

Walk-in service at TRICARE Service Centers to end by April 1

Thomas Zimmerman, Carlisle Barracks Public Affairs Officer

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Jan. 14, 2014 -- TRICARE announced that as of April 1, all walk-in TRICARE services, including the one at the Dunham U.S. Army Health Clinic at Carlisle Barracks, will be replaced by online and call center services.

Citing the ease-of-use of online services and an effort to more efficiently utilize their resources, TRICARE is closing all 189 U.S.-based centers. The closure will affect TRICARE customer service employees currently working out of TRICARE offices co-located with Dunham Army Health Clinic, Carlisle Barracks.

“With today’s technology, anything you can do at a TRICARE Service Center can be done online or over the phone,” said TRICARE in a release announcing the decision.

Fifty percent of visits to service centers are for in- and out-processing and requests to change primary care providers, and the rest involve billing-related questions, officials said. The Defense Department spends roughly \$50 million a year on the walk-in services and this type of customer service can be handled more efficiently by phone or online, they added.

Beneficiaries can get 24/7 TRICARE benefit information at www.tricare.mil, and make enrollment and primary care manager changes, and more online at www.tricare.mil/enrollment. All health care, pharmacy, dental and claims contact information is located at www.tricare.mil/contactus

Walk-in service at TRICARE Service Centers in all overseas areas will continue. This change does not affect TRICARE benefits or health care services.

TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide.