



**INCREASED TRICARE BENEFICIARY USE OF ONLINE AND PHONE  
CUSTOMER SERVICE LEADS TO END OF WALK-IN SERVICE AS OF  
APRIL 1, 2014**

Keeping up with the rapidly increasing number of TRICARE beneficiaries who most often turn to a laptop or cell phone when they have questions, walk in service at the Weed Army Community Hospital's TRICARE Service Center (TSC) will no longer be available as of April 1, 2014. Find out more at [www.tricare.mil/TSC](http://www.tricare.mil/TSC).

Weed Army Community Hospital patients still have a wide variety of secure, electronic customer service options available through [www.tricare.mil](http://www.tricare.mil). The new "I want to....." feature puts everything beneficiaries want to do online right on the front page of [www.tricare.mil](http://www.tricare.mil).

When walk-in service ends April 1, beneficiaries who want to receive personal assistance can call United Healthcare for Military & Veterans at 1-877-988-WEST (9378) enrollment and benefit help. All health care, pharmacy, dental and claims contact information is located at [www.tricare.mil/contactus](http://www.tricare.mil/contactus). Beneficiaries can get 24/7 TRICARE benefit information at [www.tricare.mil](http://www.tricare.mil), and make enrollment and primary care manager changes, and more online at [www.tricare.mil/enrollment](http://www.tricare.mil/enrollment).

Rather than driving to an installation TSC, TRICARE beneficiaries can even combine high-tech with low-tech by downloading health care forms online and sending them in the old fashion way, through the U.S. mail – at a cost of less than 50 cents.

Walk-in customer service is also the most expensive possible customer service option. By eliminating walk-in customer service at TSCs, the Department of Defense estimates savings of approximately \$250 million over five years. The change does not affect TRICARE benefits or health care delivery.

**What do I do if...**

1. What if I want to change my PCM?

Visit [www.tricare.mil/enrollment](http://www.tricare.mil/enrollment) or call 1-877-988-WEST.

2. Who do I talk to if I have a question about my benefits?

Call United Health for Military & Veterans at 1-877-988-WEST (9378).

3. Can I mail my forms instead of doing this online?

Yes. Download the forms at [www.tricare.mil/Forms/ClaimForms/Medical.aspx](http://www.tricare.mil/Forms/ClaimForms/Medical.aspx), fill them out and mail to the correct address found here:

[www.tricare.mil/Forms/ClaimForms/Medical/Addresses.aspx](http://www.tricare.mil/Forms/ClaimForms/Medical/Addresses.aspx).