Beneficiary Self-Service Guide

REGISTERING AND USING BENEFICIARY SELF-SERVICE

2025

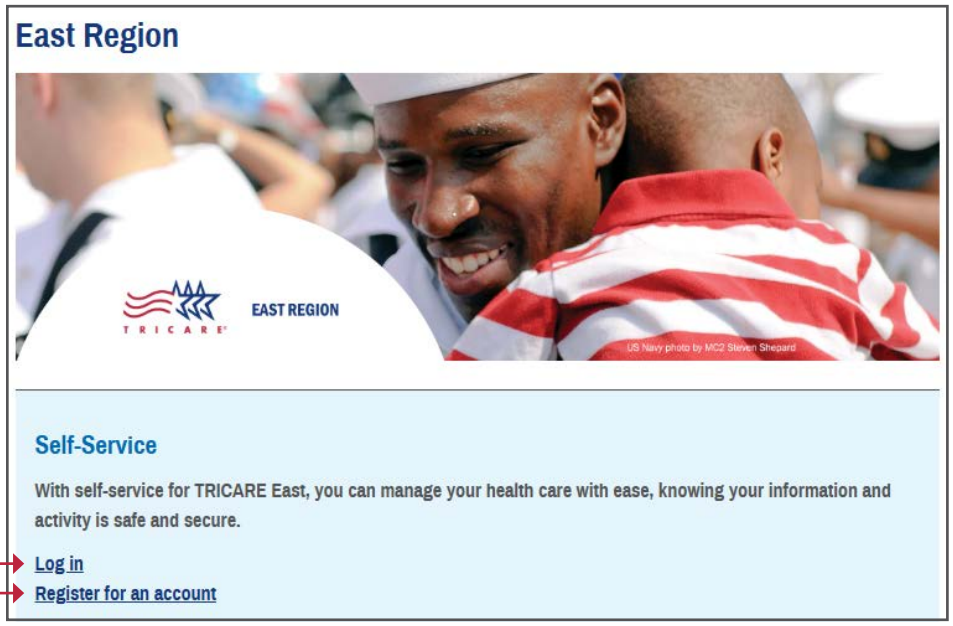
DOWNLOAD THE TRICARE EAST MOBILE APP TODAY!

BY DOWNLOADING, YOU CAN:

- Register for self-service
- Make a payment and check your amount due
- View your claims
- View your eligibility
- Check referral and authorization status

Available on the App Store

GET IT ON Google Play



Registration

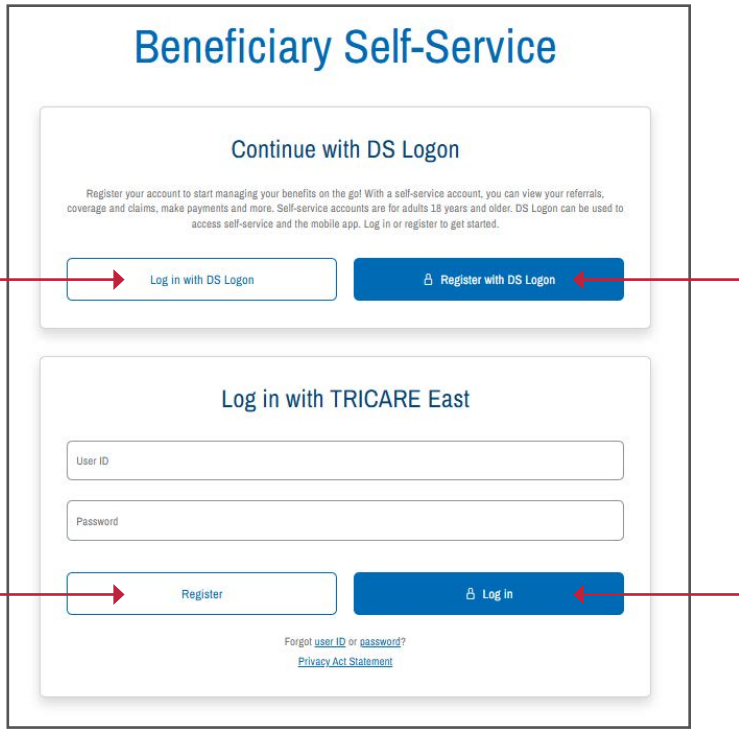
From **www.tricare.mil/east**, select the "Log in" or "Register for an account" link.

Once on the "Log in" page, find the "Register for account" function under the "Log in" tab and review the privacy information on the next screen. Click "Continue" to proceed.

Choose a "User ID" and enter your email address, then enter and confirm your chosen password. Once you have verified that everything is correct, click "Continue."

Review the disclaimer page and choose "I agree" to obtain your self-service "User ID."

Check the email address you've submitted and click "Validate" to complete the registration process.



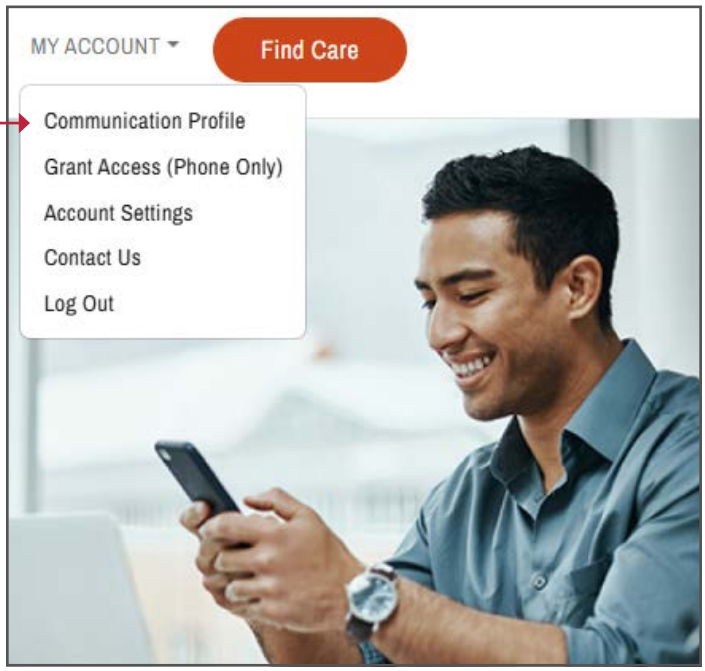
TRICARE

EAST REGION

TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. XBBB0425-A

Managing Your Profile

Once logged in to self-service, hover over "MY ACCOUNT" in the upper right corner to manage your communication profile to update communication preferences, validate your email address, or provide text consent. From here, you can also manage your account information, such as changing your password or address.



GRANT ACCESS (PHONE ONLY)

- Search for dependents in your **DEERS family list** to grant permission.
- This feature **only allows access by phone** to your PHI.
- You can **only grant access to family members** who:
  - **Are 18 years or older.**
  - **Are listed in your DEERS family list.**
- This does not give them:
  - Access to your **self-service account**.
  - Access to any sensitive diagnosis information.

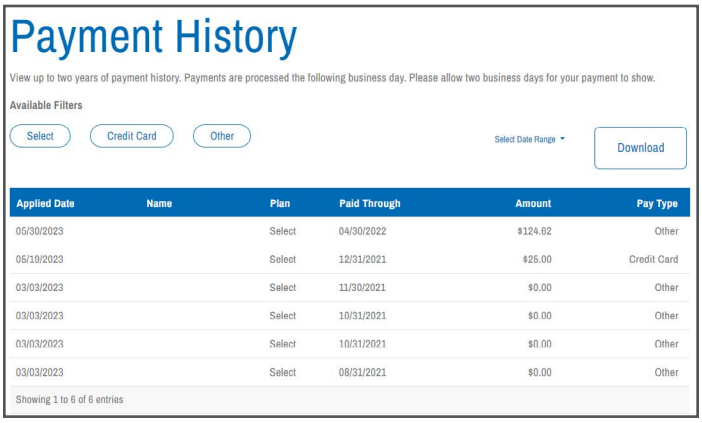
Make a Payment

Make a Payment Features:

- Account overview
- Current plan
- Current paid through date
- Next payment due date
- Auto payment method
- Amount due

Payment History

- View payment history by clicking the "Payment History" button under the "Eligibility" tile.
- Who can access payment history?
  - Sponsor, spouse, or TYA dependent.
- Payment history details:
  - Displays the last two years of payments.
  - Includes filters to narrow results by plan or payment type.



