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# Mobile Application FAQ

## Log in screen

### WHAT CAN I ACCESS THROUGH THE MOBILE APP?

- Coverage, eligibility, program deductibles, cost-shares
- Claims and details of the last two years
- Referrals and authorizations for the last two years
- Make a payment
- Find a provider: Network and PCM
- Family list: View dependent details
- Telemedicine: View available options and details by tapping the icon on the log-in screen

### WHICH DEVICES CAN USE THE APP?

The app is available on iOS and Android.

### 1 HOW CAN I REGISTER FOR AN ACCOUNT?

You can download the mobile app from the device's app store. Tapping the Register icon will direct you to view privacy information and enter in account information.

*Note: Please make sure all information entered matches exactly what is shown in the Defense Enrollment Eligibility Reporting System (DEERS).*

### 2 HOW DO I LOG IN TO MY ACCOUNT?

There are two ways to log in to the app:

- Enter an existing Humana Military User ID and password.
- Tap the Continue with DS Logon button which will direct you to an external link. If you choose to use your DS Logon to access Humana Military, or if you have already registered in the past with your DS Logon, you will need to continue to use the DS Logon.

### 3 WHAT CAN I DO IF I HAVE FORGOTTEN MY USER ID OR PASSWORD?

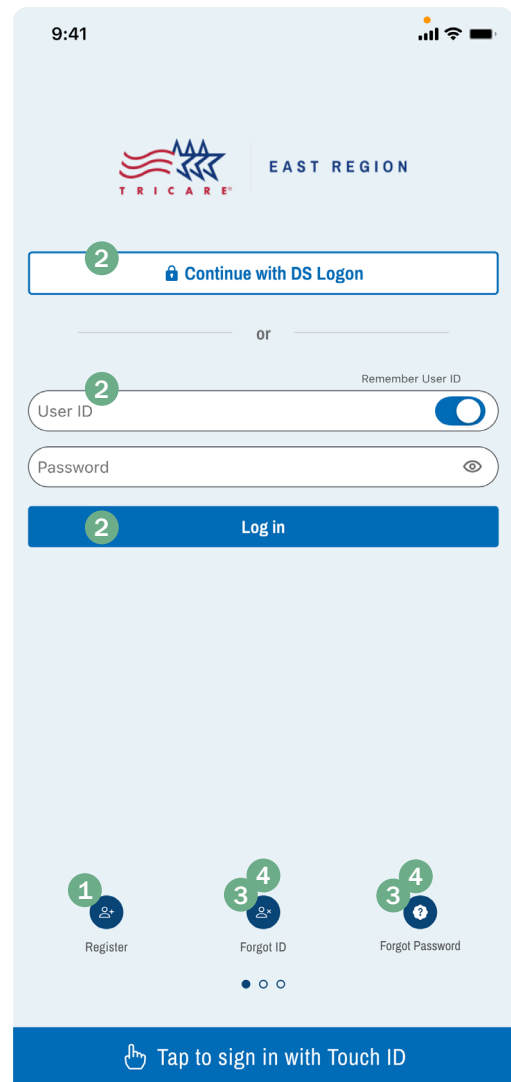
Tapping the Forgot ID button will take you through the steps to have a reminder emailed. The Forgot Password button can be accessed by horizontally scrolling the row of circular buttons.

### 4 WHAT CAN I DO IF I HAVE FORGOTTEN MY DS LOGON USER ID OR PASSWORD?

The same Forgot ID and Forgot Password buttons will show an option for DS Logon. A link on the new page will take you to the DS Logon page for more instruction.

### DOES THE MOBILE APP HAVE BIOMETRICS?

Biometrics (Face ID, Touch ID) are available for users with Humana Military logins who have devices with those features available. DS Logon users will not be able to use biometrics.



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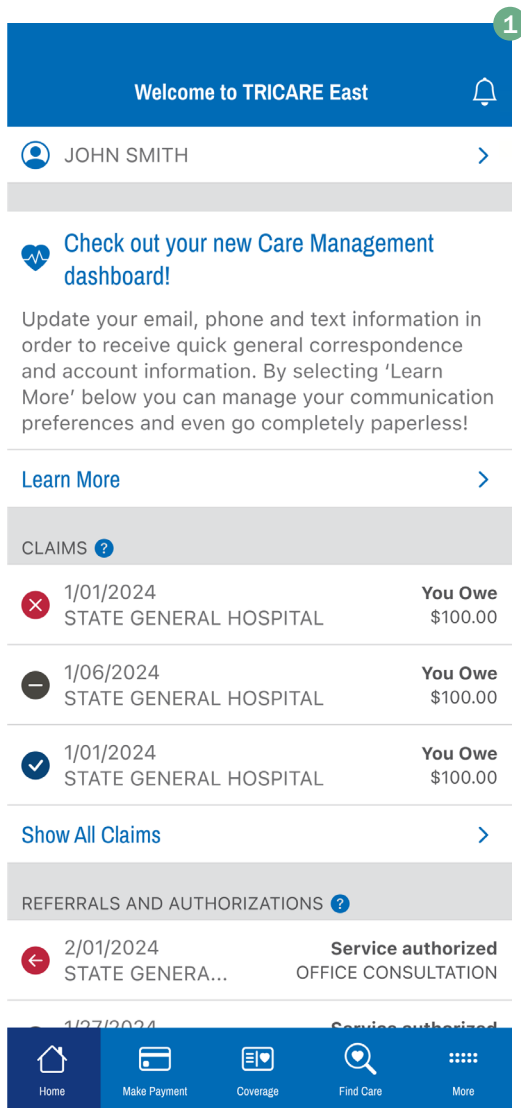
## Home screen

### 1 CAN I VIEW A DEPENDENT'S INFORMATION?

Sponsors or eligible spouses can view details for themselves or anyone under 18.

