



Use Speech or Touch-Tone to get what you need **FAST!**

First, Identify yourself as a Beneficiary:

Say "**Beneficiary**" or Press **2**
For mental health crisis assistance or to check behavioral health coverage, press the **star** key *

Second, Identify the Patient:

Enter either:
The **Sponsor SSN** 9-digits
The patient's **Benefits Number** 11-digits
Enter the patient's **Date of Birth** mm dd yyyy

Then, choose a your menu option...

Claims

Say "**Claims**" or Press **1**

Claims Submenu Options:

Say "**Claims Status**" or Press **1**

Then enter...

Starting Date of Service as mm dd yyyy

Amount Billed as ###

(Example: Enter \$123.00 as 12300)

Claim status information is read back.

Say "**Submission Options**" or Press **2**

Information on submitting paper claims is provided.

Say "**Speak to an Agent**" or Press **3**

You will be directed to a claims representative.

Say "**Main Menu**" or Press **9**

National Guard or Reserves

Say "**Guard or Reserve**" or Press **2**

Authorization & Referrals

Say "**Authorizations**" or Press **3**

You will be directed to a service representative.

For yes or no questions in all sections:

Say "**Yes**" or Press **1**

Say "**No**" or Press **2**

Additional options for TRICARE Prime and enrolled Guard/Reserve Members

Change Information on File

Say "**Change Information on File**" or Press **4**

Make a Payment

Say "**Make a Payment**" or Press **5**

Payment details are read back.

Follow prompts to make a payment.

Benefits and Coverage

Say "**Benefits**" or

Active Duty Press **5**

Retirees Press **6**

Additional options for TRICARE Standard and non-enrolled callers

Enrollment Information

Say "**Enrollment Information**" or Press **4**

Application Status

Say "**Application Status**" or Press **5**

Benefits and Deductibles

Say "**Benefits**" or Press **6**