

# TRICARE® Beneficiary Web Enrollment Web Site



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This flyer is **not** all-inclusive. For additional information, please contact your regional contractor or local military treatment facility.

### Beneficiary Web Enrollment Web Site

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). BWE can also be used to enroll in or disenroll from TRICARE Prime options, select or change primary care managers (PCMs), and pay initial enrollment fees, if applicable.

### Eligibility

If you live in the United States and are enrolled in TRICARE Prime, TRICARE Prime Remote (TPR), TRICARE Prime Remote for Active Duty Family Members (TPRADFM), or the US Family Health Plan (USFHP), 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, if eligible.

### Beneficiary Web Enrollment Features

#### TRICARE Prime

TRICARE Prime, TPR, TPRADFM, and USFHP enrollees may use BWE to:

- Enroll or disenroll eligible beneficiaries
- Transfer enrollment to a new location
- Update contact information in DEERS
- Select or change a PCM\*
- View enrollment information and check enrollment status
- Request a new enrollment card

- Make an initial credit card payment of your annual enrollment fee, if applicable (*ongoing electronic funds transfer and allotment payments can be set up separately through your regional contractor*)
- Add information about other health insurance to your DEERS record, if applicable (*when first enrolling*)

\* 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 Application and PCM Change Form (DD Form 2876) to their regional contractors.

#### TRICARE Standard and TRICARE Extra

TRICARE Standard and TRICARE Extra beneficiaries may use BWE to update contact information in DEERS or enroll in a TRICARE Prime program, if eligible.

**Note:** Non-TRICARE Prime beneficiaries may not enroll 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 contractors. CHCBP enrollees must submit a *Continued Health Care Benefit Program (CHCBP) Application* (DD Form 2837) to Humana Military Healthcare Services, Inc. The *TRICARE Young Adult Application* (DD Form 2947) can be filled out on the BWE Web site and printed. The form must be mailed to your regional contractor or taken to a TRICARE Service Center (TSC).

### Accessing Beneficiary Web Enrollment

Visit [www.dmdc.osd.mil/appj/bwe/](http://www.dmdc.osd.mil/appj/bwe/) and use a valid Common Access Card (CAC), a Defense Finance and Accounting Service (DFAS) myPay login identification (ID) and password, or a DoD Self-Service Logon (DS Logon) to access BWE.



## Common Access Card

Visit [www.dmdc.osd.mil/smartcard](http://www.dmdc.osd.mil/smartcard) or call the Defense Manpower Data Center Support Office at **1-800-477-8227** to learn how to get a CAC or reset your CAC PIN, or to locate a CAC-issuing facility.

## DFAS myPay Login ID and Password

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

## DoD Self-Service Logon

Sponsors may obtain DS Logons for themselves and their family members by following these steps:

1. Go to [www.dmdc.osd.mil/dsaccess](http://www.dmdc.osd.mil/dsaccess) to obtain a DS Logon (if your sponsor has a CAC or a DFAS account) or go to an ID card-issuing facility, Veterans Affairs Regional Office, or TSC to complete an in-person proofing process. Visit [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl) to find an ID card-issuing facility.
2. Follow the online prompts to create a unique logon and temporary password for each selected family member.
3. Each family member can use his or her logon and temporary password to access the BWE Web site at [www.dmdc.osd.mil/appj/bwe/](http://www.dmdc.osd.mil/appj/bwe/). The user will be prompted to set a permanent password.

## Beneficiary Web Enrollment Reminders

- 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 a letter confirming 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 may revise your selection.
- 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-ADSM enrollments, if TRICARE receives your 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 with TRICARE Prime Made Easy

If you are an ADSM or active duty family member moving to a new location, you can call your current regional contractor to transfer your TRICARE Prime enrollment. If you are moving to a new region, your information will be sent to your new regional contractor, who will follow up with you to complete the transfer. Or, you can contact your new regional contractor upon arrival to transfer your enrollment. You can also transfer enrollment through BWE or by completing *DD Form 2876* and mailing it to your new regional contractor or taking it to a TSC. Retirees and their dependents in TRICARE Prime should transfer enrollment using the BWE or mail options.

## For Information and Assistance

<b>TRICARE North Region</b> Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.hnfs.com">www.hnfs.com</a>	<b>TRICARE South Region</b> Humana Military Healthcare Services, Inc. 1-800-444-5445 <a href="http://www.humana-military.com">www.humana-military.com</a>	<b>TRICARE West Region</b> TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) <a href="http://www.triwest.com">www.triwest.com</a>
<b>Continued Health Care Benefit Program</b> Humana Military Healthcare Services, Inc. 1-800-444-5445 <a href="http://www.tricare.mil/chcbp">www.tricare.mil/chcbp</a>	<b>Defense Manpower Data Center Support Office—Technical Assistance</b> 1-800-477-8227 <a href="http://www.dmdc.osd.mil">www.dmdc.osd.mil</a>	<b>Defense Finance Accounting Service myPay</b> 1-888-DFAS411 (1-888-332-7411) <a href="https://mypay.dfas.mil">https://mypay.dfas.mil</a>
<b>TRICARE Reserve Select</b> <a href="http://www.tricare.mil/trs">www.tricare.mil/trs</a>	<b>TRICARE Retired Reserve</b> <a href="http://www.tricare.mil/trr">www.tricare.mil/trr</a>	<b>TRICARE Young Adult</b> <a href="http://www.tricare.mil/tya">www.tricare.mil/tya</a>
<b>US Family Health Plan</b> 1-800-74-USFHP (1-800-748-7347) <a href="http://www.usfhp.com">www.usfhp.com</a>	<b>Beneficiary Web Enrollment</b> <a href="http://www.dmdc.osd.mil/appj/bwe/">www.dmdc.osd.mil/appj/bwe/</a>	<b>TRICARE Web Site</b> <a href="http://www.tricare.mil">www.tricare.mil</a>

### **An Important Note about TRICARE Program Information**

At the time of printing, 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 treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

Please provide feedback on this flyer at [www.tricare.mil/evaluations/feedback](http://www.tricare.mil/evaluations/feedback).

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