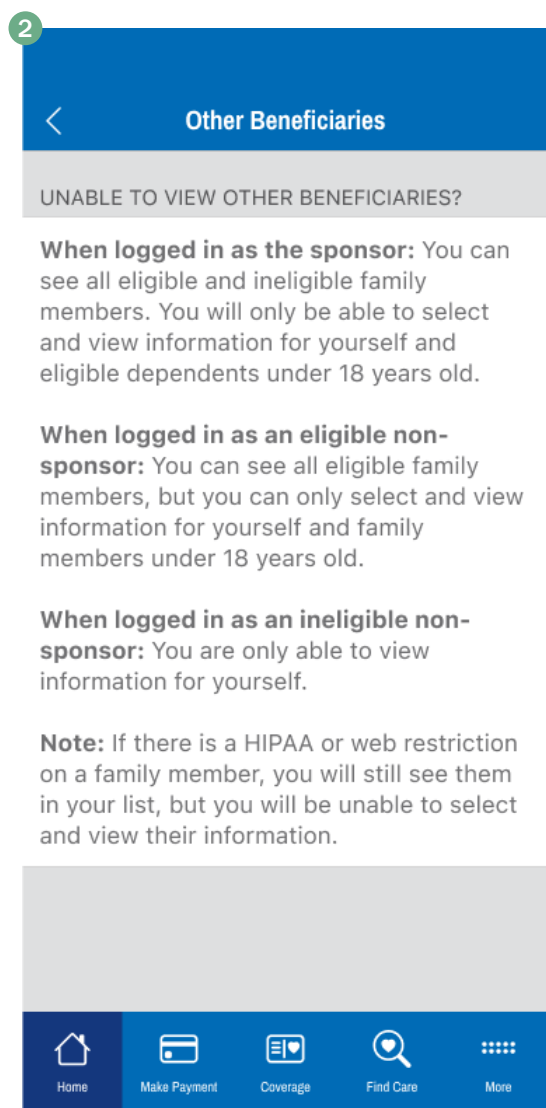
As a dependent 18 or older, you may create your own account to view your information and the names of everyone that is eligible on the account.

*NOTE: At this time, a HIPAA Release of Information on file will not grant access to view information for a spouse or dependent over the age of 18 through self-service or the mobile app.*



### 2 WHY AM I UNABLE TO VIEW INFORMATION FOR OTHER BENEFICIARIES?

The Question Mark icon that shows after pulling up the family list provides several reasons why information for another beneficiary might not be accessible.



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# Mobile Application FAQ

## Home screen

### 1 HOW CAN I SEE MY CLAIM DETAILS?

The home screen displays the three most recent claims. Clicking on each claim will show the details page.

### 2 WHAT DISPLAYS IF I CLICK ON A CLAIM?

The claim details will display the overview, patient responsibility, billing information, appeal information, and the Explanation of Benefits (EOB) link.

### 3 WHAT HAPPENS WHEN I SELECT THE EOB LINK?

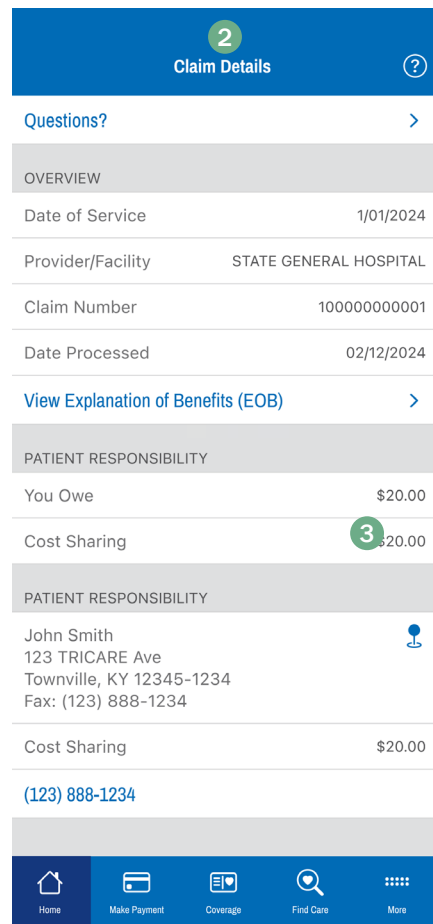
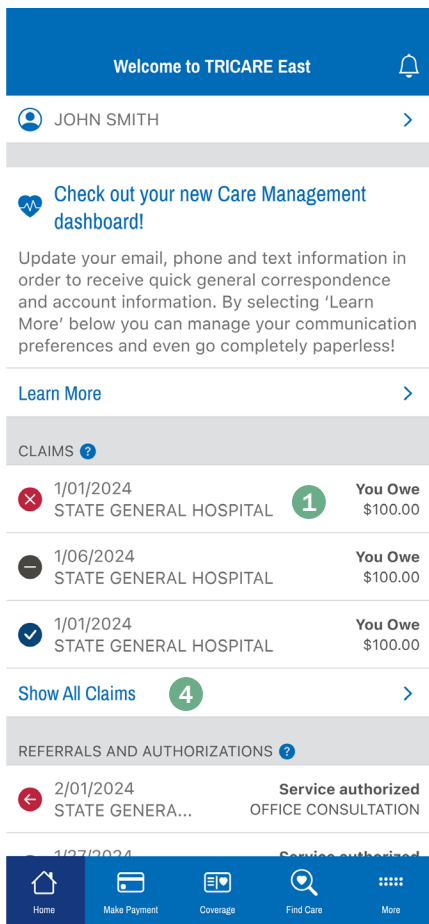
After selecting the link, a PDF of the EOB will appear. The PDF can be printed, emailed, or saved by selecting the share sheet option that will display in the upper right-hand corner.

### 4 HOW DO I VIEW OLDER CLAIMS?

The claim details will display the overview, patient responsibility, billing information, appeal information, and the EOB link.

Clicking the Show All Claims button will display all the claims for the past two years.

