

Overview

The Military Medical Support Office (MMSO) is the central location for all Military Branches and their Reserve Components for:

- pre-approval of civilian medical or dental care
- authorization for payment of civilian medical or dental bills

MMSO was established at the direction of the Assistant Secretary of Defense for Health Affairs (DOD-HA Policy Memo 98-006)

MMSO Mission

- To serve as a centralized service point of contact
- To provide medical and dental case management
- To coordinate civilian health care services for remotely located service members

Populations Served

- Active Duty Service Members (ADSM's) enrolled in TRICARE Prime Remote (TPR)
- ADSM's not enrolled to a TRICARE Region.
- Reserve Component Service Members with in-line-of duty injuries or diseases (Reserves, National Guard)

- ADSM's receiving dental care outside the Military Dental Treatment Facilities (DTF) ; DTF referred or TPR

Structure and Key Functions

TRICARE PRIME Remote (TPR)

- Active Duty Service Members who live and work more than 50 miles or one hour drive from an MTF

SPOC-Service Point of Contact/Liaison

- Primary POC for respective service headquarters and commands
- Review claims for eligibility and appropriateness of care
- Refer fitness for duty issues to the unit and/or MTF

Case Management-Nurse Consultant

- Centralized Tri-Service POC for medical pre-authorizations for specialty care
- Inpatient tracking of civilian hospital admissions
- Case Management and Utilization Review
- Pre-authorize medical care for Reserve and National Guard injured in the line of duty

Dental

- Centralized dental claims processing for Active Duty Prime Remote and DTF-referred care

Mortuary Affairs

- Navy and Marine Corps death benefits: Provide Primary, Secondary Care, and transportation of remains

Reserve Component (RC)

(See RC Brochure at):

<http://mms.med.navy.mil>

- Personnel on Active Duty (A/D) orders are entitled to care at MTF's regardless of length of orders
- If not on A/D orders, health care condition must have been incurred or aggravated in the line of duty (LOD) as determined by the patient's command and must be documented on a Notice of Eligibility (NOE) or LOD
- Drilling members are typically not eligible for routine civilian medical and dental care
- Obtain prior authorization from MMSO for any civilian non-emergency follow-up care after the initial care resulting from the line of duty injury or disease

VA Coordinated Care

- Adjudication of medical claims from Veteran's Administration (VA) facilities participating in VA/DOD sharing agreements for Navy and Marine Corps service members for Spinal Cord Injury (SCI), Traumatic Brain Injury (TBI) and Blind Rehabilitation

Customer Service

- 24 hour 7 days/week support:
1-888-MHS-MMSO
- Assist Service Members with claims or health care access

Common Reasons Medical Claims are not Paid

- Unauthorized care such as:
Chiropractic care, eye glasses or contact lenses from civilian facilities
- No pre-authorization for specialty medical and dental care
- Unauthorized care list, go to:
<http://mmso.med.navy.mil>

Where to Get Help

Web site:

<http://mmso.med.navy.mil>

Includes information on:

- TRICARE PRIME Remote Program
- Reserve Component information
- Case Management
- Pre-authorization procedures
- Dental Program
- Claim Filing
- Mortuary Affairs
- References, Instructions, and Regulations

Address:

Military Medical Support Office
P.O. Box 886999
Great Lakes Illinois 60088-6999

Helpful Web sites

MMSO

<http://mmso.med.navy.mil>

TRICARE General Information

<http://www.tricare.osd.mil>

- *Provides informative links to various TRICARE topics

TRICARE PRIME Remote

<http://www.tricare.osd.mil/tpr>

- *TRICARE PRIME Handbook
- *Eligibility
- *Educational materials
- *Frequently asked questions

TRICARE Service Centers

www.tricare.osd.mil/tricareservicecenters

- *Locations
- *Telephone numbers, and working hours

Debt Collection Assistance Officer

www.tricare.osd.mil/dcao/DCAO_Dir.doc

- *Directory of Assistance Officers at MTF's and Lead Agents worldwide

Active Duty Eyeglasses:

<http://138.143.250.101/nostra/command.cfm>

- *Click on "How to order" for link to Active Duty in remote locations

Chiropractic Benefit:

www.tricare.osd.mil/chiropractic

- *For Active Duty service members at authorized MTF's only

Reserve Component Benefits

www.tricare.osd.mil/reserve

- *Provides TRICARE benefits information for Activated Reservists and National Guard members

Military Medical Support Office



"Bringing the Benefits Close to Home"

Standing ready to assist with Medical and Dental Readiness for the Active and Reserve Component Commanders and Service Members including:

- ✓ Air Force
- ✓ Air Force Reserve
- ✓ Air National Guard
- ✓ Army
- ✓ Army National Guard
- ✓ Army Reserve
- ✓ Navy
- ✓ Navy Reserve
- ✓ Marine
- ✓ Marine Corps Reserve
- ✓ Coast Guard
- ✓ Coast Guard Reserve

Toll Free Number:

1-888-MHS-MMSO
(1-888-647-6676)

DSN: 792-3950

<http://mmso.med.navy.mil>