



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 menu option...

Claims

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

Claims Self-Service Options:

Say **Claims Status** or Press **1**
Then enter the starting Date of Service and amount billed (Example: Enter \$12.50 as 1250)
Claim status information is read back.

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

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

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

National Guard or Reserves

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

Authorization & Referrals

Say **Authorizations**or Press **3**
Say **Medical Authorizations**or Press **1**
-Or say **Behavioral Authorizations**or Press **2**

Referral & Authorization Self-Service Options:

Say **Get Status** or Press **1**
Then enter date the request was submitted.
Status information is read back.

Say **Requirements** or Press **2**

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

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

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**