

Health & Well Being

TRICARE – Enroll or update plan. Keeping your DEERS records current helps speed your TRICARE medical benefits. – **IMPORTANT** - When a member changes their Personnel Categories within DEERS, they will need to contact Tricare, to reestablish your eligibility with either Tricare Prime Remote or Select otherwise the member and their family will revert to Direct Care. Tricare Prime/Select is NO longer an automatic election. When there is a "category change" processed in DEERS, the person must re-enroll in PRIME or Select within 90 days of the change.

DEERS doesn't roll their status over. TRICARE 101: <https://www.tricare.mil/Plans/New/NewFNGRM>

Active Duty Medical Care: <http://tricare.mil/Plans/Eligibility/NGRMandFamilies>

TRICARE Reserve: <https://www.tricare.mil/reserve>

1. Before your orders begin: Pre-Activation Tricare eligibility begins on the date your AROWS orders are issued or 180 days before you report to active duty, whichever is later. During this "pre-activation" period, you qualify for the same benefits as you have when you're activated.
2. While on orders: When you're activated or ordered to active service for more than 30 consecutive days, you become eligible for the same health and dental benefits as active-duty service members. You will need to enroll in one of the Prime options when you arrive at your final duty station. Family members are eligible for Tricare as active-duty family members as well.
3. After your orders are completed: When deactivated, you qualify for the Transitional Assistance Management Program (TAMP) for 180 days. TAMP coverage begins the first day after your active-duty orders end and your family members are covered, too. During the TAMP period, you will need to enroll in one of the Prime options. <https://www.tricare.mil/Plans/SpecialPrograms/TAMP>

TRICARE Dental Program: <http://www.tricaredentalprogram.com>

*** If your orders are not listed in DEERS, you will need to upload them through MyFSS for ARPC to correct them!

Please follow the steps below to have your orders updated by ARPC in DEERS:

***Typically, after approval of an AROWS order it should take 2 days for the active orders to flow into DEERS to populate an active-duty segment. This segment gives members the opportunity to be able to enroll themselves, as well as their families in Tricare Prime Remote (a DEERS Representative i.e FSS should be able to check this for you if you cannot see anything in MilConnect). However, in some rare cases if the orders don't flow and no active segment is present for the member the following steps must be completed by service member in myFSS

1. Log into myFSS
2. Click on the "Ask a Question" tab on the right hand side
3. Select "Personnel Question"
4. Select the following items for the prompts listed below:
 - a. "What component does your question pertain to?"
 - i. Guard
 - b. "What program does your question pertain to:"
 - i. Benefits and Entitlements
 - c. "Please provide the subject of your question:"
 - i. Active-Duty Segment – DEERS
 - d. "Please describe the problem you are experiencing in detail and include attachments of screenshots on the next screen (if applicable). DO NOT input any Personal Identifiable Information (PII)/Personal Health Information (PHI)"

WELCOME TO myFSS,
Senior
Airman RHEANNEA
CHARLENE AMMANN

NEED SOME HELP?

Is your question a Personnel Question or about a myFSS Application/MyFitness or myEducation?

Personnel Question

What component does your question pertain to:

Guard

What program does your question pertain to:

Benefits and Entitlements

Please provide the subject of your question:

Active Duty Segment - DEERS

Please describe the problem you are experiencing in detail and include attachments of screenshots on the next screen (if applicable). DO NOT input any Personal Identifiable Information (PII) or Personal Health Information (PHI)

Active segment has not flowed from ARPC to DEERS. Due to this, I am able to receive benefits such as Tricare Prime Remote, etc. Please update DEERS to reflect the active duty status.

ADD ATTACHMENT(S) Submit Question

Health & Well Being

- i. Active segment has not flowed from AROWS to DEERS. Due to this, I can receive benefits such as Tricare Prime Remote, etc. Please update DEERS to reflect the active-duty status.

Remember to upload Active AROWS Orders to the question for the service technician to do their part

Humana Representative: Patrick Gaffney, (315) 316-7174

Martin's Point Representative: Tim Dunnigan, (315) 263-1406

VACANT

Director of Psychological Health

O: 315-233-2893

C: 315-466-6645

VACANT

Sexual Assault Response Coordinator

O: 315-233-2409

C: 315-466-6645

Gloriann Wixson

Victim Advocate

O: 315-233-2409

C: 315-898-5915

gloriann.wixson@us.af.mil

Dr. Callie Graham

Prevention Specialist

C: 269-598-7113

callie.graham.1@us.af.mil

Military One Source 1-800-342-9647

Non-medical counseling: <https://www.militaryonesource.mil/non-medical-counseling/military-onesource/military-counseling-for-stress/>

EFMP services: <https://www.militaryonesource.mil/special-needs/efmp/making-the-most-of-efmp-family-support-services-with-the-efmp-family-needs-assessment/>

Military Crisis Line 1-800-273-8255 free

National Suicide Prevention Hotline 988

Sexual Assault SAFE helpline 1-877-995-5247 or www.safehelpline.org

Vera House (Sex Assault / Dom Violence) (315) 425-0818

Veterans Crisis Line 1-800-273-8255 or 988 or www.veteranscrisisline.net

VA Military Sexual Trauma Coordinator (315) 425-4400 ext. 53907

Vet 4 Warriors 24-hour peer support line toll free and confidential for National Guard and Reserve 1-855-838-8255 9 (for service members only) or 1-844-645-6261 (for family)

Air Force Wounded Warrior AFW2 program works to ensure Airmen receive professional support and care from the point of injury, through separation or retirement, for life. <https://www.woundedwarrior.af.mil/>

Tragedy Assistance Program for Survivors (TAPS) is the 24/7 tragedy-assistance resource organization for anyone who has suffered the loss of a military loved one, regardless of the relationship to the deceased or the circumstance of the death. <https://www.taps.org/>