



Moving Made Easy: Transferring Your TRICARE® Prime Enrollment

Options for transferring your TRICARE Prime® enrollment

Active duty service members (ADSMs) and active duty family members (ADFMs) who are moving can transfer their TRICARE Prime enrollment by phone, online, or by mail. Retirees and their dependents can use the online or mail options.

BY PHONE

If you are an ADSM or ADFM moving to a new location, the easiest way to transfer your TRICARE Prime enrollment is to call your current regional contractor to begin the process. If you are moving to a new region, your information will be sent to your new regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location. Your new regional contractor will also work with you to assign a primary care manager (PCM) best suited to your needs and the location of your work or home. Your new regional contractor will inform you if the US Family Health Plan is available in your new area. If you are moving within your current region, your regional contractor will help you transfer to a new PCM.

If you need to seek care before your transfer is processed, contact the regional contractor for the region you are moving from for referral and prior authorization information.

If you prefer to call your new regional contractor upon arrival at the new location, then your new regional contractor can also transfer your TRICARE Prime enrollment at that time.

Note: This option is only available to ADSMs and ADFMs enrolled in a stateside or overseas TRICARE Prime option. Retirees and their dependents who are enrolled in TRICARE Prime should transfer their enrollment when they reach their new location using the online or mail options.

Regional Contractor Phone Numbers

Stateside
TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273)
TRICARE South Region Humana Military, a division of Humana Government Business 1-800-444-5445
TRICARE West Region UnitedHealthcare Military & Veterans 1-877-988-WEST (1-877-988-9378)
Overseas
TRICARE Eurasia-Africa TRICARE Overseas Program (TOP) Regional Call Center +44-20-8762-8384 (<i>overseas</i>) 1-877-678-1207 (<i>stateside</i>)
TRICARE Latin America and Canada TOP Regional Call Center +1-215-942-8393 (<i>overseas</i>) 1-877-451-8659 (<i>stateside</i>)
TRICARE Pacific TOP Regional Call Centers Singapore: +65-6339-2676 (<i>overseas</i>) 1-877-678-1208 (<i>stateside</i>) Sydney: +61-2-9273-2710 (<i>overseas</i>) 1-877-678-1209 (<i>stateside</i>)

This fact sheet is **not** all-inclusive. For additional information, please visit www.tricare.mil.

ONLINE

If you are a stateside TRICARE Prime beneficiary, you may also transfer your enrollment online using the Beneficiary Web Enrollment (BWE) Web site. For more information or to access BWE, visit www.tricare.mil/bwe and use one of the following to log on:

- Valid Common Access Card
- Defense Finance and Accounting Service myPay login identification and password
- Department of Defense Self-Service Logon

Note: TRICARE Prime enrollment through BWE is only available to beneficiaries in the United States.

BY MAIL

You may transfer your TRICARE Prime enrollment by completing the *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876) and mailing it to your new regional contractor at the address listed in the *For Information and Assistance* section of this fact sheet. You may also drop it off at a TRICARE Service Center. To download *DD Form 2876*, visit www.tricare.mil/forms.

FOR INFORMATION AND ASSISTANCE

<p> TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com Health Net Federal Services, LLC P.O. Box 105146 Atlanta, GA 30348-5146</p>	<p> TRICARE South Region Humana Military, a division of Humana Government Business 1-800-444-5445 Humana-Military.com Humana Military Attn: PNC Bank P.O. Box 105838 Atlanta, GA 30348-5838</p>	<p> TRICARE West Region UnitedHealthcare Military & Veterans 1-877-988-WEST (1-877-988-9378) www.uhcmilitarywest.com TRICARE West Region Enrollment Department P.O. Box 105492 Atlanta, GA 30348-5492</p>
<p> TRICARE Overseas Program (TOP) Regional Call Center—Eurasia-Africa¹ +44-20-8762-8384 (<i>overseas</i>) 1-877-678-1207 (<i>stateside</i>) tricarelon@internationalsos.com International SOS Assistance, Inc. TOP Prime Enrollments P.O. Box 11520 Philadelphia, PA 19116 USA</p>	<p> TOP Regional Call Center—Latin America and Canada¹ +1-215-942-8393 (<i>overseas</i>) 1-877-451-8659 (<i>stateside</i>) tricarephi@internationalsos.com International SOS Assistance, Inc. TOP Prime Enrollments P.O. Box 11520 Philadelphia, PA 19116 USA</p>	<p> TOP Regional Call Centers—Pacific¹ Singapore: +65-6339-2676 (<i>overseas</i>) 1-877-678-1208 (<i>stateside</i>) sin.tricare@internationalsos.com Sydney: +61-2-9273-2710 (<i>overseas</i>) 1-877-678-1209 (<i>stateside</i>) sydricare@internationalsos.com International SOS Assistance, Inc. TOP Prime Enrollments P.O. Box 11520 Philadelphia, PA 19116 USA</p>
<p>US Family Health Plan 1-800-74-USFHP (1-800-748-7347) www.usfhp.com</p>	<p>Beneficiary Web Enrollment www.dmdc.osd.mil/appj/bwe/</p>	<p>TRICARE Enrollment Portability www.tricare.mil/enrollment</p>

1. For toll-free contact information, visit www.tricare-overseas.com.

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

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