*NOTE: Claims with a sensitive diagnosis will not show for any dependents 13+.*



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# Mobile Application FAQ

## Home screen

### 1 WHAT IF REFERRALS ARE NOT DISPLAYING?

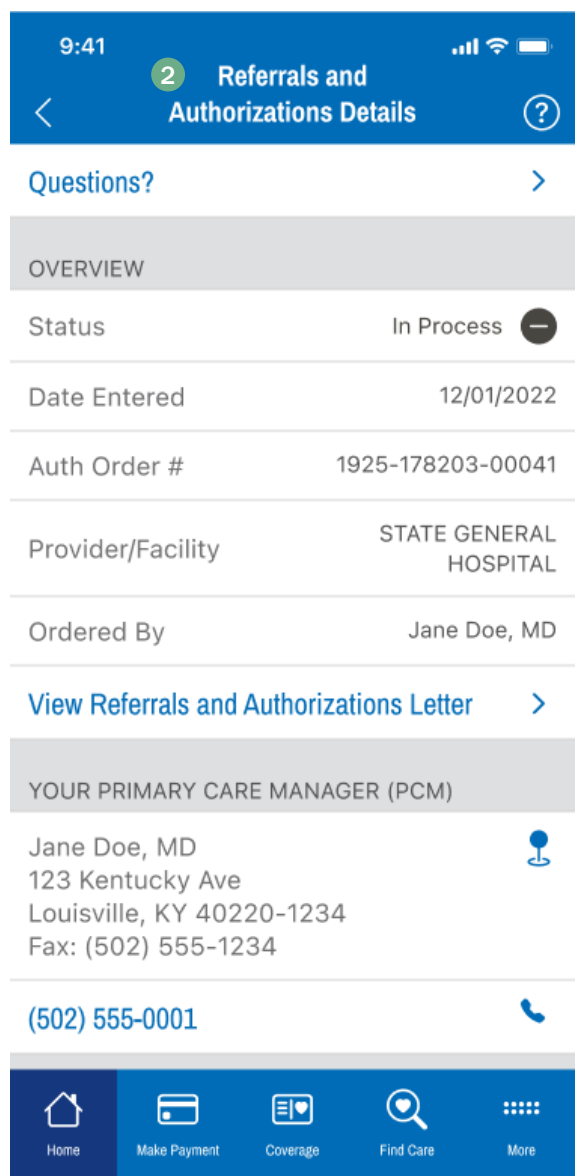
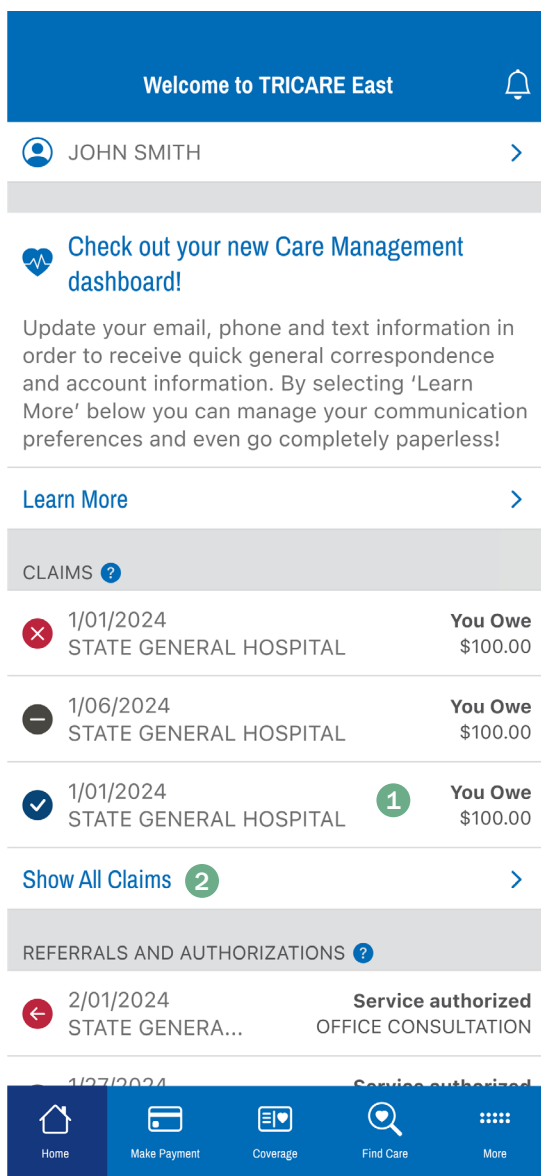
Please wait at least 24–48 hours from the time the doctor submitted the referral to check, and then follow up with the submitting provider if it still does not display.

### 2 HOW CAN I SEE MY REFERRAL DETAILS?

Clicking on an individual referral will show the details page.

### 3 WHAT HAPPENS WHEN I SELECT THE VIEW LETTER LINK?

Once the link is selected, a PDF of the referral letter will appear. You can select to print, email, or save to files by selecting the share sheet option in the upper right-hand corner.



# Mobile Application FAQ

## Make payment screen (logged in)

### 1 CAN I MAKE A PAYMENT IN THE APP?

Yes. Using the Make Payment icon at the bottom of the page, a payment can be made using a Visa, MasterCard, or Discover.

