

TRICARE Redesigned Beneficiary Site Launches to Rave Reviews

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Falls Church, VA— Beneficiaries don't have to worry about sorting through tons of information for answers to their TRICARE questions. The redesigned My Benefit portal at www.tricare.mil offers the same great information with a more user-friendly layout and an updated look, while providing up-to-date TRICARE benefit information in seconds.

The My Benefit portal's simplified navigation system makes using the site easier than ever before. A key feature of the redesign is that users will now receive personalized information about their health care benefits by answering a few simple questions about their location, beneficiary status and current TRICARE plan.

"The Web site seems easy enough to navigate—the information is displayed in a way that should make it easier for the beneficiaries to find what they need," said Ursula Straub, a beneficiary counseling assistance coordinator (BCAC) at a TRICARE Service Center in Landstuhl, Germany.

"This new Web site seems to simplify the access and usability for the average inexperienced user. It will certainly lighten our work load and make it easier for beneficiaries to navigate," added BCAC Thomas Arney of Ireland Army Community Hospital, a military treatment facility in Fort Knox, KY.

The site includes several new features. Beneficiaries are able to search the 'Is It Covered?' section to find out what benefits TRICARE covers. The Plan Wizard eliminates the guesswork for new beneficiaries who may not be sure which TRICARE plan they are enrolled in and offers a list of plans for which they may be eligible.

Additionally, the site allows users to download multiple sections of content from anywhere on the site to create a personal benefits e-book. The new site also has a glossary and a consolidated forms section, as well as a benefit updates section.

TRICARE completed the two-year project with beneficiary participation and feedback guiding the design. An online tutorial is available at www.tricare.mil/overview.

