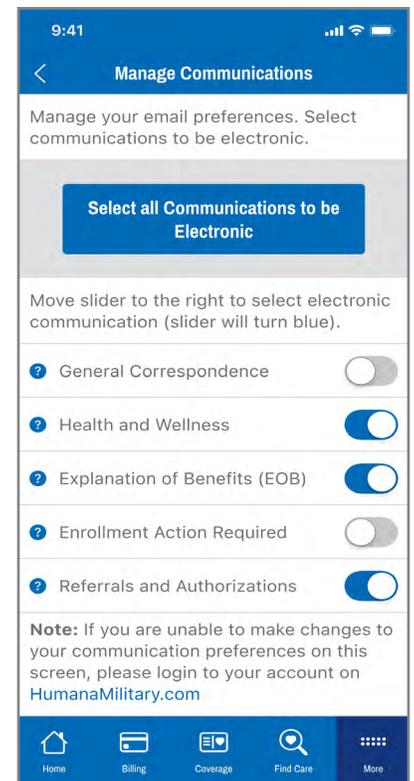
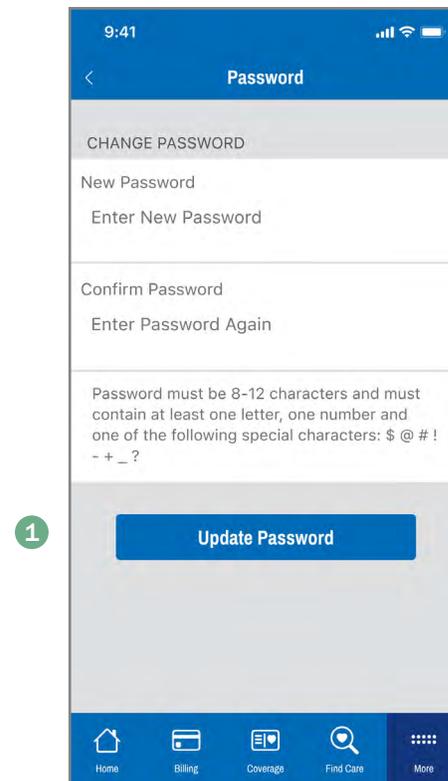
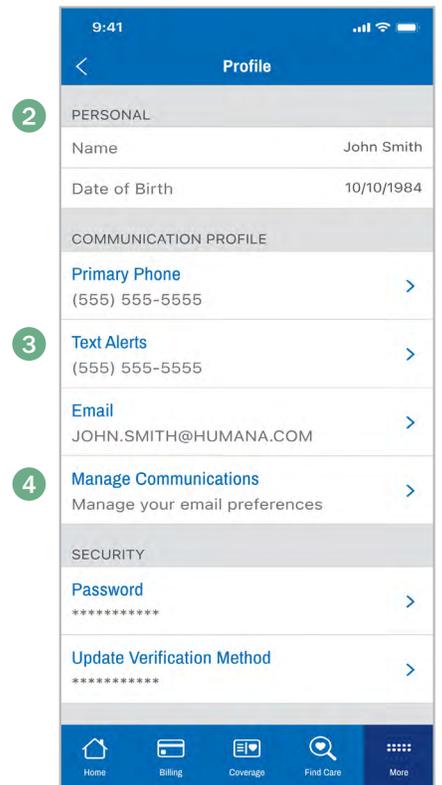
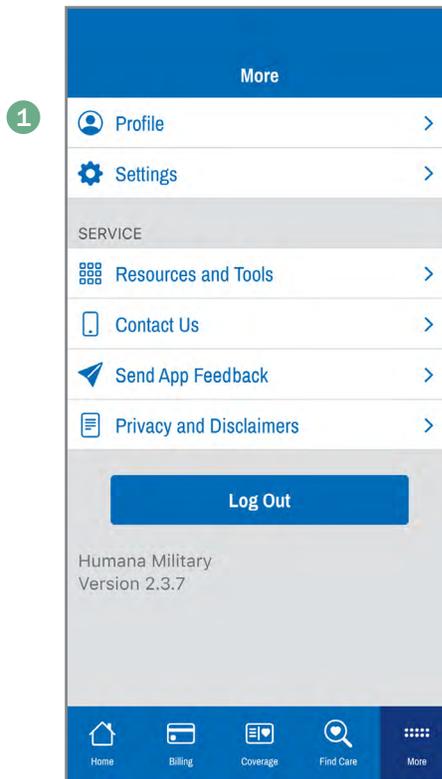
3 What If I Update My Text Alert Info but Don’t Receive a Code?

You may have previously opted out of text messages.

- Text “HELP” to 37410 twice to re-enable text notifications.
- Attempt the verification again.

4 Where Can I Manage My Communication Preferences?

From the Profile screen, select “Manage Communications.”



