



TRICARE Benefits Guide



Health Benefits Advisor (HBA)

Do you have a question about your healthcare or a related bill? Do you want to change your provider? The Coast Guard Health Safety and Work-Life Service Center staffs a Health Benefits Advisor line to assist Coast Guard beneficiaries with navigating their healthcare benefits.

Please give us a call: 1-800-9-HBA- HBA (800-942-2422)

Hours of Operation: Monday – Friday 0800-1900 EST.

Access to Healthcare Standards

	Urgent Care	Routine Care	Referred/ Specialty Care	Wellness/ Preventive Care
Appointment Wait Time	Not to exceed 24 hours	Not to exceed 7 Days	Not to exceed 4 weeks	Not to exceed 4 weeks
Drive Time	N/A	Within 30 min. from home	Within 60 min. from home	N/A
Wait Time in Office	N/A	Not to exceed 30 minutes for non-emergency situations.		

Note:

If your access to care is outside of these standards, please call the Coast Guard Health Benefits Advisor (above)

Nurse’s Advice Line*

If you are in need of healthcare after hours and this care is not emergent, please contact the Nurse’s Advice Line at

1-800-TRICARE (874-2273), Option 1

You can call the Nurse Advice Line 24/7, at no cost to you, and talk to a registered nurse who can:

- Answer your urgent care questions
- Give you healthcare advice
- Help you find a doctor
- Schedule next-day appointments at military hospitals and clinics

Express Scripts

(TRICARE Mail Order Pharmacy)

Prescription Delivery to your home for chronic medications (90 day supply).

Type of Drug	Retail Network Copayment	Home Delivery Copayment
Formulary Generic	\$30	\$0
Formulary Brand	\$72	\$20
Non-formulary	\$150	\$49

NOTE:

- Active Duty is \$0 copayment
- Chart does not include non-network retail pharmacies.

During the processing of your first order, having a 30-day supply of medication on hand is recommended.

Benefits of Home Delivery

- Free formulary generics
- Automatic refills
- Delivery to the address of your choice with no cost of standard shipping
- Access to a pharmacist 24/7
- Order online or by mail: www.express-scripts.com
- Phone: 877-363-1296

Updating your TRICARE COVERAGE:

Congratulations on your newborn! **Within 60 days** of your child’s birth, you will need to enroll you child as a dependent in order to be eligible for TRICARE benefits. For this and another other updates (mailing address, email address and/or phone numbers), you have several options:

- Update Defense Enrollment Eligibility Reporting System (DEERS)* through a scheduled appointment with your local ID Card office
- Log into MilConnect - milconnect.dmdc.mil
- Call: 800-538-9552 or Fax: 831-655-8317
- Mail: Defense Manpower Data Center Support Office
Attn: COA
400 Gigling Road,
Seaside, CA 93955-6771

*Reference - Tricare.mil

