

Good News: Another Option to Obtain Urgent Care



Colorado Springs Military Health System

Urgent Care Pilot Overview

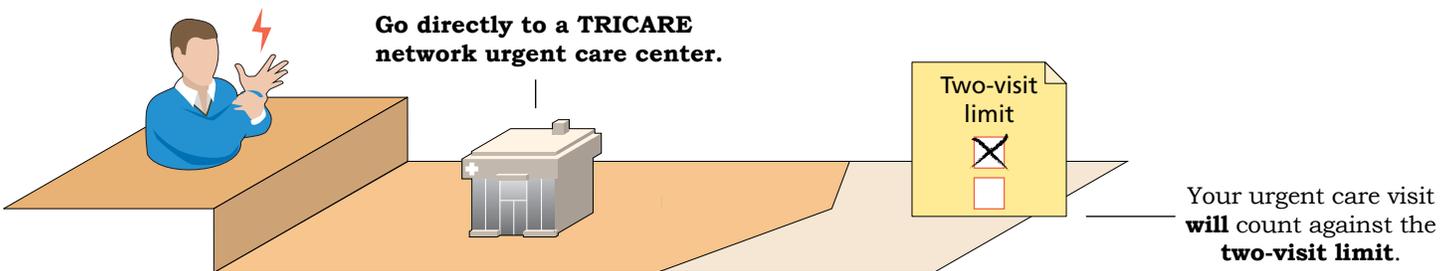
The Urgent Care Pilot is a three-year program which allows non-Active Duty TRICARE Prime beneficiaries to obtain **two urgent care visits** each fiscal year (Oct. 1–Sept. 30) to U.S.-based TRICARE network urgent care clinics, without a referral or prior authorization. The Urgent Care Pilot begins May 23, 2016.

To maximize your Urgent Care allowances, **first seek nurse advice** via the **TRICARE Nurse Advice Line (NAL)** by locally calling **719-524-CARE (524-2273)** and choosing option 3 or nationally at 1-800-TRICARE option 1. The NAL lets you talk with a registered nurse who will help you determine the best level of care for your acute medical problem. If the nurse confirms that your condition requires urgent care, and the NAL helps coordinate a referral to a TRICARE network provider, your **urgent care visit won't count against the two-visit limit!**

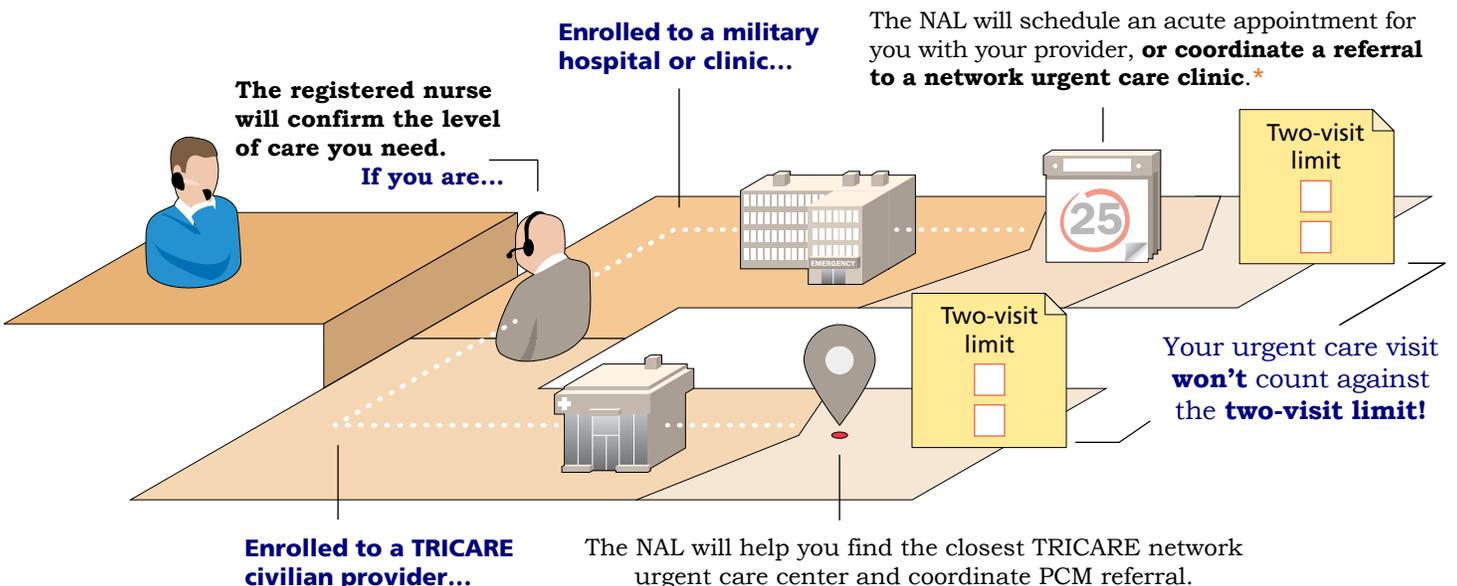
How Does the Urgent Care Pilot Work?

