



TRICARE® Beneficiary Web Enrollment Web Site

A secure portal that allows TRICARE beneficiaries to update information and manage enrollment in TRICARE Prime options, the TRICARE Dental Program, and the TRICARE Retiree Dental Program

The Beneficiary Web Enrollment (BWE) Web site is a secure portal that allows eligible TRICARE beneficiaries to update their contact information in the Defense Enrollment Eligibility Reporting System (DEERS). In the United States, BWE can also be used to enroll in or disenroll from TRICARE Prime options and select or change primary care managers (PCMs). Additionally, eligible beneficiaries may use BWE to enroll in the TRICARE Dental Program (TDP) and the TRICARE Retiree Dental Program (TRDP).

ELIGIBILITY

If you are enrolled in TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members, the US Family Health Plan, the TDP, or the TRDP, you can manage your TRICARE enrollment through BWE. Other TRICARE beneficiaries may use BWE to update contact information in DEERS or enroll in a TRICARE Prime program option, the TDP, or the TRDP, if eligible.

BENEFICIARY WEB ENROLLMENT FEATURES

BWE allows you to:

- Enroll or disenroll eligible beneficiaries
- Transfer enrollment to a new location
- Select or change a PCM*
- View enrollment information and check enrollment status
- Request a new enrollment card
- Add information about other health insurance to your DEERS record if applicable (*when first enrolling*)
- Update contact information in DEERS

Non-TRICARE Prime beneficiaries may not enroll in medical programs through BWE. TRICARE Reserve Select and TRICARE Retired Reserve beneficiaries must submit a *Reserve Component Health Coverage Request* form (DD Form 2896-1) to their regional contractor. Continued Health Care Benefit Program enrollees must submit a *Continued Health Care Benefit Program (CHCBP) Application* (DD Form 2837) to Humana Military. The *TRICARE Young Adult Application* (DD Form 2947) can be filled out on the BWE Web site and printed. The form must be submitted to the regional contractor.

* Active duty service members (ADSMs) enrolled in TPR can request PCM changes through BWE. However, TRICARE Prime ADSMs must submit a paper TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form (DD Form 2876) to their regional contractors.

ACCESSING BENEFICIARY WEB ENROLLMENT

Visit www.dmdc.osd.mil/appj/bwe/ or <http://milconnect.dmdc.mil> and use a valid Common Access Card (CAC), a Defense Finance and Accounting Service (DFAS) myPay PIN, or a Department of Defense Self-Service Logon (DS Logon) to access BWE.

Common Access Card

Visit www.cac.mil or call the Defense Manpower Data Center Support Office at **1-800-477-8227** to learn how to get a CAC, reset your CAC PIN, or to locate a CAC-issuing facility.

*This fact sheet is **not** all-inclusive. For additional information, please visit www.tricare.mil.*

DFAS myPay PIN

Visit <https://mypay.dfas.mil> to get a new DFAS myPay PIN. Call 1-888-DFAS411 (1-888-332-7411) for assistance.

DS Logon

If you are a dependent family member, your sponsor may request a DS Logon for you by using his or her CAC, or you may visit a Veterans Affairs Regional Office to complete the required in-person proofing process. Non-CAC holders who need a new uniformed services identification (ID) card can visit an ID card-issuing facility and request a DS Logon at the same time. You also have the option of completing a remote-proofing process to obtain a DS Logon using your computer. Visit <https://myaccess.dmdc.osd.mil> for more information or to get started.

REMINDERS FOR TRICARE PRIME® BENEFICIARIES WHEN USING BWE

- The BWE Web site does not factor in drive time, so if you choose a PCM who is more than a 30-minute drive from your home, you are waiving TRICARE's access-to-care standards.
- Beneficiaries in areas that do not have PCMs available cannot enroll online.
- Print and keep a copy of your enrollment or PCM change request confirmation until you receive your enrollment card or confirmation of your PCM assignment.
- If you must seek nonemergency care before receiving your enrollment card, contact your regional contractor to verify your program's effective date and PCM assignment.
- Enrollment rules in certain areas may affect your PCM choice. Your regional contractor or military hospital or clinic may revise your selection when you enroll or any time after your initial PCM assignment.
- Enrollment and PCM change approvals may take up to six calendar days and are held in pending status until approved. You have 48 hours to cancel your request through BWE if the transaction is in pending status.
- For new non-active duty service member enrollments, if TRICARE receives your TRICARE Prime enrollment request and correct fee payment (*if applicable*) online by the 20th of the month, coverage begins on the first day of the next month. For example, if TRICARE receives an enrollment request by April 20, coverage begins May 1. If the enrollment request is received April 21 or later, coverage begins June 1. For ADSMs, TRICARE Prime (*including TPR*) coverage begins the day your enrollment request is received.

MOVING MADE EASY WITH TRICARE PRIME

If you are a stateside TRICARE Prime beneficiary, you have the option to transfer your TRICARE Prime enrollment over the phone. If you are an ADSM or active duty family member moving to a new location, the easiest way to transfer your enrollment is to call your current regional contractor to begin the process. Your current regional contractor will send your information to your new regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location. You can also call your new regional contractor after you move to transfer your enrollment, transfer enrollment through BWE or complete *DD Form 2876* and submit to your new regional contractor. If you are a non-active duty TRICARE Prime enrollee, and TRICARE Prime is available in your new location, call your new regional contractor upon arrival at the new location for your enrollment transfer.

FOR INFORMATION AND ASSISTANCE

 TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com	 TRICARE South Region Humana Military, a division of Humana Government Business 1-800-444-5445 Humana-Military.com	 TRICARE West Region UnitedHealthcare Military & Veterans 1-877-988-WEST (1-877-988-9378) www.uhcmilitarywest.com
Beneficiary Web Enrollment www.dmdc.osd.mil/appj/bwe/	milConnect Web Site http://milconnect.dmdc.mil	Defense Finance Accounting Service myPay PIN 1-888-DFAS411 (1-888-332-7411) https://mypay.dfas.mil
TRICARE Reserve Select www.tricare.mil/trs TRICARE Retired Reserve www.tricare.mil/trr	TRICARE Dental Program MetLife 1-855-MET-TDP1 (1-855-638-8371) (CONUS) 1-855-MET-TDP2 (1-855-638-8372) (OCONUS) 1-855-MET-TDP3 (1-855-638-8373) (TDD/TTY) www.metlife.com/tricare	TRICARE Retiree Dental Program Delta Dental of California 1-888-838-8737 www.trdp.org
US Family Health Plan 1-800-74-USFHP (1-800-748-7347) www.usfhp.com	Continued Health Care Benefit Program Humana Military 1-800-444-5445 www.tricare.mil/chcbp	Defense Manpower Data Center Support Office—Technical Assistance 1-800-477-8227 www.dmdc.osd.mil

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.