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Information and Resources for Combat Veterans



Information and Resources for Combat Veterans

This flyer is **not** intended to be all-inclusive. For additional information, please contact your regional contractor, local military treatment facility, or TRICARE Area Office.

If you have served in a combat zone or received hazardous duty pay and believe you have sustained a disease or disability connected to your service,* many programs and resources are available to help you. This flyer offers a snapshot of the health care services and resources offered by your military treatment facility (MTF), TRICARE network providers, and the Department of Veterans Affairs (VA), as well as additional resources that may assist you and your family.

** Future health care services are dependent upon line-of-duty and disability determination processes.*

Transitioning from TRICARE to VA

When you leave active duty, you may be entitled to or eligible for benefits offered by TRICARE and VA, depending on whether you retire or separate. If retiring, you are eligible for TRICARE as a military retiree and may also be eligible for certain VA benefits. Service members who separate due to a service-connected disease or disability may be eligible for VA benefits and certain TRICARE benefits.

National Guard and Reserve members activated by federal orders and serving on active duty may obtain veteran status for VA purposes. The United States Code defines veterans as those who served in the active military and who were discharged or released under conditions other than dishonorable. VA will determine your eligibility status as a veteran by reviewing your type of discharge from active duty and length of active duty service.

When Separating from Active Duty

Transitional Health Care Coverage

You and your family may be eligible for the Transitional Assistance Management Program (TAMP) if you, the sponsor, are:

- Involuntarily separating from active duty under honorable conditions;
- A National Guard or Reserve member separating from a period of active duty that was more than 30 consecutive days in support of a contingency operation;
- Separating from active duty following involuntary retention (*stop-loss*) in support of a contingency operation; or
- Separating from active duty following a voluntary agreement to stay on active duty for less than one year in support of a contingency operation.

Note: National Guard members can reach a Transition Assistance Advisor through their state National Guard Joint Forces Headquarters.

TAMP provides 180 days of transitional health care benefits. If you and your family members were enrolled in TRICARE Prime (or *TRICARE Overseas Program [TOP] Prime if overseas*) while you were on active duty and you want TRICARE Prime (or *TOP Prime*) coverage during the TAMP period, you must re-enroll. If you do not re-enroll, you are eligible for coverage under TRICARE Standard and TRICARE Extra (or *TOP Standard if overseas*).



When Separating from Active Duty (*continued*)

TRICARE Prime Remote, TRICARE Prime Remote for Active Duty Family Members, and TRICARE Global Remote Overseas are **not** available during TAMP. If enrolled in one of these programs, you will be disenrolled and covered by TRICARE Standard and TRICARE Extra or TOP Standard. For details, visit www.tricare.mil.

When your TAMP coverage ends, you may purchase additional transitional coverage under the Continued Health Care Benefit Program (CHCBP). CHCBP is comparable to TRICARE Standard, but you pay premiums. Enrollment is required within 60 days of the end of TAMP coverage. For details, visit www.humana-military.com/chcbp/main.htm.

TRICARE Reserve Select

TRICARE Reserve Select (TRS) is a premium-based health care plan that qualified National Guard and Reserve members may purchase **unless** eligible for the Federal Employees Health Benefits (FEHB) program. If the member is eligible for or currently enrolled in FEHB, then the member and family are **not** eligible for TRS. If the member is eligible for TRS, he or she can only enroll family members if they are not enrolled in FEHB. TRS offers comprehensive coverage similar to TRICARE Standard. For details, visit www.tricare.mil/trs.

VA Health Care Benefits

You may qualify for VA health care benefits if you served on active military service, were discharged or released under conditions other than dishonorable, and meet length-of-service requirements.

VA will assign you to a priority group based on your specific eligibility status. Priority groups range from 1 to 8, with 1 being the highest priority and 8 the lowest. As of January 17, 2003, VA suspended new enrollments to priority group 8 (*subgroups 8e and 8g*), consisting of higher income veterans.

Effective January 28, 2008, veterans with combat service after November 11, 1998, are eligible for enhanced enrollment placement into priority group 6 (*unless eligible for a higher priority group*) as follows:

- Veterans discharged from active duty on or after January 28, 2003, are eligible for five years after discharge.
- Veterans discharged from active duty before January 28, 2003, and who apply for enrollment on or after January 28, 2008, are eligible through January 27, 2011.

Note: Veterans who applied for enrollment after January 16, 2003, and who were not accepted because their application was beyond the previous post-discharge two-year enrollment period, will be automatically reviewed and notified of the enrollment decision under the new enhanced enrollment authority.

At the end of the enhanced eligibility period, VA will reassess the veteran's information and make a new enrollment decision. Enrolled veterans will remain enrolled from year to year without further action required. However, some will need to provide updated financial information to continue enrollment in a certain priority group.

To apply for VA medical benefits, complete VA Form 10-10EZ, *Application for Health Benefits*, available at any VA health care facility or regional benefits office, or online at www.va.gov/1010ez.htm. For additional information, call 1-877-222-VETS (1-877-222-8387).

