



# Nurses Provide Assistance by Telephone

Nurse Advice Line provides TRICARE® beneficiaries with health care advice or same-day appointments for urgent health problems

The Nurse Advice Line supports nearly all TRICARE beneficiaries in the United States, including Alaska and Hawaii.

Under a new service, most TRICARE beneficiaries can now access a team of registered nurses by telephone for advice about immediate health care needs.

The Nurse Advice Line, available at no cost to beneficiaries, helps callers make informed decisions about self-care at home or when to see a health care provider. The Nurse Advice Line is available 24 hours a day, 7 days a week. Nurse Advice Line nurses ask a series of questions about a caller's specific concerns to advise when and how to seek care for an urgent problem or give instruction on self-care at home.

The Nurse Advice Line supports nearly all TRICARE beneficiaries in the United States, including Alaska and Hawaii. TRICARE beneficiaries eligible to use the Nurse Advice Line include those using TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members (TPRADFM), TRICARE Standard and TRICARE Extra, TRICARE Reserve Select (TRS), TRICARE Retired Reserve (TRR), TRICARE Young Adult (TYA), and TRICARE For Life (TFL).

Beneficiaries enrolled in the US Family Health Plan cannot use the Nurse Advice Line. TRICARE Overseas Program (TOP) beneficiaries traveling in the United States can call the Nurse Advice Line for health care advice, but will need to call their TOP Regional Call Center to coordinate if care from a provider is needed.

Call the Nurse Advice Line at 1-800-TRICARE (1-800-874-2273) and select option 1 for help with urgent care questions.

## Quick Nurse Advice Line Facts:

- **Toll-free phone number:**  
1-800-TRICARE  
(1-800-874-2273), option 1
- **Hours:** 24 hours a day,  
7 days a week
- **Areas served:** Continental  
United States, Alaska,  
and Hawaii

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## Quick Nurse Advice Line Facts (continued)

- **Eligibility:** TRICARE beneficiaries using TRICARE Prime, TPR, TPRADFM, TRICARE Standard and TRICARE Extra, TRS, TRR, TYA, and TFL can call the Nurse Advice Line. The Nurse Advice Line verifies a caller's eligibility in the Defense Enrollment Eligibility Reporting System (DEERS). You can check your status in DEERS at <http://milconnect.dmdc.mil>.
- **Pediatric issues:** If your child is ill, the Nurse Advice Line routes your call to nurses who have special pediatrics training. If you want a follow-up call, the Nurse Advice Line calls you back to check on your child.
- **TRICARE Prime beneficiaries who receive care at military hospitals or clinics:** The Nurse Advice Line provides health care advice and, if you need a same-day appointment for an urgent problem, makes an appointment for you directly with your primary care manager (PCM) or military hospital or clinic. If Nurse Advice Line nurses cannot schedule an appointment at your military hospital or clinic, they help you find convenient high-quality urgent care and ensure your PCM submits a referral. The Nurse Advice Line also notifies your PCM of your calls to the Nurse Advice Line to let him or her know what was advised.
- **TRICARE Prime beneficiaries who receive care from civilian PCMs, TPR, TPRADFM, and TYA Prime:** The Nurse Advice Line provides health care advice and, if you need a same-day appointment for an urgent problem, helps you find convenient high-quality urgent care and directions for obtaining a referral or prior authorization, if necessary.
- **TRICARE Standard and TRICARE Extra, TRS, TRR, TYA Standard, and TFL:** The Nurse Advice Line provides health care advice and, if you need a same-day appointment for an urgent problem, helps you find convenient high-quality urgent care.



## Frequently Asked Questions

### When will the Nurse Advice Line be available?

The Nurse Advice Line will be available late April 2014.

### Should I call the Nurse Advice Line if I think I have a medical emergency?

No. If you believe you have a medical emergency, always call 911 or go to the nearest emergency room.