Find out how you can get urgent care quickly without extra costs.

When you need urgent care:

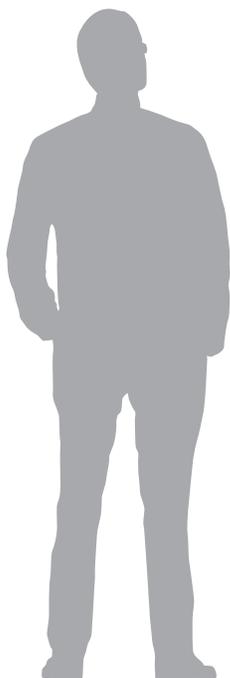


If you call the Nurse Advice Line before getting urgent care:



* If no appointments are available within 24 hours, and the military hospital or clinic does not have an urgent care clinic, the NAL will help you find the closest TRICARE civilian network urgent care center and coordinate your referral from the military hospital or clinic to the civilian network.

Can I Use the TRICARE Urgent Care Pilot?



The Urgent Care Pilot is available to:

- All civilian (non-active duty) TRICARE beneficiaries who are enrolled in TRICARE Prime, TRICARE Prime Remote, or TRICARE Young Adult Prime
- TRICARE Overseas Program beneficiaries traveling in the U.S. (not limited to two visits)
- TRICARE Prime **Remote** Active Duty Service Members (ADSMs), including National Guard or Reserve members activated for more than 30 consecutive days

You **don't** qualify for the Urgent Care Pilot if you're:

- An **Active Duty** Service Member, including activated National Guard or Reserve members, unless enrolled in TRICARE Prime **Remote**
Note: ADSMs may still use the Nurse Advice Line (NAL) to obtain urgent care!
- Enrolled in the US Family Health Plan
- Using TRICARE Standard, TRICARE Extra or TRICARE For Life (under these programs, you can already get urgent care without a referral or prior authorization)

What Is Urgent Care?

Urgent care is treatment for an illness or injury that wouldn't result in further disability or death if not treated immediately, but requires professional attention within 24 hours.

What Do I Pay?

The following table describes what you will pay for care under the Urgent Care Pilot when seeing providers who accept TRICARE.

| Beneficiary Type | Cost |
|--|------|
| Active duty service members in TRICARE Prime Remote | \$0 |
| Active duty family members in TRICARE Prime, TRICARE Prime Remote or TRICARE Young Adult Prime | \$0 |
| Retirees, their family members and others in TRICARE Prime | \$12 |

Urgent vs. Non-Urgent Primary Care

Here are a few examples of urgent and non-urgent primary care.

| Urgent Primary Care | Non-Urgent Primary Care |
|-------------------------|---|
| A rash | Common cold |
| Migraine headache | Sore throat |
| Urinary tract infection | Follow-up care for an ongoing condition |
| Sprain | Yearly checkup |
| Earache | Health screenings |
| Rising fever | Vaccines |

Emergency Care

TRICARE defines an emergency as a serious medical condition that the average person would consider to be a threat to life, limb, sight or safety. If you have an emergency, call 911 or go to the nearest emergency room.