### 2 AM I ABLE TO SEE IF A PAYMENT IS DUE AND WHEN?

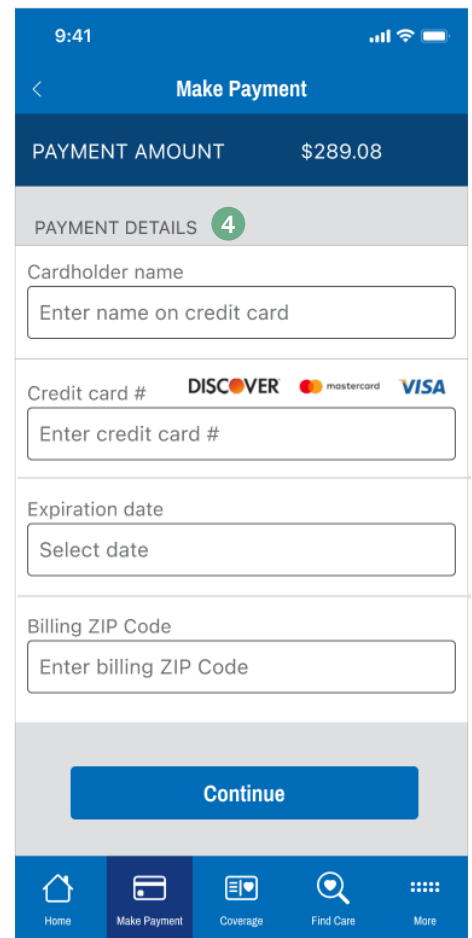
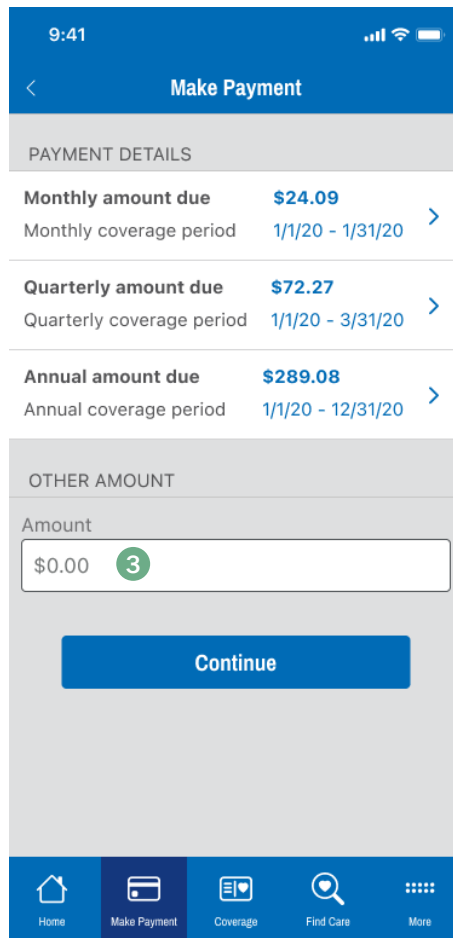
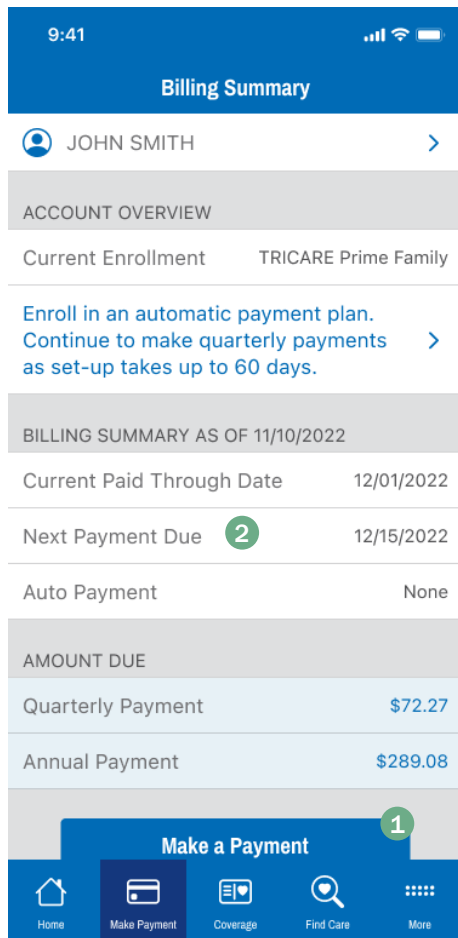
Yes. This can be located on the Billing Summary screen. The date of the last payment made, current date the policy is paid through, and the date of the next payment due are all listed on the Summary screen. Also listed is the amount due and auto payment type, if applicable.

### 3 WHERE CAN I ENTER THE AMOUNT OF THE PAYMENT I WANT TO MAKE?

On the Payment Amount screen, you can enter the dollar amount of the payment you want to make or select an amount above.

### 4 WHERE CAN I ADD MY CREDIT CARD INFORMATION FOR A PAYMENT?

This screen allows you to enter the details of the credit card you want to use to make a payment. This includes the name on the card, the card number, expiration date, and billing ZIP Code.



# Mobile Application FAQ

## Make payment screen (logged in)

### 1 CAN I REVIEW THE DETAILS ON ONE SCREEN BEFORE CONFIRMING THE PAYMENT?

Yes. This can be located on the Review Payment screen. The payment amount, card type used, name of the cardholder, the last four digits of the card used, expiration date of the card, and the billing ZIP Code will show. This screen will also have an alert if there has already been a payment made on the plan.

