

URGENT TRICARE EAST Region update - HIGH Priority issue



WHO MAY BE IMPACTED BY THIS CHANGE?

Soldiers, families, and retirees previously covered by Health Net Federal Services in the TRICARE NORTH Region, who are now covered by Humana Military under the new combined TRICARE EAST Region, and are paying for the following coverages:

- TRICARE Reserve Select (TRS)
- TRICARE Retired Reserve (TRR)
- TRICARE Young Adult (TYA)

IMPORTANT: Effective January 1, 2018, due to the contractor change from Health Net Federal Services (HNFS) to Humana Military, all Soldiers and Retirees formally in the TRICARE North Region, paying their premiums/fees by auto-payment from a banking account using Recurrent Credit Card (RCC) or Electronic Funds Transfer (EFT) to Health Net Federal Services **MUST** set up a **NEW** auto-payment with Humana Military. By law, the contractors cannot exchange credit card or banking information. Even if you already have auto-payment from your bank account to Health Net Federal Services, you **MUST** re-establish a **NEW** payment with Humana Military.

* This does **NOT** affect Soldiers or retirees in the South Region or who currently have an Allotment (PRIME ONLY) set up with DFAS. These allotments were transferred and do not have to be re-establish to a new allotment.

IF IN DOUBT, please check the Humana Military website at www.humanamilitary.com/provider-east (which will change to www.tricare-east.com in the near future) or call to verify at: (800) 444-5445