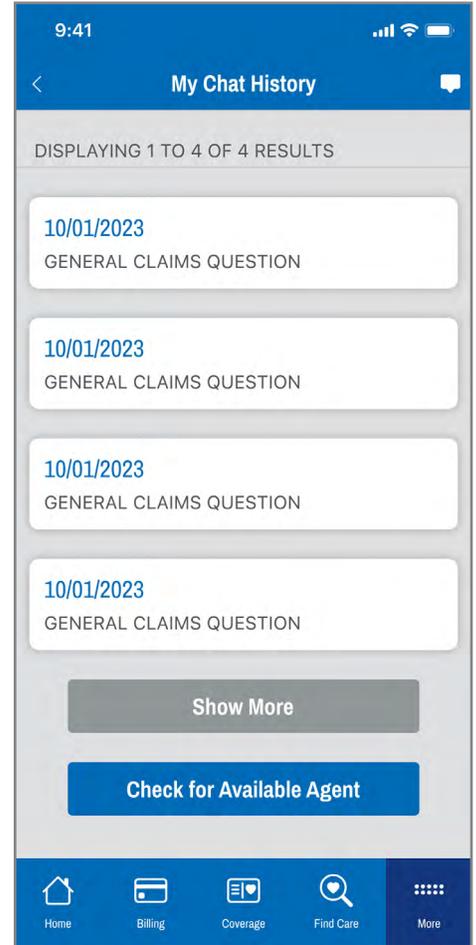
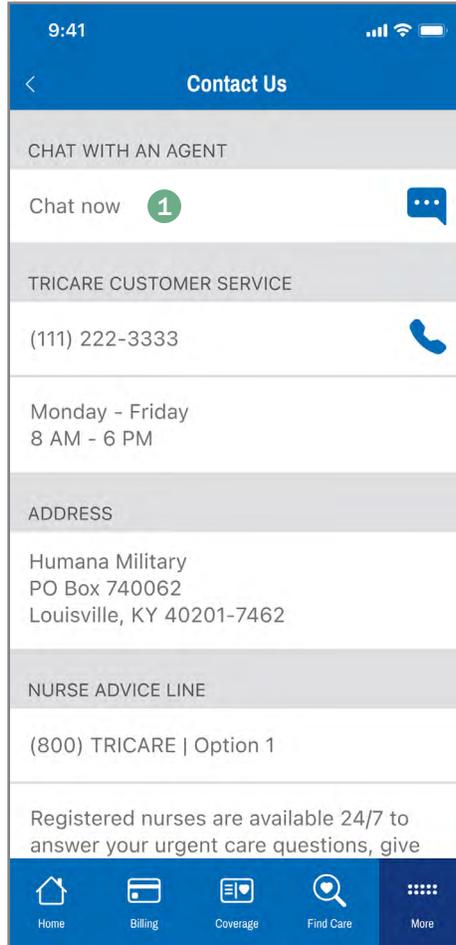
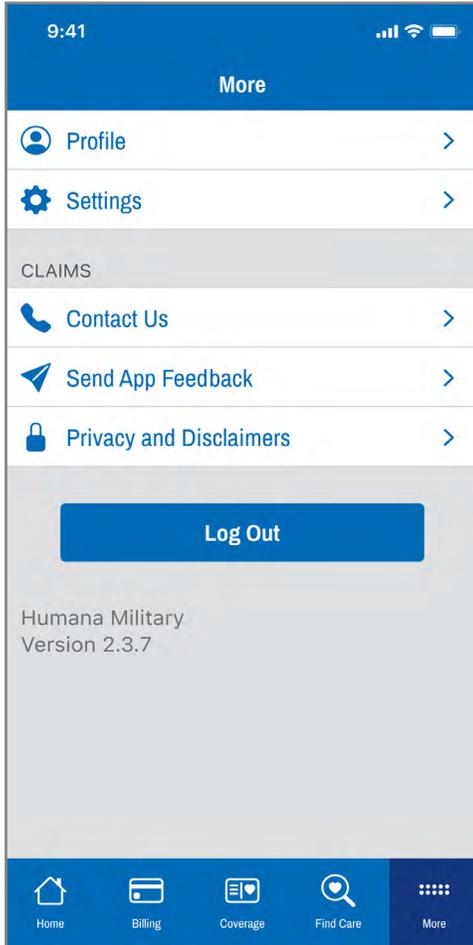
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Mobile Application FAQs

MORE SCREEN

How Do I Chat With an Agent?

- 1 Select “**Contact Us**” to view contact options. Choose “**Chat Now**” to open a new chat or view your chat history. New chats can only begin during business hours and are dependent on agent availability.



MISCELLANEOUS QUESTIONS

Does the Mobile App Have Secure Mail?

No, Secure mail is accessible through [Beneficiary Self-Service](#).

Can I Update My Mailing Address in the Mobile App?

No. You can change your address in DEERS via [milConnect](#).



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