Note: Eligibility for VA dental benefits is based on specific guidelines that differ significantly from eligibility requirements for medical care. For details and a list of eligibility criteria, visit <http://www.va.gov/healtheligibility>.

If overseas, VA will pay for medically necessary treatment of a service-connected condition under the Foreign Medical Program (FMP). For FMP details and registration information, visit www.va.gov/hac/forbeneficiaries/fmp/fmp.asp.

Some family members may be eligible for the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA). For additional information, visit www.va.gov/hac/forbeneficiaries/champva/champva.asp.

When Retiring from Active Duty

Transitional Health Care Coverage

You may be eligible for TAMP after retirement if your retirement was postponed because you were retained on active duty in support of a contingency operation (*stop-loss*). The personnel office must determine whether you meet the stop-loss provision and accurately reflect your eligibility for TAMP coverage.

VA Health Care Benefits

When you retire, you may be eligible for certain VA health care benefits in addition to your TRICARE retiree health care benefits.* If you are eligible, TRICARE provides coverage even if you received treatment through VA for the same medical condition in a previous episode of care. However, TRICARE will **not** duplicate payments made by VA or authorized to be made by VA. The rules and costs of whichever benefit is used will apply.

You may also be eligible for both TRICARE and VA. This means that your health care may be covered by TRICARE and/or VA. For most health care needs, TRICARE may be your main source of coverage. Many VA facilities are TRICARE network providers. Your TRICARE regional contractor or the

* If retiring from the National Guard or Reserve, you will become eligible for TRICARE retiree health care benefits when you reach age 60 and begin drawing retirement pay. You may enroll in the TRICARE Retiree Dental Program (TRDP) at any age.

TRICARE representative at your local VA facility can offer more information about using a VA TRICARE network provider. Copayments, cost-shares, and deductibles may apply.

For additional details about VA benefits, contact the nearest VA regional benefits office. For locations, visit www.vba.va.gov. You can also contact the nearest Vet Center or visit www.vetcenter.va.gov, or download the *Federal Benefits for Veterans and Dependents* booklet at www1.va.gov/OPA/vadocs/current_benefits.asp.

Note: Dental care is available to eligible retirees and family members through the enhanced TRDP. On October 1, 2008, the Enhanced Overseas TRDP became available, allowing eligible retirees and family members worldwide to purchase dental coverage. For details and eligibility criteria, visit www.trdp.org.

Supporting a Smooth Transition

Many resources are available for you and your family when you sustain a severe injury. Each military service branch also has service-specific programs for wounded, ill, or injured service members. Check with your unit for details. If you are a TRICARE beneficiary residing in the U.S., contact your TRICARE regional contractor for details on its applicable program for wounded, ill, or injured service members.

VA Resources

Behavioral Health Care Treatment: Veterans eligible for VA medical benefits may apply for general behavioral health care, including specialty services such as post-traumatic stress disorder (PTSD) and substance abuse treatment. Contact the nearest VA health care facility to apply.

Benefit Counselors and VA Liaisons: VA has placed benefit counselors and VA Liaisons at key MTFs to help you obtain VA services, coordinate health care, and facilitate discharge. Visit www.tricare.mil/mybenefit/home/LifeEvents/InjuredActiveDuty for a list of MTFs with VA Liaisons. For more information on transitioning from military to VA care, visit www.oefoif.va.gov.

National Center for Posttraumatic Stress Disorder (NCPTSD): NCPTSD strives to advance the clinical care and social welfare of qualified veterans through research, education, and training on PTSD and stress-related disorders. For more information, visit www.ncptsd.va.gov.

Vet Center Services: Vet Centers assist combat veterans readjust to civilian life. To find a Vet Center near you, visit www.vetcenter.va.gov or call 1-800-827-1000.

Vocational Rehabilitation and Employment Program: This program assists qualified service-disabled veterans to prepare for, obtain, and maintain suitable employment. For veterans who are severely disabled and gainful employment is not an option, independent living assistance may be provided. Visit www.vba.va.gov/bln/vre for details.

War-Related Illness and Injury Study Center in Washington, DC (WRIISC-DC): WRIISC-DC provides a second opinion for veterans referred with difficult-to-diagnose war-related illnesses and injuries. Combat veterans with medically unexplained illnesses may request a referral from their VA physician to the WRIISC-DC. For more information, visit www.va.gov/WRIISC-DC.

Specialized Services

The Department of Defense (DoD) and VA offer many specialized services focusing on specific injuries and health care needs. The following are some of the specialized services that may be approved for you.

Defense and Veterans Brain Injury Center: A multi-site medical care, clinical research, and education center serving active duty service members (ADSMs), their dependents, and veterans with traumatic brain injury (TBI). To learn more, visit www.dvbic.org or call 1-800-870-9244.

VA Blind Rehabilitation Service: Provides services for blind and visually impaired veterans, enabling them to learn the necessary skills to develop personal independence and emotional stability. Services include adjustment-to-blindness counseling, patient/family education, and provision of assistive technology. For details, visit www1.va.gov/blindrehab.

