

TRICARE Service changes operations - from walk-in centers to online service

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In all 50 states walk-in service at TRICARE Service Centers ends as of April 1. Overseas TRICARE Service Centers will remain open. Walk-in service was the most expensive option and the same information and transactions can be accomplished on TRICARE's existing websites or by calling TRICARE.

The majority of customer service visits to TSCs concern in/out processing, billing, enrollment, changing a Primary Care Manager , general information on benefits and plans, or referrals. Please note that this initiative does not affect TRICARE benefits or health care delivery.

This is one way to control the increasing cost of providing excellent health care. Walk-in customer service is the most expensive option available. While a call center contact averages about \$6, a walk-in visit ranges from \$30-200 depending on the length of the visit. Eliminating walk-in service will save the DoD an estimated \$254 million over next five years.

Dunham Health Army Health Clinic remains open - only the TRICARE service center closes on April 1. Please visit www.tricare.mil and see how easy it is to enroll, file or check a claim, find a doctor or update your information. Northern Region beneficiaries may also call 1-877-TRICARE (1-877-874-2273). TRICARE for Life beneficiaries may call 1-866-773-0404.