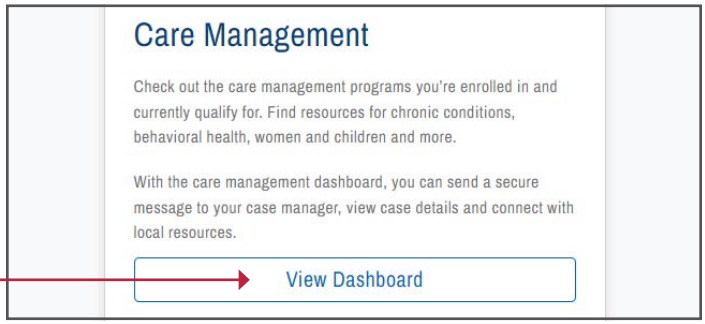
TRICARE®

EAST REGION

TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. XBBB0425-A

Care Management Dashboard

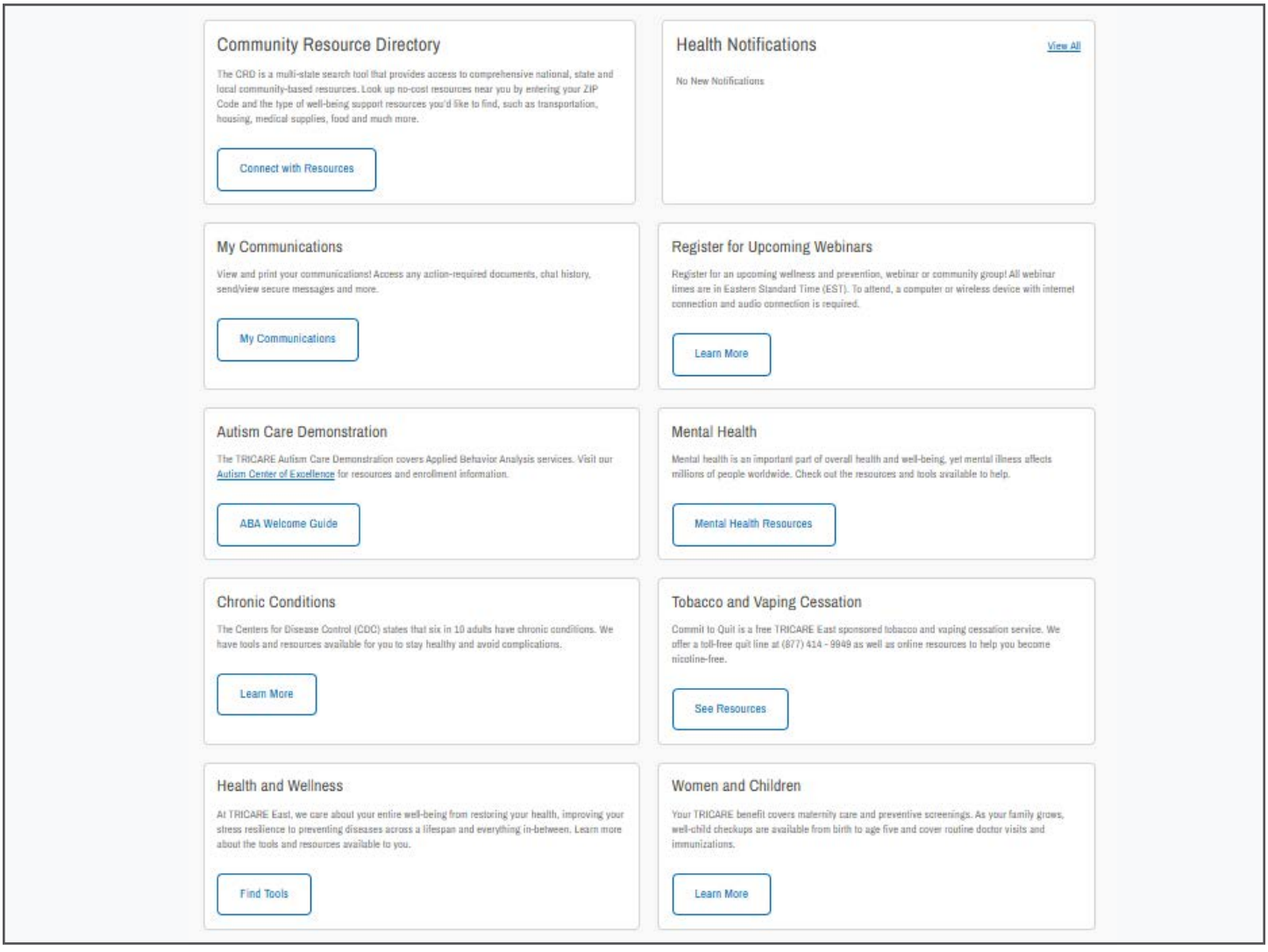
View your Care Management Dashboard from the main landing page in beneficiary self-service. Sponsors and eligible spouses can also view care management details for dependents under 18 in the family list dropdown and clicking on the beneficiary's name.



