

LINE OF DUTY (LOD) PROCESS

TRICARE EAST

Line of Duty (LOD) care occurs when a service member incurs or aggravates an injury or illness while in Inactive Duty Training (IDT) status or orders less than 30 days.

Army Reserve and Army National Guard must submit eligibility through eMMPS (electronic Medical Management Processing System)/Medchart.

LOD must be initiated by Reserve Component (RC) member's unit or Unit Administrator (UA).

An approved LOD does not change status of the service member in DEERS.

MILITARY HOSPITAL OR CLINIC

Guard/Reserve personnel who reside within 50 miles/one-hour drive time of a military hospital or clinic must receive all LOD care at that facility unless it is an emergency. If the military hospital or clinic needs to refer the RC member to a civilian provider, then the medical facility is responsible for accomplishing all referrals to civilian care as required.

DEFENSE HEALTH AGENCY-GREAT LAKES (DHA-GL)

Provides authorization for care in civilian settings when the member resides more than 50 miles/one-hour drive time from a military hospital or clinic.

FOR EMERGENCY ROOM (ER)/URGENT CARE

If care is required for a service-connected issue (i.e., injury on drill weekend or annual training, orders 30 days or less), then:

- Civilian provider sends claims to Humana Military, who then defers claims to DHA-GL
- DHA determines eligibility; UA faxes (Army Guard/Reserve must use eMMPS) *DHA-GL Worksheet-01: Medical Eligibility Verification* and *Unit sign in sheet* to DHA-GL
- Good for initial ER or urgent care visit



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[HUMANAMILITARY.COM](https://humanamilitary.com)

FOR REMOTE FOLLOW-ON LOD CARE

The Unit Medical Representative works directly with DHA-GL and sends *Worksheet-02: Pre-Authorization Request for Medical Care* with supporting clinical documentation and the approved *Service LOD*:

- Army Guard/Reserve must use eMMPS, while Air Force and Navy use fax (847) 688-6460/6369.
- DHA-GL reviews and makes a determination.
- DHA-GL sends LOD authorizations to Humana Military and they build the authorizations in their systems.

For LOD or urgent/emergent care claims issues:

- Contact Humana Military for assistance if the civilian provider is choosing not to file claims with TRICARE.
- Contact UA if documentation has not been supplied to DHA-GL.
- Contact the military hospital or clinic patient administration or TOPA Flight (USAF) for authorizations if you are receiving LOD care through the military hospital or clinic.
- Contact DHA-GL if personnel remote to a military hospital or clinic and need assistance with a claim that has been denied or processed incorrectly. DHA-GL cannot reprocess claims without eligibility verification or LOD preauthorization documentation provided by the RC unit.

DHA LOD PROCESS AND FORMS

For DHA-GL process guides and worksheets available, see [Health.mil/GreatLakes](https://health.mil/GreatLakes)

[Health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/TRICARE-Health-Plan/MMSO](https://health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/TRICARE-Health-Plan/MMSO)

For more information on LOD, visit TRICARE.mil/Plans/Eligibility/NGRMandFamilies/LODCare

IMPORTANT NOTES

Authorized LOD care is limited to the specific injury, illness or disease that was incurred or aggravated while in a qualified duty status. For example, if your left arm was injured and an LOD determination was approved for that condition, care for a right knee issue is not authorized under the same LOD. Contact Humana Military for more assistance at (800) 444-5445.

Retired services members are not authorized for LOD care. Previously approved claims and authorizations will end with the service member's retirement date.



EAST REGION

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