

# TRICARE Prime Remote Frequent Asked Questions (FAQ)

## What is TRICARE Prime Remote (TPR)?

TRICARE Prime Remote (TPR) is a managed care or Health Maintenance Organization (HMO) option available in remote areas in the United States. Enrollment is required. There is not an enrollment fee, deductible or cost-share/copayment for TPR.

## Who is eligible?

By law, TPR eligibility is based upon the sponsor's home and work addresses. The sponsor's address must be more than 50 miles (or one hour's drive time) from a military hospital or clinic. A beneficiary can check eligibility with the [Find a TRICARE Plan](#) tool or by calling their [regional contractor](#). Humana Military is the contractor for the East Region; you can contact Humana Military at 800-444-5445.

## Where is TPR available?

TPR is available in designated remote locations in the United States for the following groups:

- Active Duty Service Members (ADSM)
- Sponsors who are activated or ordered to active duty service for more than 30 days in a row with a duty station/home address that complies with enrollment criteria for TPR\*
- Active Duty Family Members (ADFM) who live with a TPR-enrolled sponsor
- Activated National Guard/Reserve family members if they live in a designated remote location when the sponsor is activated (and continue to reside at that address)
- Surviving spouse and children of an ADSM are also eligible for TPR based on home address

*\*This includes Base Realignment Closure (BRAC) Prime Service Area (PSA) locations; ADSMs in a BRAC PSA are required to be TPR due to lack of a military hospital or clinic in the PSA.*

## Where can a beneficiary with TPR receive care?

They can receive care from a civilian Primary Care Manager (PCM) in the network, or a TRICARE-authorized provider when network providers are not available. A TPR beneficiary will receive most of their care from a PCM.

## How can an ADSM who is a TPR beneficiary get a specialty-care referral?

Specialty care is received from TRICARE network providers or TRICARE-authorized non-network providers if a network provider is unavailable. ADSMs require referrals/authorizations from their PCM for all care, including behavioral health. If an ADSM does not have a referral, either the specialty care provider or the beneficiary should reach out to the PCM as soon as possible after care is rendered to obtain one.

## How can an ADFM with TPR get a referral?

PCM referrals are required for most specialty care for TRICARE Prime Remote Active Duty Family Members (TPRADFM). Outpatient mental health care visits do not require a referral. Use the CPT look up in [provider self-service](#) to verify if a referral or authorization is required for the TPRADFM for specialty care services.

A referral is not required for preventive care or PCM visits received in the civilian network.

## Can TPR beneficiaries receive urgent care?

Yes, ADSMs and ADFMs can receive urgent care from any TRICARE-authorized urgent care center or network provider and do not need a referral for urgent care.

## How do I verify a beneficiary's eligibility and benefits?

First, ensure the beneficiary has a valid military ID card or authorization letter of eligibility. Be sure to check the expiration date to determine if the ID or letter is current and valid.

For a service member, you can check the Department of Defense (DoD) Benefits Number (DBN)/Member ID, Social Security Number (SSN) or sponsor SSN. Providers may verify the beneficiary's eligibility using the information supplied on the card. Humana Military's web-based eligibility check option allows you to use either the sponsor SSN/the member ID or a current referral authorization number to verify eligibility.

For a civilian, check the back of the ID to verify eligibility. The center section of the card should read "Yes" in the civilian box.

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Where do I find the beneficiary's DoD benefits number?

## Card Topology

