CareSource™
MILITARY & VETERANS

Resource Guide

Your TRICARE Prime® Option in Atlanta & Tampa
Prepared for you by CareSource Military & Veterans™
A participating contractor in the TRICARE Prime Demo

Understanding the TRICARE Prime Demonstration

The TRICARE Prime Demonstration is a program from the Defense Health Agency (DHA). It gives eligible TRICARE beneficiaries in Atlanta, Georgia, and Tampa, Florida — a choice between contractors for their TRICARE Prime coverage.

TRICARE Prime benefits stay the same. What changes is who manages your care and how your experience is supported through services like nurse advice lines, care managers, and community resources.

In short: The TRICARE Prime Demo introduces choice into TRICARE Prime while keeping your earned benefits intact.

Who Is Eligible

You may be eligible if you are:

- An **active duty family member**
- A **National Guard** or **Reserve family member**, if your sponsor is activated
- A **retiree, retiree family member, or survivor** who isn't eligible for Medicare
- Enrolled in the **Transitional Compensation Program**

To confirm eligibility:

Visit https://www.caresource.com/plans/tricare-prime-demo/ and use the "**Check Eligibility**" tool

Or call **833-230-2080** for one-on-one help from our Beneficiary Services team

Choosing a Health Plan Under the TRICARE Prime Demo

Under the TRICARE Prime Demo, CareSource Military & Veterans™ (CSMV) provides TRICARE Prime benefits through a nonprofit model. The difference lies in our approach to care and community.

When comparing plans, consider:

- **Referral requirements:** Do you need a referral to see a specialist, or can you go directly?
- **Access to mental health:** Does the plan include trauma-informed, integrated mental health care?
- **Local community investment:** Does your plan partner with military and veteran organizations in your area?
- **Care coordination tools:** Are there care managers, nurse hotlines, or digital portals to support you between appointments?

CSMV offers:

- **No network referrals** — direct access to care without extra steps
- **24/7 nurse support** and local care coordination
- **Integrated mental health** with trauma-informed care
- **Deep community investment** through veteran and spouse partnerships
- **A nonprofit model** that wraps you in care

TRICARE Open Season Dates & How to Enroll

TRICARE Open Season 2025: November 9 – December 8, 2026

During this period, you can choose your health plan for the year ahead.

How to Enroll

- **Confirm your eligibility** at CareSourceMilitary.com or call 833-230-2080.
- **Explore participating contractors** to see what best fits your family.
- **Enroll** through one of these official options:
  - enrolltricare.com
  - milConnect (Beneficiary Web Enrollment)

Or **call CareSource Beneficiary Services** for direct, step-by-step assistance.

Ready to Enroll?

Call the enrollment team now!

1-877-996-9333

Average time to enroll is less than 10 minutes.

8 a.m. - 6 p.m. Eastern, Monday - Friday.

Prefer self-service?

Enroll online at Enroll TRICARE, OR

Sign up through the Beneficiary Web Enrollment (BWE) portal viamilConnect, search for TRICARE Prime Demo. If you are already TRICARE Prime, you will need to enroll via the options listed above.

Frequently Asked Questions

Can I keep my current doctor?

Yes if your provider is a part of our network. Visit CareSource Military & Veterans Find a Doctor to check.

Find a Doctor: If you don't see your provider listed, don't worry! They may already be a part of our network but just haven't been added to Find a Doctor yet. Give us a call at 1-833-230-2080. We'll help you confirm their status and ensure your care continues without interruption.

What if I change my mind?

You can change plans during the next open season or after a Qualifying Life Event.

How do I fill my prescriptions?

Your pharmacy benefits don't change. You may continue to fill your prescriptions under the TRICARE Pharmacy Program (https://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions)

Do I lose TRICARE coverage if I choose CareSource?

No. You are covered under TRICARE Prime Demo which is part of the TRICARE program. You're simply selecting who manages your care.

Will you remind me when TRICARE Open Season starts?

Yes. Visit CareSourceMilitary.com and click "Keep in Touch" to sign up for reminders.

View more FAQs at https://www.caresource.com/members/education/faqs/

Need Help? You're Not Alone

CareSource Military & Veterans Beneficiary Services

Call: **833-230-2080 (TTY: 711)**

Visit: https://www.caresource.com/plans/tricare-prime-demo/

Our local teams can help you:

- Confirm eligibility and enrollment
- Understand plan differences
- Get mental health resources
- Connect with local partner programs

Official TRICARE Resources:

- TRICARE Prime Demonstration:
  - https://www.tricare.mil/Plans/SpecialPrograms/TRICARE-Prime-Demo
- CareSource and DHA work together to make sure your TRICARE benefits are easy to understand and simple to use. You don't have to figure this out alone.

Glossary of Common Terms

TRICARE Prime

A managed care option that provides comprehensive coverage through military and civilian providers.

Beneficiary Services

The CareSource support team that helps with eligibility, enrollment, and navigating care.

TRICARE Open Season

The annual period (November 10–December 9) when TRICARE beneficiaries can make changes to their plan.

Qualifying Life Event (QLE)

A major life change (such as PCS, marriage, or retirement) that allows plan changes outside TRICARE Open Season.

DHA – Defense Health Agency

As a part of the Military Health System, the DHA manages a global health system. Through TRICARE, they deliver health care to 9.5 million patients around the world.

Accessibility & Compliance

This guide meets Section 508 and WCAG 2.1 AA accessibility standards.
Screen-reader-friendly and downloadable versions are available at CareSourceMilitary.com.

The Defense Health Agency does not endorse any one contractor.
All TRICARE Prime benefits remain the same under the TRICARE Prime Demo.

This information is current as of TRICARE Open Season 2025 and is provided for general educational purposes only.

CareSource Military & Veterans | 833-230-2080 |
CareSourceMilitary.com TRICARE Open Season: Nov 9 – Dec 8, 2026
Scan to learn more about the TRICARE Prime® Demo

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