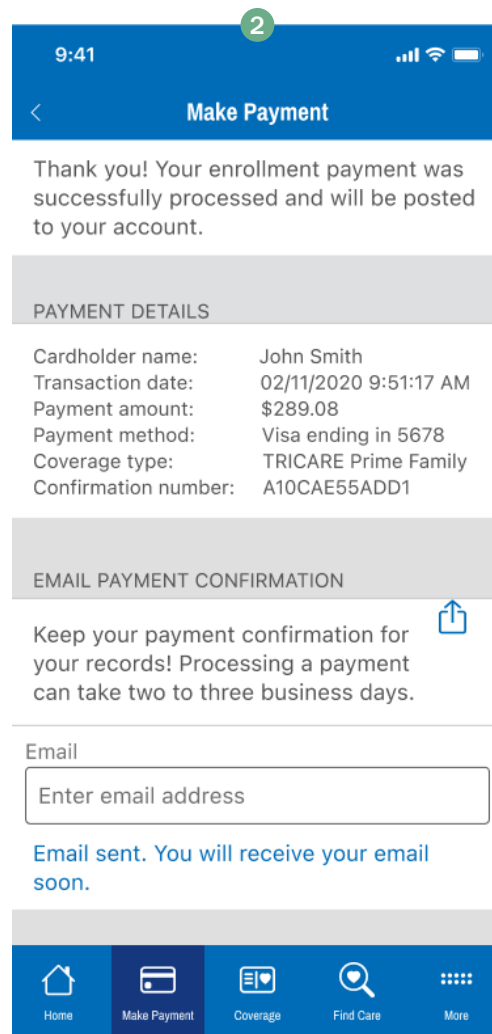
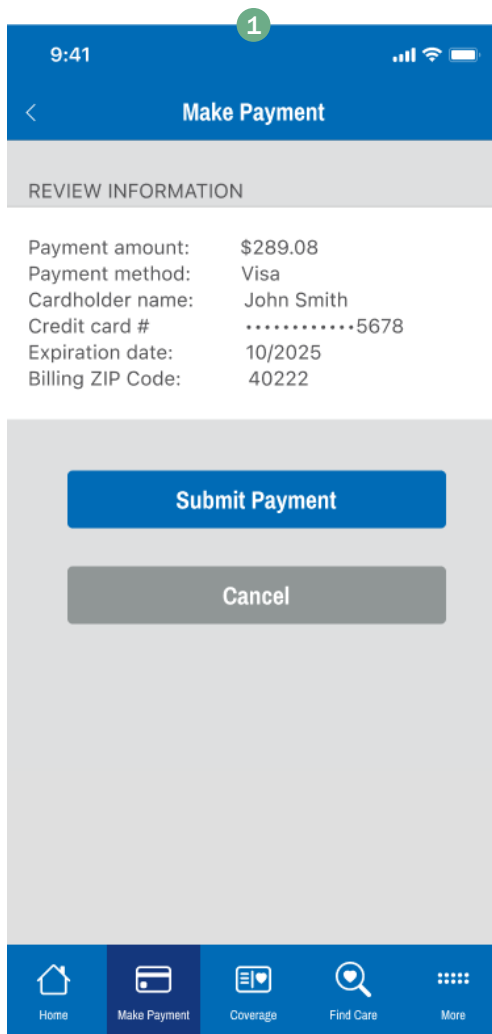
### 2 WILL I BE ABLE TO SEE IF THE PAYMENT WAS ACCEPTED?

Yes. A confirmation page will show the details of the transaction and the confirmation number for the payment.

You can also select to have an email sent to you with all the details of the transactions for your records.

### IS THERE A WAY TO SAVE THE CONFIRMATION PAGE OTHER THAN EMAIL?

Using the Share Sheet icon, you can select another app to download the confirmation page and save it for your records.



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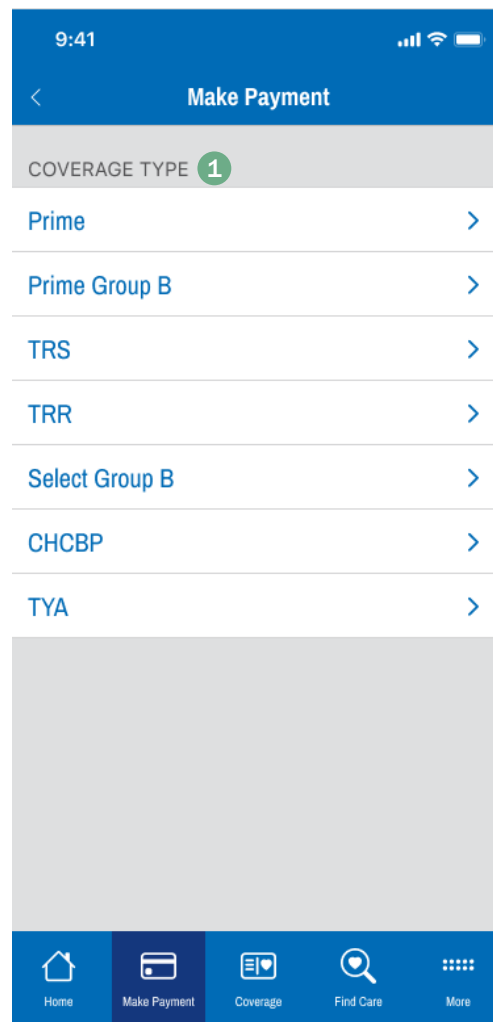
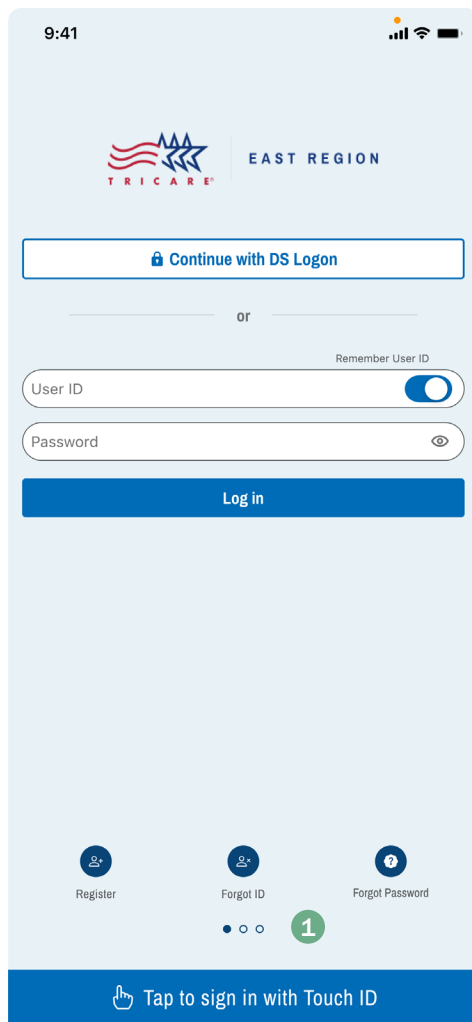
# Mobile Application FAQ

## Make payment screen (logged out)

### 1 CAN I MAKE A PAYMENT WITHOUT LOGGING IN?

Yes. You can access the Make a Payment features on the main page using horizontal scrolling to get to Make Payment.