Beneficiaries enrolled in Care Management, Case Management, or Disease Management programs can view:

- Case owner name and content information.
- Program details and available resources.
- Closed programs for up to six months.
- Secure messaging options for those with an Autism Service Navigator or tobacco cessation case.

BENEFICIARIES NOT ENROLLED IN A CARE MANAGEMENT PROGRAM CAN STILL USE THE DASHBOARD TO EXPLORE RESOURCES.



TRICARE®

EAST REGION

TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. XBBB0425-A

Secure Message and Chat

To communicate with us, select "Communications" from the header. You'll be taken to the "My Communications" page, where you can access:

- **View All Communications:** Access all messages sent to you.
- **Secure Messaging:** View or send secure messages.
- **Chat History:** Review past chat conversations.

Sending a Secure Message:

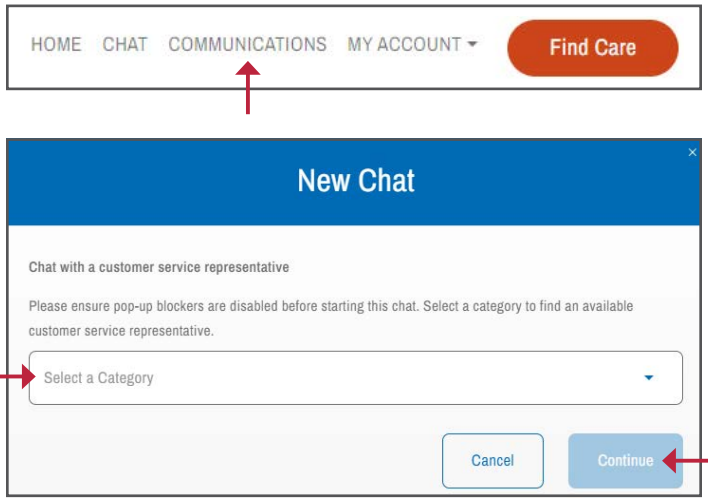
1. Select the "Secure Message" button.
2. Click the "New Message" button.
3. Compose your message and include additional details based on the selected category.
4. Update image and message.

Chat with an Agent:

1. Click "Chat" from the header.
2. Choose an item from "Select a Category" that best fits your inquiry.
3. Follow any prompts associated with that category.
4. Click "Continue" to connect with an Agent

