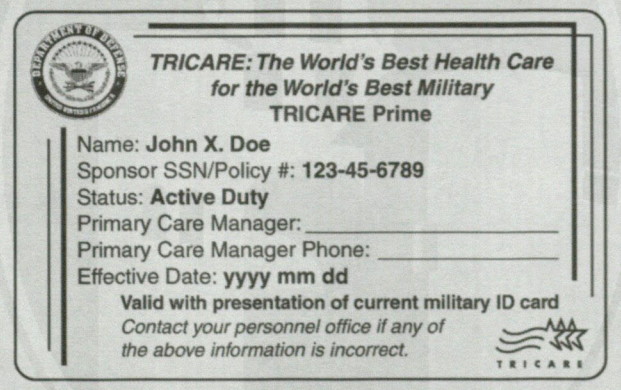
[MS-0897.002.008.010]

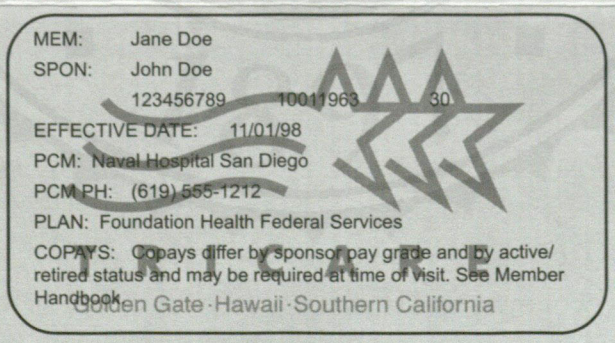
NEW TRICARE PRIME IDENTIFICATION CARDS NOW BEING ISSUED

The standardization of the enrollment process across the Military Health Care System (MHS) has resulted in the development of a new TRICARE Prime Identification Card. The new TRICARE Prime Identification Card began being issued in July 2001. You should expect to see patients arriving with either of the TRICARE Prime Identification Cards shown in the example below. For existing TRICARE Prime beneficiaries, the previously issued TRICARE Prime Identification Card will remain valid. Both cards are shown below and ***both cards are valid.***

New TRICARE Prime Identification Card



Previously Issued TRICARE Prime Identification Card



TRICARE Prime beneficiaries should present their TRICARE Prime Identification Card and Military Identification Card at the time of service.

Verifying Eligibility of TRICARE Prime Beneficiaries

Providers only need a copy of the beneficiary's Military Identification Card and TRICARE Prime Identification Card to verify a beneficiary's TRICARE Prime eligibility. It is not necessary to verify the original effective date of TRICARE coverage or the name or the effective date of the beneficiary's Primary Care Manager (PCM) to provide services. The copy of the TRICARE Prime Identification Card confirms eligibility.

However, if a provider chooses to verify a beneficiary's eligibility, providers may use the automated Voice Response Unit (VRU) through Health Net Federal Services' (HNFS') claims administrator, Palmetto Government Benefits Administrators (PGBA) to obtain eligibility and claims information. To contact PGBA's automated system, call (800) 930-2929 and follow the prompts.

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