VA Polytrauma System of Care: Offers care to veterans and returning service members with multiple physical, cognitive, and/or emotional injuries. Polytrauma includes TBI, burns, amputations, and visual impairments. There are four polytrauma centers and 21 polytrauma network sites across the U.S. For details and facility locations, visit www.polytrauma.va.gov.

VA Spinal Cord Injury & Disorders System of Care: Provides lifelong services to improve quality of life for eligible veterans with a spinal cord injury. Services include medical and/or surgical care, rehabilitation, and patient/family education. Visit www.sci.va.gov for more information.

Additional Resources

Fisher House™ Foundation, Inc.: Fisher House provides free housing for families of seriously ill or injured service members receiving treatment at major military and VA medical centers. For more information and Fisher House locations, call 1-888-294-8560 or visit www.fisherhouse.org.

Military & Family Life Consultant Program: Military & Family Life Consultants (MFLCs) provide ADSMs, National Guard and Reserve members, and their families with non-medical counseling and education on daily life stressors related to deployment and reintegration. MFLCs address concerns of stress, relationships, family problems, financial issues, grief and loss, conflict resolution, and the emotional challenges of transitioning from combat back to civilian life. For details, visit www.mhngs.com or call 1-800-646-5613.

Additional Resources (continued)

Military HOMEFRONT: Military HOMEFRONT is a Web site offering reliable quality-of-life information designed to help troops, their families, commanders, and service providers. Visit www.militaryhomefront.dod.mil for details.

Military OneSource/Wounded Warrior Resource Center: Military OneSource is a cost-free resource for military members and their families offering information and assistance on child care, personal finances, emotional support during deployments, relocation, and more. Help and information are available online or by phone with professionally trained consultants. For details, visit www.militaryonesource.com or call 1-800-342-9647.

Military Severely Injured Center: Severely injured service members and their families may receive personalized service from ombudsmen through the Military Severely Injured Center. Cost-free services are available worldwide 24 hours a day, seven days a week.

- **Phone (in the U.S.):** Call toll-free 1-888-774-1361
- **Phone (outside of the U.S.):** Call 0-800-888-0013, press “05,” then enter 1-888-774-1361
- **E-mail:** severelyinjured@militaryonesource.com
- **Online:** www.military.com/support

National Resource Directory: This online directory provides information on, and access to, services and resources for wounded, ill, and injured service members and veterans, their families, survivors, and those who provide support during recovery, rehabilitation, and community reintegration. It is maintained by the DoD, Department of Labor, and VA. For more information, visit www.nationalresourcedirectory.org.

Wounded Soldier and Family Hotline: Injured or ill soldiers and their family members can share any concerns they may have about the quality of patient care with high-ranking Army leaders who are responsible for the quality of medical care. For details, call 1-800-984-8523.

www.afterdeployment.org: This Web site offers interactive behavioral health information for returning service members and their families. Confidential education is available on important topics, such as stress, its triggers, and how to manage it; reconnecting with family and friends; anger; sleep; and special deployment challenges faced by children. Privacy is ensured because registration is not required to access www.afterdeployment.org.

For Information and Assistance

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| TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.healthnetfederalservices.com | TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445 www.humana-military.com | TRICARE West Region TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) www.triwest.com |
| TRICARE Overseas (TRICARE Europe, TRICARE Latin America and Canada, and TRICARE Pacific) Stateside: 1-888-777-8343 www.tricare.mil/overseas | Defense Enrollment Eligibility Reporting System (DEERS)—Update Information Phone: 1-800-538-9552 Fax: 1-831-655-8317 www.tricare.mil/deers | Beneficiary Web Enrollment (BWE) Web Site https://www.dmdc.osd.mil/appj/bwe/ |
| TRICARE Mail Order Pharmacy 1-866-DoD-TMOP (1-866-363-8667) www.express-scripts.com/TRICARE | TRICARE Retail Pharmacy Network 1-866-DoD-TRRX (1-866-363-8779) www.express-scripts.com/TRICARE | TRICARE Dental Program Stateside: 1-800-866-8499 Overseas: 1-888-418-0466 www.TRICAREdentalprogram.com |
| TRICARE Retiree Dental Program Stateside: 1-888-838-8737 Overseas: AT&T USADirect® Access Number plus 866-721-8737 (for access numbers, visit www.usa.att.com/traveler/index.jsp) www.trdp.org | TRICARE Web Site www.tricare.mil | Military Health System Web Site www.health.mil |
| Military Medical Support Office (MMSO) 1-888-MHS-MMSO (1-888-647-6676) www.tricare.mil/mmso | Social Security Administration 1-800-772-1213 1-800-325-0778 (TTY/TDD) www.ssa.gov www.ssa.gov/foreign (overseas) | Reserve Affairs www.defenselink.mil/ra |

An Important Note about TRICARE Program Information

At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law. Changes to TRICARE programs are continually made as public law is amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

Please provide feedback on this flyer at www.tricare.mil/evaluations/feedback.