DEPARTMENTS OF THE ARMY AND THE AIR FORCE
NATIONAL GUARD BUREAU
1411 JEFFERSON DAVIS HIGHWAY
ARLINGTON, VA 22202-3231

NGB-ARS (40) 2 September 1999

MEMORANDUM FOR The Adjutants General of All States, Puerto Rico, The Virgin Islands, Guam, and the District of Columbia

SUBJECT: All States (Log Number P99-0036) Implementation of TRICARE Prime Across the Nation

1. The TRICARE Prime will be implemented for all regions of the United States, including Alaska and Hawaii on 1 October 1999. Beginning 1 October 1999, states will no longer receive funds for civilian medical and dental care. All existing contracts and agreements that have been previously financed by medical care funds must be terminated; no funding for those agreements will exist after 30 September 1999. States will continue to receive medical readiness funds.

2. All Title 10 and Title 32 Active Guard/Reserve (AGR) soldiers must enroll in TRICARE. Eligible individuals must contact their nearest TRICARE Service Center to complete their enrollment. All Title 10 and Title 32 AGR soldiers are responsible for ensuring their personal information is accurate in DEERS.

3. All Title 10 and Title 32 AGR soldiers who live or work within 50 miles of a Military Treatment Facility (MTF) must enroll in TRICARE Prime. These soldiers will be assigned to a Primary Care Manager (PCM) (individual or team) at the MTF for their health care delivery.

4. All Title 10 and Title 32 AGR soldiers who live and work greater than 50 miles from a MTF must enroll in TRICARE Prime Remote (TPR). Each TRICARE Region will develop a network of civilian providers for these soldiers to choose for their PCM. If a network provider is not available, soldiers must call the TRICARE Service Center to identify a participating TRICARE provider in their area. Specialty care referrals must be coordinated through your TRICARE Service Center (Health Care Finder), who will mediate with the Military Medical Support Office (MMSO) for authorization of the medical care.

5. Each state will be receiving a shipment of TPR brochures. These brochures will explain TPR and need to be distributed to every Title 10 and Title 32 AGR soldier. The brochures are being sent to the Health Services Specialist (HSS)/AGR Medical Manager to insure distribution through the chain of command and to obtain command support. Problems, questions, and concerns can be addressed by calling the number for the state listed in the brochure. This same information can be accessed now

through the following internet address: www.tricare.osd.mil/remote. Once connected, click on Education/Materials and then "remote controller" for the information.

6. Effective 1 October 1999, the MMSO located at Great Lakes, Illinois will become the centralized point of contact for all service members who live and work outside of 50 miles from an MTF. The MMSO will provide customer service, dental case management, and the coordination of specialty health care services for TPR soldiers. MMSO will also coordinate all "fitness for duty" evaluations, review contractor's case management, and review contractor denied medical claims. Further information about MMSO can be found on their Home Page (navymedicine.med.navy. mil/mmso).

7. The MMSO will also approve care for Title 32 M-Day soldiers who are injured or become ill in the line of duty. Establishing eligibility through MMSO will continue to be coordinated through the Office of the HSS. Emergency care to save life, limb, or eyesight should be provided immediately and then contact MMSO. For non-emergent or on-going care the HSS will contact MMSO for approval before care is rendered. The MMSO will override the ineligibility status in DEERS so the contractor will pay the medical claims.

8. The MMSO will become the dental care approval authority for all eligible ARNG soldiers effective 1 October 1999. Dental care requests will not be forwarded to the ARNG Surgeon's Office after 30 September 1999. All requests for dental care, bills, and appeals will be forwarded to: MMSO, ATTN: Dental Claims, P.O. Box 886999, Great Lakes, IL 60088-6999. Dental instructions and claim forms are posted on the MMSO web page listed above. Furthermore, soldiers are required to use Military Dental Treatment Facilities (DTF) or VA DTFs if available. A list of MMSO approved VA DTFs are listed on the MMSO web page.

9. Beginning 1 October 1999, submit AGR and M-Day LOD medical claims to your respective Regional TRICARE Managed Care Support Contractor (MCSC). For AGR or M-Day LOD to appeal a denied medical claim, submit a written request with documented justification to MMSO.

10. The ARNG Surgeon's Office will continue to liaison between all agencies involved during this transition. They will coordinate with the states, the Lead Agents, TMA, and MMSO. The goal is to continue to provide high quality care to all ARNG soldiers, full partners of the Army.

11. This memorandum will expire one year from date of publication unless sooner rescinded or superseded.

12. The point of contact for this action is Colonel H.J. Wright, Chief Surgeon, at DSN 327-7140 or 703-607-7140.

FOR THE CHIEF, NATIONAL GUARD BUREAU:

ROGER C. SCHULTZ
Major General, GS
Director, Army National Guard

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