

T5 MANAGED CARE SUPPORT CONTRACT
DEERS IMPACTS DURING CONVERSION
FREQUENTLY ASKED QUESTIONS

What is the T5 Conversion?

T5 conversion is the creation of enrollments for all CONUS (50 states and Washington D.C.) beneficiaries currently enrolled in TRICARE and who will be supported by the T5 Managed Care Support Contractors (MCSCs). During this time the regional boundaries will also be changed by moving six states (Wisconsin, Illinois, Oklahoma, Arkansas, Louisiana, and Texas) from the East region to the West, effective January 1, 2025. During the conversion process there is a global **enrollment freeze** scheduled for 3 days (October 25–27, 2024) during which no TRICARE enrollment changes can be made.

What is the Dual Enrollment Period:

At the end of the T5 conversion, the dual enrollment period (October 28 – December 31, 2024) begins for CONUS TRICARE enrollees. During dual enrollment, Beneficiary Web Enrollment will have limited functionality, and beneficiaries will be directed to contact their regional contractor for assistance.

What are the Impacts of T5 Conversion?

- Beneficiary Web Enrollment (BWE) will have limited functionality for CONUS beneficiaries - only eligible beneficiaries who aren't enrolled in any TRICARE Plan will be able to use BWE to enroll in TRICARE.
- Any changes to current enrollments (including Primary Care Manager (PCM) changes) effective prior to January 1, 2025, requires coordination between the T2017 and T5 MCSCs, and must be manually processed by the regional TRICARE contractor. CONUS MTFs will not be able to perform Batch PCM changes from October 20 – December 31, 2024.

What if I need to make changes to my CONUS MTF empanelment October 20 – December 31, 2024?

- MTFs will not be able to complete batch PCM moves from October 20 through December 31, 2024. Changes by PCM panels using the Batch PCM move process **MUST** be submitted no later than October 19, 2024, with an effective date prior to October 25, 2024.
- MCSCs can make individual PCM changes, **but** batch PCM moves are not available as this is a three-step manual process involving the T5 contractor and the T17 contractor to manually key PCM updates one by one.

How will beneficiaries know the BWE is not available?

MilConnect is displaying a banner, which directs the individual to their regional TRICARE contractor for assistance. A banner is scheduled to be loaded to Tricare.mil.

What if a member has a new enrollment?

New service members and other TRICARE eligibles (family members, retirees, etc.) who do not have an existing enrollment in a TRICARE Plan can enroll using BWE or by contacting the appropriate MCSC based on the enrollment effective date. For enrollments effective prior to January 1, 2025, using a Qualifying Life Event (QLE), beneficiary's need to contact the current T17 East (Humana) or West (Health Net) contractor. For open season enrollments, the beneficiary needs to contact the T5 East (Humana) or T5 West (TriWest) contractor.

Is there an impact to automatic enrollments?

If a beneficiary is automatically enrolled during the conversion period, the beneficiary will need to contact their regional MCSC to make changes to the enrollment.

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What is Open Season and when does it occur?

The TRICARE Open Season is an annual period when beneficiaries can enroll in, change, or disenroll from a TRICARE health plan. In 2024, the open season runs from November 11 to December 10. Changes you make during the open season go into effect January 1, 2025.

How will beneficiaries know about Open Season?

Notices will be put on Tricare.mil, social media and via postcards.

How does a beneficiary make an enrollment change during open season?

CONUS beneficiaries that wish to make changes during open season need to contact the T5 contractors for the T5 region they reside in. Contact information will be available at:

<https://www.tricare.mil/About/Partners>

T5 East Region: Humana

T5 West Region: TriWest (Includes the six states moved from East to West; Wisconsin, Illinois, Oklahoma, Arkansas, Louisiana, and Texas).

How can beneficiaries transfer their enrollment?

CONUS Beneficiaries who change locations need to contact the regional contractor responsible for their new location to initiate the enrollment transfer, as BWE will not be able to process these changes. The regional contractor will coordinate with the T5 contractor as needed to complete the transfer.

NOTE: This includes personnel moving from CONUS to an overseas location prior to January 1, 2025.

What if a beneficiary needs to change an existing enrollment?

The member (beneficiary) should contact the appropriate Managed Care Support Contractor:

For enrollment changes effective **before January 1, 2025**, beneficiaries should contact the current T2017 MCSC:

T2017 East Region, Humana Military
1-800-444-5445 www.tricare-east.com

T2017 West Region, Health Net Federal Services, LLC
1-844-866-9378 www.tricare-west.com

For enrollment changes effective **January 1, 2025, and later**, beneficiaries should contact the T5 MCSC:

T5 East Region, Humana

T5 West Region, TriWest Healthcare Alliance ([Customer Service available November 11, 2024](#))

What is the impact of enrollment changes to the enrollment effective dates?

If the enrollment change is before 31 Dec 2024 it will be the date of the change.

When will MTFs have visibility of the T2017 enrollment converted to T5 enrollment?

After 1 Jan 2025.

Is there an impact to Dental Enrollments?

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Yes, dental enrollments will be impacted by the global enrollment freeze. Once the enrollment freeze is lifted, Dental enrollments will be continued as normal.

Is there an impact to Overseas Enrollments?

Yes, Overseas enrollments will be impacted by the global enrollment freeze. Once the enrollment freeze is lifted through December 31, 2024, transfers from CONUS to OCONUS will take longer to process, as the Overseas contractor (International SOS) will have to coordinate with the T5 Regional contractor to complete the enrollment transfer. All other OCONUS enrollment processes should not be impacted.

When will the new enrollment be visible in Genesis?

Genesis only does day-of service inquiries, so MTFs won't see the future enrollments immediately in Genesis. This is a change from how the information was reflected in the CHCS system. MTFs will be able to see the new enrollment via GIQD if the query date is set for the enrollment period.

Where can beneficiaries get information?

<https://www.tricare.mil/About/Changes>

Where can I get contact information for the MCSCs?

<https://www.tricare.mil/About/Partners>