*NOTE: Without logging in you will be unable to view your account overview, billing summary, amount due, or download/share the receipt of payment.*



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# Mobile Application FAQ

## Coverage Screen

### 1 WHERE CAN I REQUEST A PRIMARY CARE MANAGER (PCM) CHANGE? (PRIME ONLY)

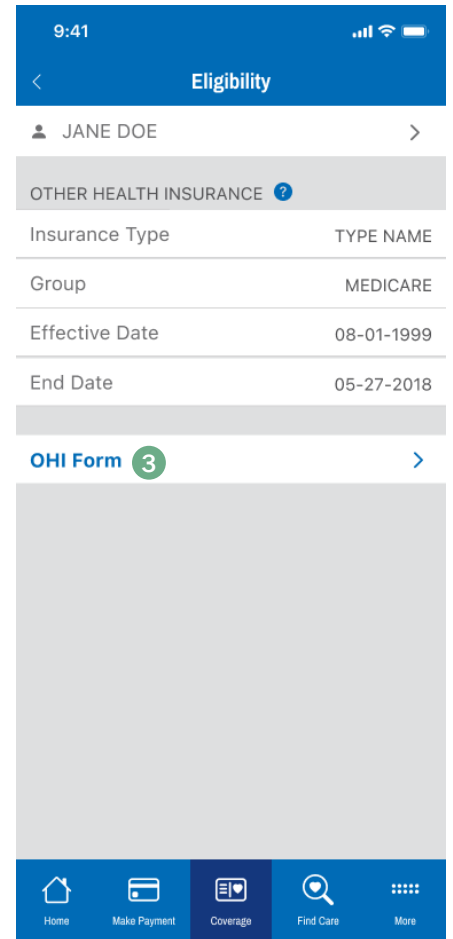
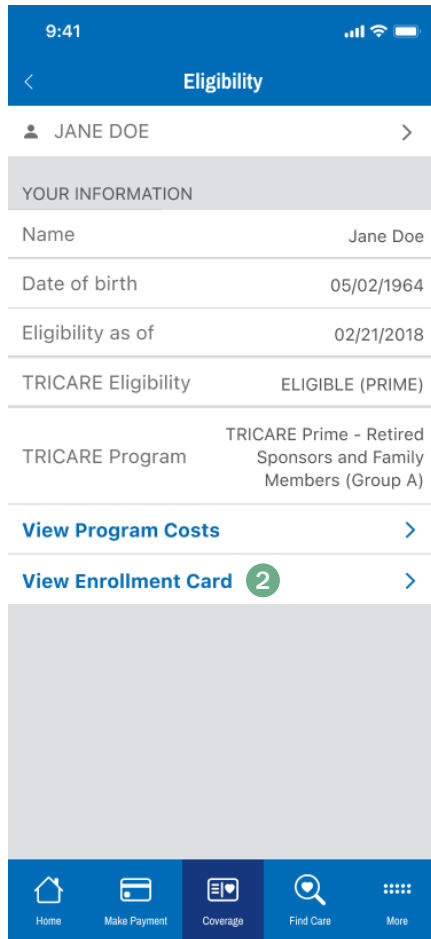
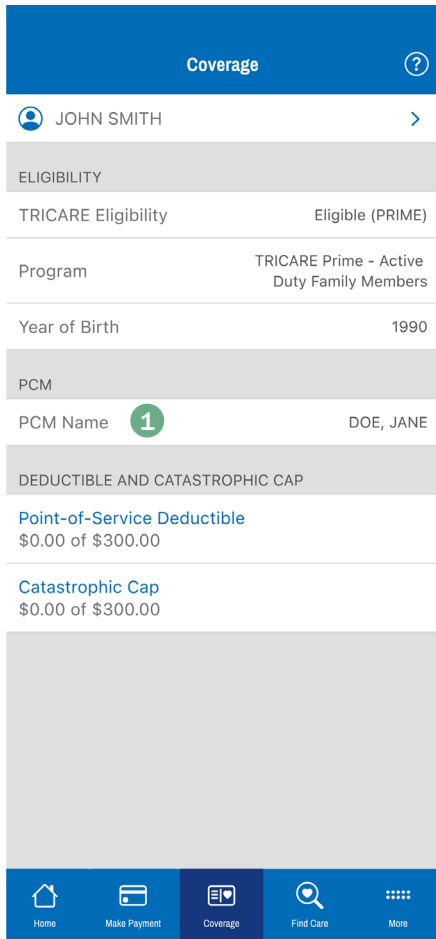
This is located on the Coverage screen. You will find your PCM information under PCM, and once you click the PCM's name, you will be directed to a screen with details. Once you click on the Request PCM Change link, you will be transferred to [www.tricare.mil/east](http://www.tricare.mil/east) with directions on how to make this update.

### 2 CAN I VIEW AND PRINT MY ENROLLMENT CARD? (PRIME ONLY)

This feature is located on the Eligibility screen. The Enrollment Card option can be found in at the bottom.

### 3 WHERE CAN I VIEW OTHER HEALTH INSURANCE (OHI) INFORMATION?

On the Eligibility screen, you can find OHI information along with a link to the OHI questionnaire form.