CHAT:
MONDAY – FRIDAY, 8 AM TO 6 PM

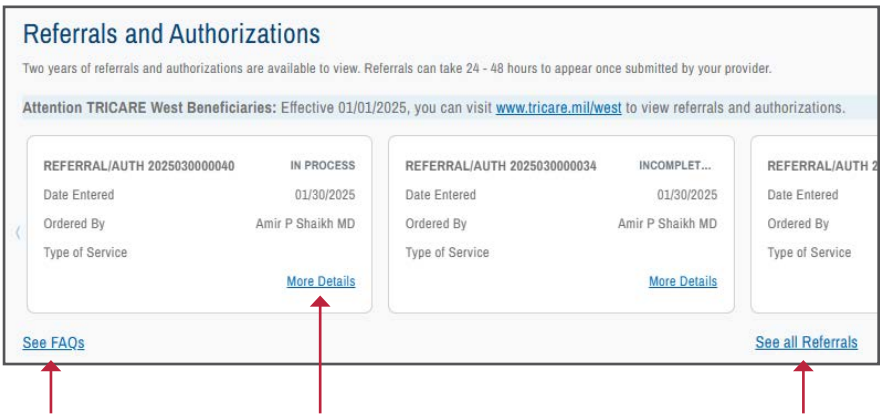
SECURE MESSAGING:
24 HOURS A DAY, 7 DAYS A WEEK



Referrals and Authorizations

In self-service under the Referrals and Authorization section, you will see your most recent referrals. Each referral includes the following details: Status, Entry Date, Order By (Provider Name or Clinic), and Type of Service.

1. Click the "More Details" link for a specific referral to see additional details such as: Number of approved visits, reason for referral, Referral expiration date, Option to view/print the referral, or Authorization letter.
2. Only the most recent referrals are displayed by default. To view all referrals from the last two years: Click the "See all Referrals" link. Use filters to search for a specific referral.
3. There is a link to view the most asked referral and authorization questions for additional guidance.



Processing Time:

- Referrals may take up to 24 hours from the time your provider submits them to be visible in self-service.

Sensitive Information and Restrictions:

- Beneficiaries can view their own referrals, including those with sensitive diagnosis.
- Routine referrals for dependents under the age of 18 are also visible. (Restrictions for sensitive diagnosis begin at age 13)
- Referrals from a provider from one military hospital or clinic to another will not be displayed in self-service.