### Should I call the Nurse Advice Line if I am unsure if my child or I need immediate care?

Yes, unless you perceive the problem to be life threatening. The Nurse Advice Line helps you make informed decisions on when and how to seek care for an urgent problem or provides advice on self-care at home.

### How can I reach the Nurse Advice Line?

Call the Nurse Advice Line toll-free number 24 hours a day, 7 days a week at 1-800-TRICARE (1-800-874-2273) and select option 1.

### Will I reach a live person when I call the Nurse Advice Line?

A person will always answer and stay with you on the call until you get the advice or access to the health care you need.

### What kinds of questions will the nurse ask me?

Nurse Advice Line nurses ask questions about your specific concern to best assist you in making informed decisions on when and how to seek care for an urgent problem or to provide self-care at home.

### Does the Nurse Advice Line have nurses trained to discuss pediatric issues?

Yes. If you call the Nurse Advice Line about your child, your call is forwarded to a nurse with pediatric experience. If you are advised to provide self-care at home, the Nurse Advice Line pediatric nurses offer to call you back in an hour or so to check on your child.

## Frequently Asked Questions (*continued*)

### **Does the Nurse Advice Line have nurses trained to discuss mental health issues?**

Yes. Nurse Advice Line nurses have experience in answering questions and providing advice on how and when to seek help for mental health concerns.

### **I always call my military hospital or clinic directly during duty hours if I have a problem. Can I still call my own PCM?**

You can always call your PCM or military hospital or clinic; the Nurse Advice Line is just another way to provide you access to health care and advice.

### **I have a routine question or concern I want to discuss with my PCM. How do I do that?**

The Nurse Advice Line is for your sudden onset or new health concerns or questions. Relay Health, the newest way to provide access to military hospitals or clinics, allows you to send secure e-mails to your PCM or health care team. If you are a military hospital or clinic enrollee and have a question or concern about a non-urgent health issue, contact your military hospital or clinic directly or e-mail your PCM securely on Relay Health. Register for Relay Health at <https://app.relayhealth.com/patients/registration.aspx/?bid=mac>. Other beneficiaries with non-urgent questions or concerns should contact their regular health care providers.

### **What if I need prior authorization for urgent care?**

If you are a TRICARE Prime beneficiary enrolled at a military hospital or clinic and the Nurse Advice Line advises you to seek urgent care, the Nurse Advice Line notifies your PCM that you need an urgent care referral and prior authorization. If you are a TRICARE Prime beneficiary with a civilian PCM and the Nurse Advice Line advises you to seek urgent care, the Nurse Advice Line will ask you to contact your PCM to get a referral and prior authorization for urgent care.

### **I am enrolled at a military hospital or clinic. Can I cancel an appointment by calling the Nurse Advice Line?**

Yes. The Nurse Advice Line can cancel appointments at your military hospital or clinic. You can also cancel appointments at TRICARE Online at <https://www.tricareonline.com> or by calling your local appointment line.

### **I am enrolled at a military hospital or clinic and have some health issues. How will my PCM know I called the Nurse Advice Line and what the Nurse Advice Line advised me to do?**

The Nurse Advice Line notifies your PCM within 24 hours that you called the Nurse Advice Line and what you were advised to do.

### **I am stationed overseas. Can I call the Nurse Advice Line if I travel to the continental United States?**

Yes. You can call the Nurse Advice Line if you reside overseas and are traveling in the United States. The nurses provide advice and help with decision-making regarding your care. However, should you require medical treatment, you will need to contact your TOP Regional Call Center for prior authorization.

### **I have TRICARE Prime and receive care from a civilian PCM. Can I call the Nurse Advice Line?**

Yes. Nearly all TRICARE beneficiaries can call the Nurse Advice Line. The Nurse Advice Line answers your questions, provides health care advice, and helps you find quality care with a network provider as well as directions for obtaining referrals or prior authorizations, if necessary.

