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BACKGROUND

On Jan. 1, 2018, historic reform began rolling out in the Military Health System (MHS). The implementation of the provisions of the National Defense Authorization Act of 2017 (NDAA17) and the beginning of new TRICARE support contracts will improve health care delivery and enhance medical readiness.

As part of these reforms, three TRICARE Regional Offices were combined into two, East and West, and two new managed care support contractors (MCSC), Health Net Federal Service and Humana, respectively, began administering care to TRICARE beneficiaries in those regions.

A number of changes in the administration of the TRICARE health benefit went into effect as of the start of healthcare delivery on 1 JAN 2018. These included the requirement for beneficiaries who paid their TRICARE fees via electronic funds transfer (EFT) to provide their payment information to their new MCSC, if applicable, since by law, the outgoing contractors were prohibited from transferring beneficiaries' payment information directly to the incoming contractors.

ISSUES AND DISCUSSION

As of Friday, 16 MAR 2018, Humana reported there are approximately 41,000 beneficiaries in the TRICARE Prime, TRICARE Retired Reserve (TRR), TRICARE Reserve Select (TRS), and TRICARE Young Adults (TYA) health plans who have not transferred their EFT or credit card payment information.

Health Net Federal Services reported that approximately 20,000 beneficiaries in the premium-based health plans had not transferred their EFT or credit card payment information.

MCSCs have conducted monthly direct mailings to delinquent beneficiaries.

Beneficiaries with delinquent accounts will receive disenrollment letters in the month of March. Under current business rules, a beneficiary has up to 90 days to request reinstatement and pay all past due fees.

A Decision Memo was signed 20 MAR 2018 authorizing an extension of the reinstatement rule. Beneficiaries processed for disenrollment for non-payment of enrollment or premium fees will be able to reinstate their benefit up to 150 days after disenrollment by paying all unpaid fees.

COMMUNICATIONS GOALS

- Emphasize to those beneficiaries who have not yet provided their payment information to their new MCSC the importance of doing so, and the consequences of not doing so.
- Remind relevant beneficiaries of the specific steps they need to take to update their payment information, and thus prevent their disenrollment from TRICARE.



AUDIENCE

The audience is the approximately 61,000 TRICARE beneficiaries who pay their TRICARE fees by electronic funds transfer (EFT) and have not paid their fees for January and February, and are therefore at risk for disenrollment from TRICARE.

Please note: approximately half of this number represents the number of beneficiaries who are at risk of disenrollment for nonpayment of fees during the normal course of events. In other words, not all of this can be attributed to the T17 transition.

KEY MESSAGES

- If you pay your TRICARE enrollment fees or premiums through electronic funds transfer or via debit or credit card, you need to update your payment information with your new regional contractor.
- Even if you already provided your payment information to your new regional contractor, it's a good idea to check that your payments are, in fact, being made. To confirm whether your payment information has been successfully updated with your new regional contractor, check your bank or credit card statements from January and February. If your TRICARE fees do not appear on the statements, you need to contact your new contractor and give them your debit or credit card information. To confirm your current regional contractor, visit TRICARE.mil/About/Regions.
- If you pay an enrollment fee for TRICARE coverage, and your payment isn't received by your new contractor within 150 days from your last paid through date, you will lose TRICARE coverage.
Act now!
- Contact your regional contractor as soon as possible to provide your payment information:

West Region Health Net Federal Services 1-844-866-9378 www.tricare-west.com	East Region Humana Military 1-800-444-5445 www.tricare-east.com
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