



## **Frequently Asked Beneficiary Questions**

### **What is tricareonline.com?**

TRICAREonline.com is a single, common dot-com web site for all Department of Defense (DoD) patients, providers and managers. As a dot-com, it is accessible anywhere and anytime. It makes TRICARE healthcare portable, universal, and secure. It was designed in response to beneficiary requests for greater access to health and wellness information, medication refills and renewals and their doctor.

### **Who can access tricareonline.com?**

TRICARE Online has a **.com** address that is available to anyone who has access to the Internet. However, in order to take advantage of the DoD Military Health System (MHS) specific information and interactive features, a user must register using unique identity information. This information is validated by the Defense Eligibility and Enrollment System (DEERS) to ensure that the user is potentially eligible for care in the MHS.

### **Do I need to change my password once I'm registered?**

Yes. Due to the strict DoD security guidelines you will have to change your password every 90 days. You will be notified upon login that your password will expire within two days. After 90 days has passed, you will have to change your password at the time of login in order to transact business on TOL.

### **What if I forget my password?**

TRICARE Online must meet all DoD security and privacy standards. You can call a Japan toll-free number (00531-1-20743) to get password reset.

### **Why does each family member need to have their own password, why can't we have a family password?**

Due to the strict legal and security guidelines, each family member is required to have their own personal username and password.

### **Can anyone make online appointments?**

A user will be able to make online appointments with their Primary Care Manager (PCM) if:

- The user is enrolled in TRICARE Prime or TRICARE Plus;
- The user is assigned to an MTF and that MTF where they receive care participates in the TRICARE Online appointment option;
- The MTF participates in Primary Care Manager (PCM) -By-Name or Primary Care Group-By-Name;
- The user has an assigned PCM;

- The user has registered and created an account on TRICARE Online;

**What type of appointments can be made on [tricareonline.com](http://tricareonline.com)**

Currently, we are offering ROUTINE and WELLNESS appointments online.

**Why is it that only TRICARE Prime and Plus beneficiaries can make online appointments?**

TRICARE Online pulls appointments from the MHS central appointment system for those TRICARE Prime and Plus beneficiaries who have an assigned primary care manager (PCM). Only this category of beneficiary is assigned a PCM.

**Can Reservists use the appointment-scheduling feature?**

Yes, when they are on active duty orders and properly registered in the Composite Health Care System (CHCS) and DEERS. A reservist and his/her family must also enroll in TRICARE Prime or Plus and have an assigned MTF and PCM.

**Is the information in my personal health journal private and secure?**

Yes. Your personal health journal is password protected. Only you have access to the information you placed in it.

**How accurate and up-to-date is the information in the General Wellness section?**

The information in the General Wellness section is reviewed and updated every three months by physicians and nurses.

**What if I need to get information quickly, such as in an emergency?**

You can access TRICARE Online anywhere, anytime and anyplace as long as you have access to Internet and a computer. When traveling for instance, you can ask for permission to access a hospital computer and print out a summary of key medical history that you had previously entered for physicians to use in assessing your treatment options.

**Why am I denied access to the online scheduling feature even though I am a TRICARE Prime beneficiary?**

When you are denied the ability to make an online appointment, it's usually because your PCM assignment information is not accurately maintained in your treatment facility central appointment system. If this happens, please go to your TRICARE Service Center to verify possible discrepancies.

Another reason might be that you must enter your information *exactly* as it appears in DEERS.

**How can I get additional assistance?**

Please contact the TRICARE Service Center at 643-7539 and they will assist.