### **I have TRICARE For Life. Can I call the Nurse Advice Line?**

Yes. Nearly all TRICARE beneficiaries can call the Nurse Advice Line. TFL offers wrap-around coverage to Medicare for all TRICARE beneficiaries who have both Medicare Part A and Medicare Part B. The Nurse Advice Line answers questions, provides health care advice, and helps you find quality care. Because Medicare is your primary payer, please follow guidance from your primary health plan. More information about TFL is available at [www.tricare.mil/tfl](http://www.tricare.mil/tfl).

### **I have TRICARE Standard and TRICARE Extra. Can I call the Nurse Advice Line?**

Yes. Nearly all TRICARE beneficiaries can call the Nurse Advice Line. The Nurse Advice Line answers questions, provides health care advice, and helps you find quality care. Because you have TRICARE Standard and TRICARE Extra, you do not need prior authorization for urgent care. Visit [www.tricare.mil/standard](http://www.tricare.mil/standard) for more information.

## Frequently Asked Questions (continued)

### How will the Nurse Advice Line know I am a TRICARE beneficiary?

The Nurse Advice Line verifies your eligibility in DEERS. If you are unsure about your DEERS registration, please visit <http://milconnect.dmdc.mil>.

### How can I learn more about all available TRICARE health plans?

More information about TRICARE health plans is available at [www.tricare.mil/planfinder](http://www.tricare.mil/planfinder).

### How can I verify and update my DEERS information?

Visit <http://milconnect.dmdc.mil> to verify your DEERS information. You can also visit your nearest uniformed services identification (ID) card-issuing facility. Sponsors or registered family members age 18 or older can make address changes; however, only a sponsor can add a family member to DEERS.

Proper documentation is required, such as a marriage certificate, divorce decree, and/or birth certificate. To update your DEERS information:

- Visit your local uniformed services personnel office or contact the Defense Manpower Data Center Support Office at **1-800-538-9552**. You can find the nearest uniformed services personnel office at: [www.dmdc.mil/rsl](http://www.dmdc.mil/rsl).
- Fax address changes to DEERS at **1-831-655-8317**.
- Mail the address change to:  
 Defense Manpower Data Center Support Office  
 ATTN: COA  
 400 Gigling Road  
 Seaside, CA 93955-6771
- Visit milConnect at <http://milconnect.dmdc.mil>.

## Nurse Advice Line Services by Beneficiary Type

Nurse Advice Line Service	TRICARE Prime Beneficiaries Enrolled at a Military Hospital or Clinic	TRICARE Prime Beneficiaries Who Receive Care from a Civilian Primary Care Manager	U.S. Coast Guard Enrolled at a Military Hospital or Clinic	TRICARE Standard and All Others
Nursing telehealth (e.g., advice, triage)	✓	✓	✓	✓
Optional follow-up call on pediatric patients who use recommended self-care	✓	✓	✓	✓
Appointment cancellations	✓			
Military hospital or clinic appointments for urgent care needs if recommended by nurse	✓			
Hand-off to military hospital or clinic Patient Centered Medical Home if no appointments in electronic system	✓			
Hand-off to military hospital or clinic if patient needs urgent care appointment			✓	
Referrals if urgent care is advised	✓			

## Nurse Advice Line Services by Beneficiary Type (continued)

Nurse Advice Line Service	TRICARE Prime Beneficiaries Enrolled at a Military Hospital or Clinic	TRICARE Prime Beneficiaries Who Receive Care from a Civilian Primary Care Manager	U.S. Coast Guard Enrolled at a Military Hospital or Clinic	TRICARE Standard and All Others
If urgent care authorization required, refer to guidance on regional contractor Web site ( <i>primary care manager [PCM]</i> )		✓		
If urgent care advised, direct patient to follow TRICARE plan guidance		✓		✓
Locator assistance using regional contractors' public directories	✓	✓	✓	✓ <sup>1</sup>
Follow-up report to military hospital or clinic or PCM	✓	✓		

1. Beneficiaries should contact their PCMs and follow their guidance. TRICARE will cover, assist, and/or pay only if it is the primary PCM.

### 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 hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

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