

## Hello Latin America & Canada!

Check out *your* website at: <http://tricare15.army.mil>



- Region 15 Spring 2002 Planned for 23/24 April 2002 in Miami
- Active Duty Claims Reimbursement Change.
- Reservists and Enrollment; What are the Rules?
- TRICARE Dental Program Premiums to increase
- HEAR Surveys: Be Sure And Read This Month's Wellness Information Article!

**POCs: Remember To Send A Copy Of Orders With ALL New Enrollment Requests!**

### **TRICARE Region 15 Spring 2002 Conference**

The Region 15 Spring 2002 Remote Latin America Conference is set for Tuesday/Wednesday, 23 and 24 April 2002 in Miami. Monday the 22<sup>nd</sup> will be a travel day.

For reservations call the Windham Airport Miami Hotel at (305) 871-3800. Please make your hotel reservations NLT 29 March 2002 . After making your hotel reservation complete your online conference registration at [http://tricare15.army.mil/POC%20Conference/TLAC\\_POC\\_EntryForm.cfm](http://tricare15.army.mil/POC%20Conference/TLAC_POC_EntryForm.cfm)

### **Reservists and Enrollment; What are the rules?**

**Reservists or National Guardsmen on active duty orders for 30 days or less** - will not be enrolled in TRICARE Prime and their family members are not TRICARE eligible.

**Reservists or National Guardsmen activated for 31 to 178 days** - the servicing Military Personnel Office must send the change in AD status to DEERS. Should be enrolled in TRICARE Prime at their mobilization/ inprocessing point. Regardless of the duration of deployment, this enrollment will not be transferred to an overseas region. Family members in this category are not eligible for TRICARE Prime but may use the direct care system at any Military Treatment Facility or use their TRICARE Standard (old CHAMPUS) benefit.

**Reservists or National Guardsmen activated for 179 days or more** - the servicing Military Personnel Office must send the change in AD status transaction to DEERS. The AD service member must be enrolled in TRICARE Prime at their mobilization/ inprocessing point. Regardless of the duration of deployment, this enrollment will not be transferred to an overseas region. Family members in this category are eligible for TRICARE Prime enrollment where they reside (in CONUS) or may chose to use their TRICARE Standard/Extra benefit.

**Reservists or National Guardsmen mobilized/inprocessed in Puerto Rico or the Virgin Islands activated 31 or more days :** Will be enrolled in TLAC Prime at their mobilization/inprocessing point. An enrollment form should be completed and faxed with a copy of orders to the TSO. Those deployed within the United States and assigned for 179 days or more should transfer their enrollment to their deployment site. All others remain enrolled in TLAC Prime.

**Note:** Families of members called to active duty in response to the Sep 11, 2001 terrorist attacks are eligible for enhanced benefits under the [TRICARE Reserve Family Demonstration Project](#). Under this project, the annual deductible is waived for reservist/national guard family members who use their TRICARE Standard or Extra benefit.

**If you have a reservist who did not enroll at their mobilization/inprocessing site, please contact us to help facilitate the reservist's enrollment in the proper region.**

**Reservist enrolled in other regions will be covered in our region for urgent or emergent care under the TLAC Travel Benefit. Contact International SOS and be sure to provide them a copy of the reservist's orders.**

WPS has new phone numbers for the beneficiary lines in Customer Service for TRICARE Overseas: 608.301.2310 replaces 224 2727, and, 608.301.2311 replaces 224 2728

**TRICARE Dental Program Premiums  
to Increase Slightly for  
Active Duty Family Members  
and Activated Reservists and Their Families**



Active duty family members and activated members of the Reserves and their families will soon notice a slight increase in the monthly premiums they pay for services under the TRICARE Dental Program (TDP).

The new rates are effective Feb. 1, 2002, but because premiums are collected one month in advance, TDP beneficiaries will notice the change on their January billing statement, payroll allotment or deduction.

TDP premiums will increase 3.5 percent -- or a little less than the annual increase in the dental services component of the Consumer Price Index.

"Since the government will continue to pay 60 percent of the total monthly premium for most categories of TDP enrollees, the actual increase for the majority of TDP members will be fairly small -- 27 cents a month for a single enrollment and 66 cents a month for a family enrollment," said Tom Harbold, senior vice president for the TDP at the TRICARE contractor, United Concordia Cos. Inc.

The new monthly premium rate will affect active duty family members and members of the Selected Reserve, Individual Ready Reserve (Special Mobilization Category) and family members of reservists who are on active duty for more than 30 consecutive days. The new rate will be \$7.90 for a single enrollment and \$19.74 for a family enrollment.

While the new rates represent an increase from last year, it is important to note that they are still below the rates of fiscal year 1999, which were \$8.53 for a single enrollment and \$21.33 for a family enrollment.

Historical Trends in Monthly TRICARE Dental Premium Rates for active duty family members, members of the Selected Reserve and Individual Ready Reserve (Special Mobilization Category), and family members of reservists		
Date	Single Enrollment	Family Enrollment
Feb. 1, 2002	\$7.90	\$19.74
Feb. 1, 2001	\$7.63	\$19.08
Aug. 1, 1999	\$8.53	\$21.33

Members of the Individual Ready Reserve (Other than Special Mobilization Category) and their family members and the family members of the Selected Reserve will pay a new monthly rate of \$19.75 for a single enrollment and \$49.36 for a family enrollment.

While the TDP premium increases are due primarily to increases in the cost of dental services, part of the increase is the result of enhancing the general anesthesia benefit.

**Active Duty Claims Reimbursement Change**

Effective immediately, claims processing time is increased from 14 days to 30 days. Processing time begins upon receipt and approval of complete claims including the TLAC AD Reimbursement Request, EFT, and all related receipts.

## Health Enrollment Assessment Review (HEAR) Survey

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Hi Folks,

I wanted to take this opportunity to stress the importance of the completing the HEAR Survey. This is a part of your TLAC Prime benefit. While the survey provides confidential information to your provider, in this case ISOS, completing the HEAR Survey provides information critical in determining your health status and needs.

Please take the time to have everyone in your family over age 17 complete the survey.

/s/

**Luke M. Stapleton**  
**Colonel, U.S. Army**  
**Director, TRICARE HSR 15**

### Beneficiaries over the age of 17 should:

1. Complete the HEAR Survey as soon as possible.
2. Return to the TSO via the pre-addressed return envelope.
3. Once received at the TSO, the HEAR Survey will be processed.
4. A letter will be sent to you outlining the areas to discuss with your PCM.
5. A report will go to your PCM for review.
6. You may receive a call from the TLAC PCM Call Center to follow up on any high risk indications of preventative care advice.

### DO's and DON'Ts for completing the HEAR Survey

1. **DO** fill out this survey if you are an enrolled AD or family member 18 years old and older.
2. **DO NOT** separate the pages of the survey from the pre-perforated border and cover.
3. **DO** be sure to use a #2 pencil.
4. **DO** enter your SSN AND sponsor's SSN. If the sponsor is completing the survey, **their SSN must be entered in both blocks.** LEAVE PCMID BLANK.
5. **DO** enter the street address, city, state, and zip code as a mailing address for us to mail the enrollee's healthcare report card to them from the United States.
6. **DO** enter the enrollee's Gender and Date of Birth, they **are** required blocks. If not entered, the scanner will reject the survey.
7. **DO NOT** fold or staple the survey, just return it to us in the pre-addressed envelope provided.

This survey is used to generate two Healthcare Report Cards. One for the enrollee and one for the Primary Care Manager. The reports are mailed directly to the recipients in a sealed envelope.