

# Good News: Urgent Care Just Got Easier



## Urgent Care Pilot Overview

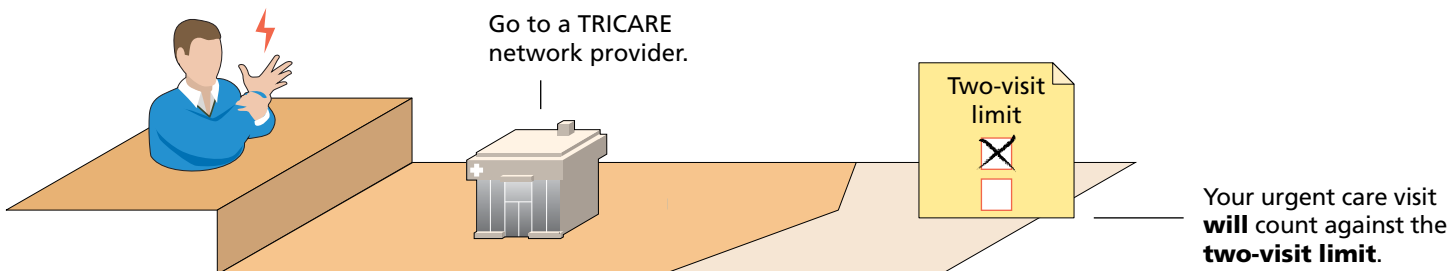
The Urgent Care Pilot is a three-year pilot that lets most TRICARE Prime beneficiaries get **two urgent primary care visits** in the U.S. each fiscal year (Oct. 1–Sept. 30) without a referral or prior authorization. The Urgent Care Pilot begins May 23, 2016.

To get even more out of the Urgent Care Pilot, you can call the Nurse Advice Line (NAL) at **1-800-TRICARE (1-800-874-2273)** and choose option 1. The NAL lets you talk with registered nurses who can help you determine the level of care you need. If the registered nurse confirms your condition requires urgent care, and the NAL coordinates a referral through your primary care manager (PCM) to a TRICARE network provider, your urgent care visit won't count against the two-visit limit.

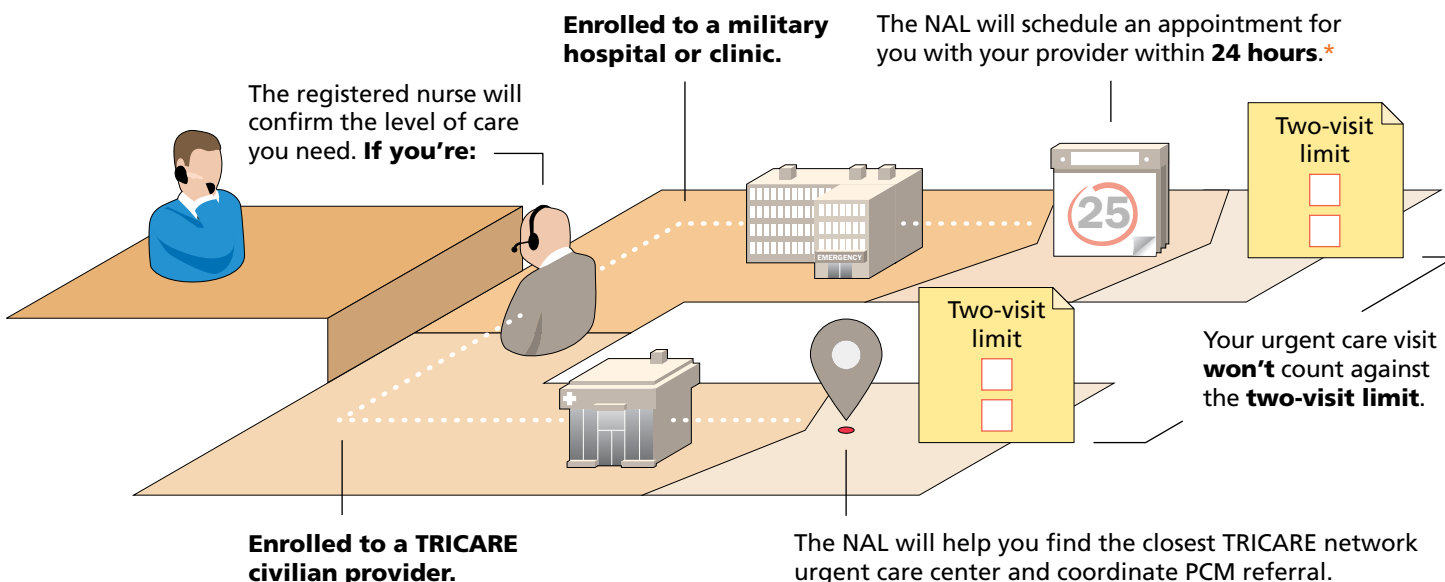
## How Does the Urgent Care Pilot Work?

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

### When you need urgent care:

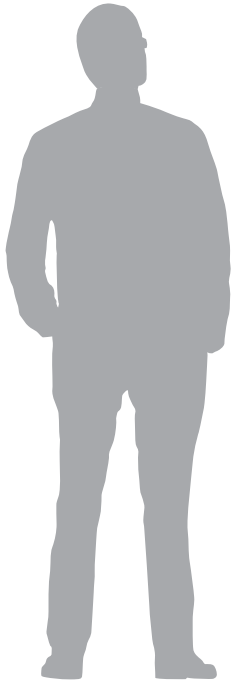


### If you call the Nurse Advice Line before getting urgent care:



\* 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 Urgent Care Pilot?



## The Urgent Care Pilot is available to:

- Active duty service members (ADSMs) (including National Guard or Reserve members activated for more than 30 consecutive days) in TRICARE Prime Remote
- Non-ADSMs 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)

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

- An ADSM (including National Guard or Reserve members activated for more than 30 consecutive days) in TRICARE Prime
- In the US Family Health Plan
- Using TRICARE Standard and TRICARE Extra or TRICARE For Life (You can already get urgent care without a referral or prior authorization under these programs.)

## 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.