

TRICARE East Phone Menu Shortcut Guide

TRICARE East's Interactive Voice Response (IVR) uses speech recognition to improve call experiences. The automated system will prompt you to speak the reason for your call, in addition to providing the option to select a number from our menu. If you prefer to select from the menu, please allow the IVR to prompt you three times for the reason for the call.

After the welcome statement you will be asked to identify who you are:

If you're a sponsor, beneficiary, or patient, say beneficiary. Hospitals, doctors, or medical facilities, say provider.

You will hear the Privacy Act Statement:

Once prompted, please respond by stating the reason for your call. You can also choose the appropriate option from our menu.

Examples of inquiries:

Reason for Call	State
A doctor's bill, a claim, or the amount you owe	Claims
Status of or information on a referral or authorization, or who you have been referred to	Authorization
What your benefits are, catastrophic cap, or deductible information, or how much your copay is	Benefits
Find a doctor, or find out if a doctor is in network	Find a provider
Change your PCM, or get a PCM assigned	Change PCM
Enroll in a plan, add a family member	Enrollment
Make a payment on your TRICARE plan	Make a payment
What plan you are enrolled in, if you are enrolled, or what your eligibility is	Eligibility

Helpful Hints for Using IVR

- Use short phrases when possible. "Claim status" is easier to understand than "I'm calling about a bill from my doctor".
- Minimize background noise and speak directly into the phone whenever possible for the best results.
- You may be asked to clarify the reason for your call. You might hear, "you're calling about referrals, is that right?" You can answer "yes" or "no." If "no," you will be re-prompted.
- Beneficiaries will be prompted three times and if unsuccessful you will be transferred to our original menu.



800-444-5445

**Monday – Friday
8 AM – 6 PM**



EAST REGION