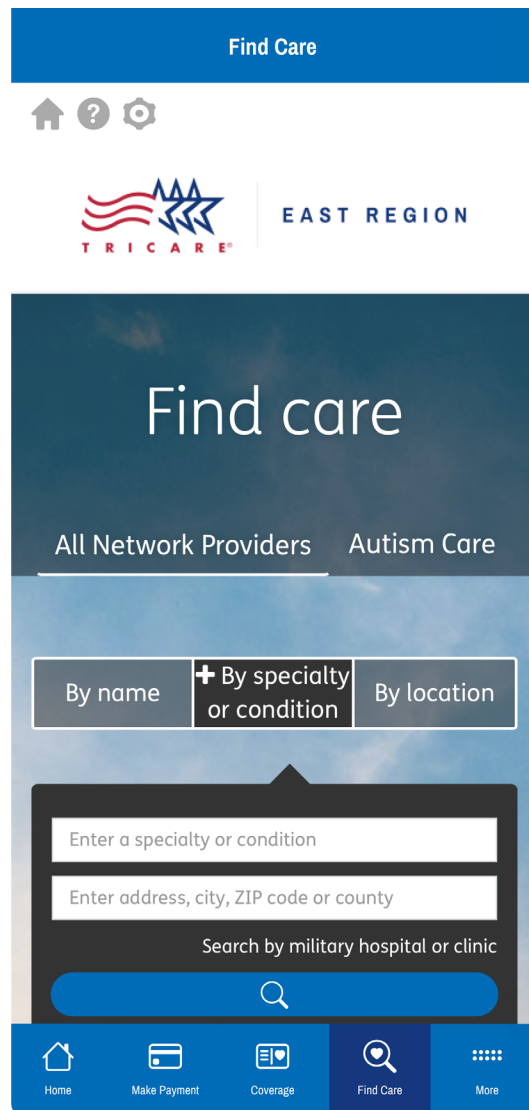
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# Mobile Application FAQ

## Find Care Screen

### WHERE CAN MORE INFORMATION BE FOUND WITHIN FIND CARE?

This is located on the Coverage screen. You will find your PCM information under PCM, and once you click the PCM's name, you will be directed to a screen with details. Once you click on the Request PCM Change link, you will be transferred to [www.tricare.mil/east](http://www.tricare.mil/east) with directions on how to make this update.



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# Mobile Application FAQ

## More Screen

### 1 WHERE CAN I CHANGE MY ACCOUNT PASSWORD?

You can click on the More tab to view this information. Within the Profile tab, you will see a Security section display the password option. When you click the Password tab, you have the option to change your password.

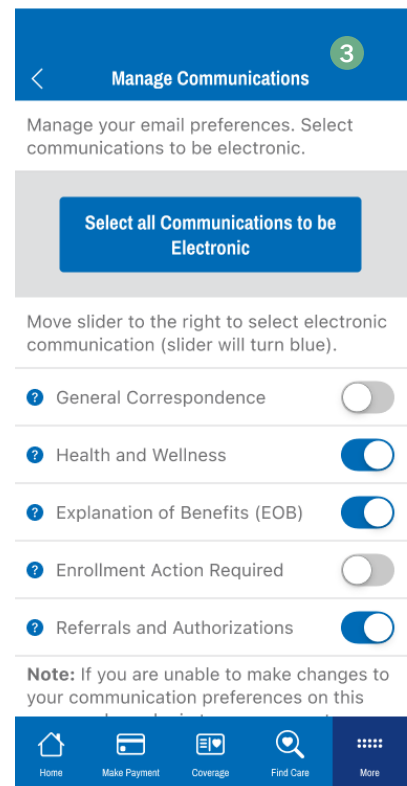
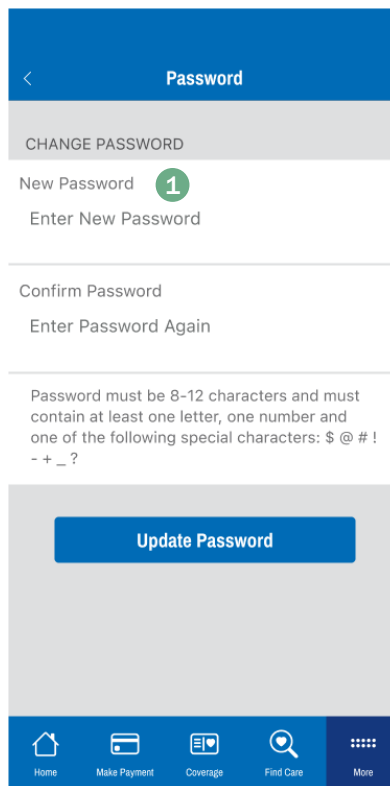
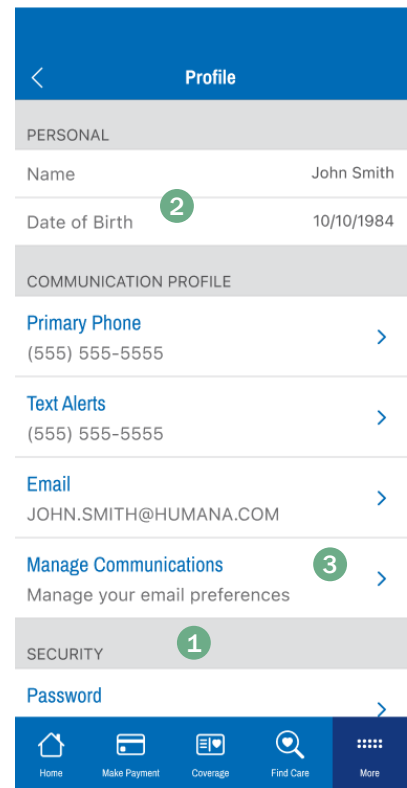
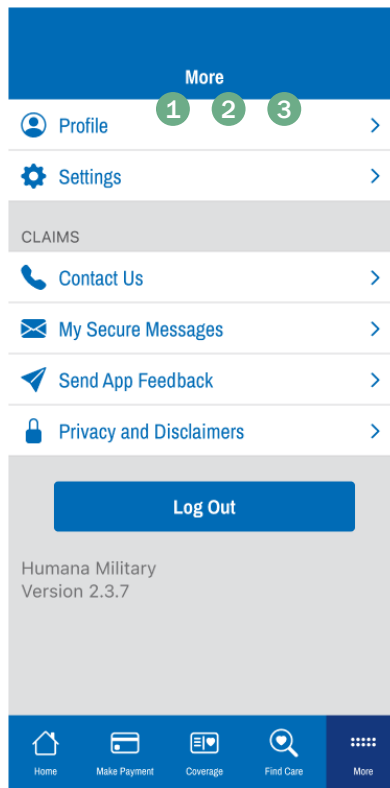
*NOTE: If you are using a DS Logon, you will have to visit the website to make that change*