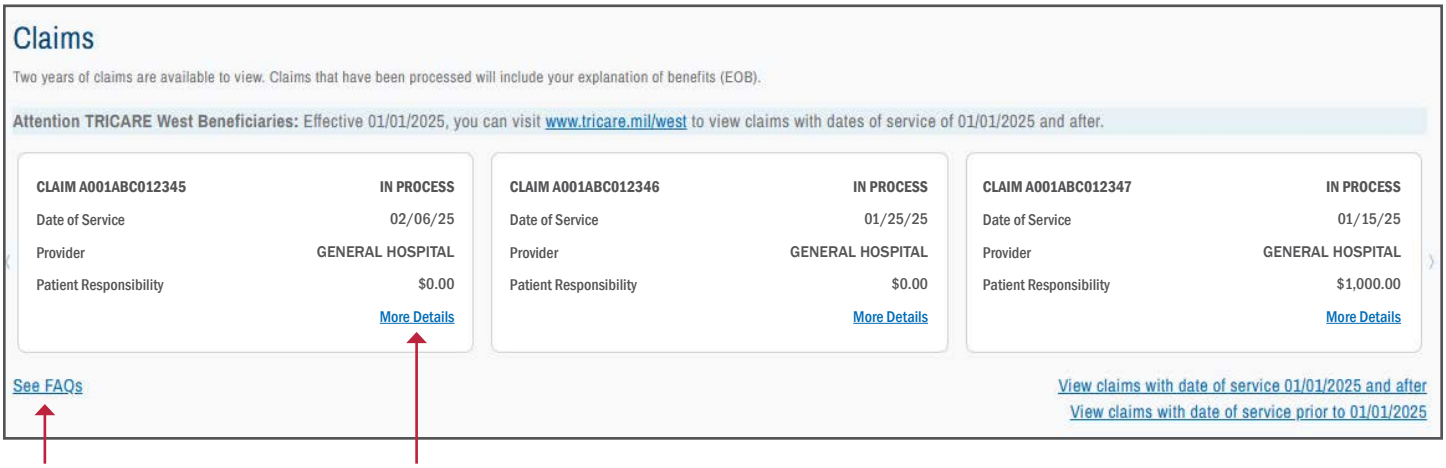
TRICARE® **EAST REGION**

TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. XBBB0425-A

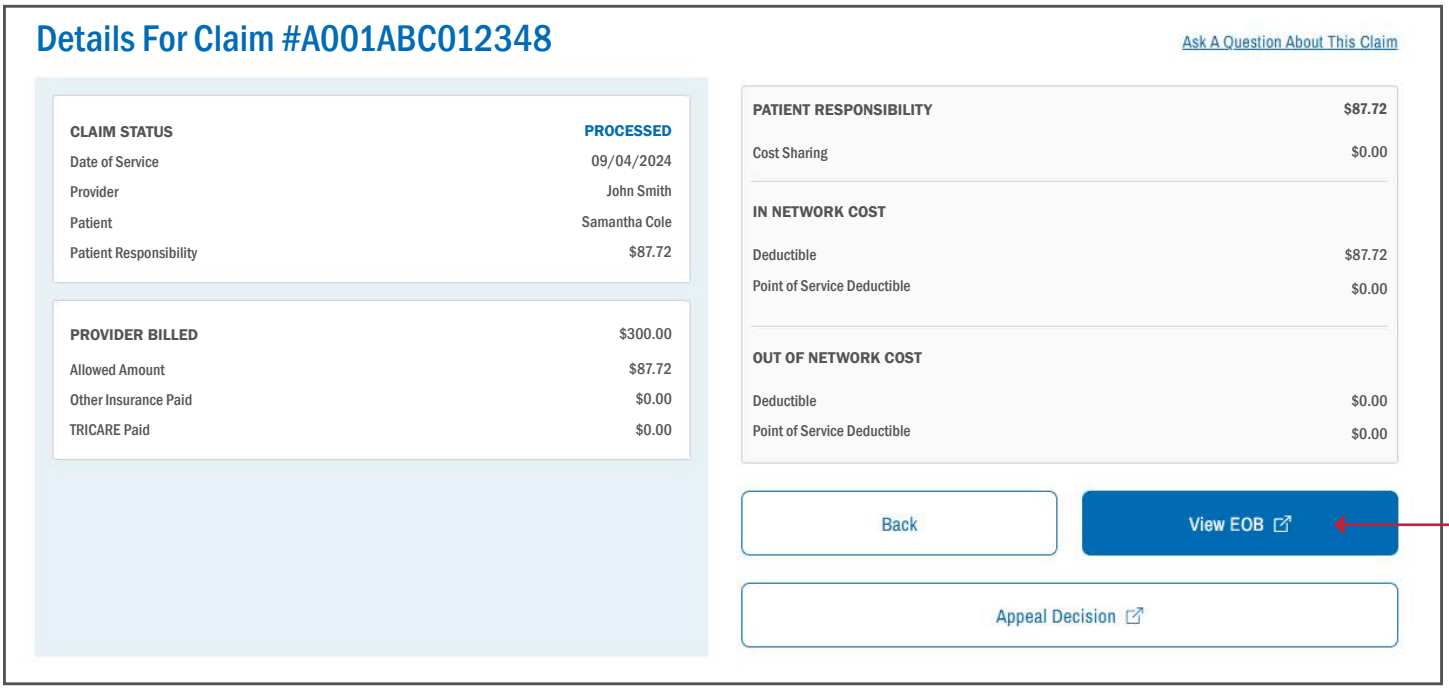
Claims and Explanation of Benefits

The "Claims" tile is located on the main beneficiary self-service home page.

- The tile displays the most recent claims, date of entry, type of service, provider name, and claims status.
- The "More Details" link will open the Claims Details page, where beneficiaries can see the claim overview, patient responsibility, billing information, and how to appeal the claim.
- A FAQ link is available for assistance with common, claims-related questions.



ON THE CLAIM DETAIL PAGE, BENEFICIARIES CAN ALSO VIEW OR PRINT THEIR EOB.



TRICARE EAST REGION

TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved. XBBB0425-A