

# HUMANA MILITARY<sup>®</sup>

## HEALTHCARE SERVICES



### Frequently Asked Questions when Traveling with TRICARE Prime.....

#### **What should you do if you need to seek care while traveling or in between duty stations?**

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a prudent layperson to believe a serious medical condition exists or the absence of medical attention would result in a threat to life, limb, or eyesight. Call 911 or visit the nearest hospital emergency room. Prior authorization is not required for emergency care. However, you (or a family member on your behalf) must notify your PCM within 24 hours so any ongoing care can be pre-authorized.

#### **What should you do if you need non emergency care while traveling or in between duty stations?**

If you require non emergency medical care and it can't wait until you get home, or to your next duty station, you must coordinate with your PCM for a referral before receiving care. Call your regional contractor for assistance in locating a provider before contacting your PCM. If your PCM is on base, contact Ambulance Services, 1-800-481-0931, (after duty hours) or the appointment desk, 325-696-2334, (during duty hours).  
Point of Service may apply if your non emergency care had not been pre authorized.

#### **How do you locate a provider out of your area?**

Call the regional contractor in your area prior to contacting the PCM. They will assist you in locating a provider.

#### **What about routine care?**

If care can be handled before you leave or can be delayed until you return home, it is considered "routine care." You should get any routine care you need from your PCM before you travel.

#### **Your sponsor is deploying and you are going to stay with your parents while he is gone. What should you do?**

If you plan to be out of your region for more than 60 days then consider transferring your enrollment to the new region where you will be staying and get a PCM assigned. This will ensure that you have local coverage for non emergency care.

#### **How do you get prescriptions filled while traveling?**

You can use any of TRICARE's pharmacy options when you're traveling. Log on to [www.express-scripts.com](http://www.express-scripts.com) for a list of network pharmacies.