### 2 WHERE CAN I VIEW AND CHANGE MY CONTACT INFORMATION?

You can view and update your contact information within the Profile tab. You will see and be able to add, remove, or update your primary phone, email, and text alerts information.

### 3 WHERE CAN I MANAGE MY COMMUNICATIONS?

You can view your current communication preferences by clicking Manage Communications on the Profile screen. From here, you can change your communication preferences from your mobile device.



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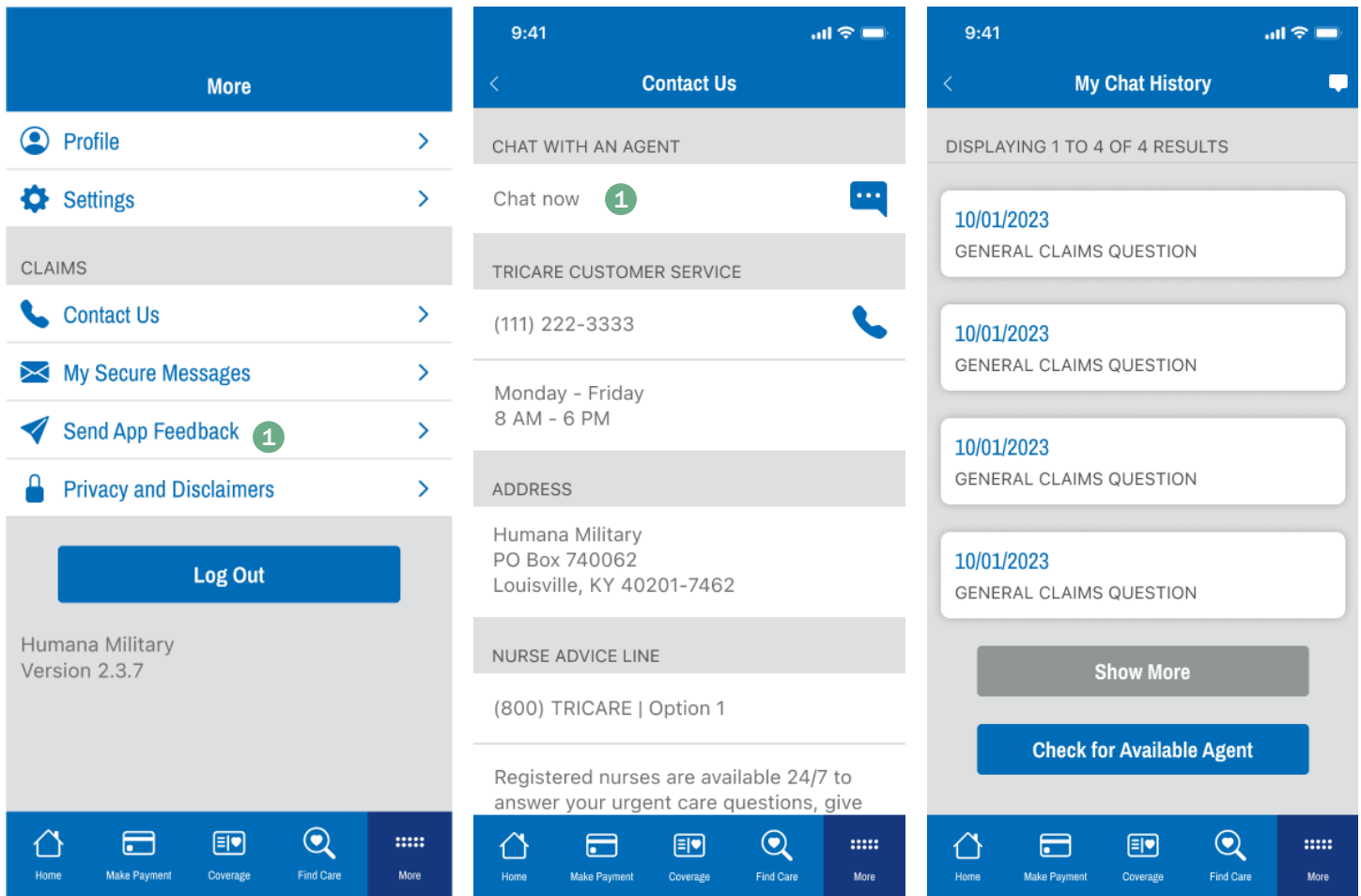
# Mobile Application FAQ

## More Screen

### 1 CAN I CHAT WITH AN AGENT?

Yes. By clicking Contact Us, you will be taken to a list of ways to contact TRICARE East. Clicking Chat Now will open your chat history and allow a new chat to be started. New chats can only be opened during the stated business hours and will be dependent upon agent availability.

*NOTE: Secure messaging can only be used through the beneficiary self-service tool at this time.*



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# Mobile Application FAQ

## Miscellaneous

### **DOES THE MOBILE APP HAVE SECURE MAIL?**

The mobile app does not have secure mail currently. This feature can be accessed through the [Beneficiary Self-Service tool](#).

### **CAN I UPDATE MY MAILING ADDRESS IN THE MOBILE APP?**

No, you will need to update your address with the Defense Enrollment Eligibility Reporting System (DEERS) on [milConnect](#).



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