

Important Resources for National Guard and U.S. Army Reserve Families

American Red Cross

Armed Forces Emergency Service: 1-800-987-4272; <http://www.redcross.org>

Army Emergency Relief (AER)

Call the American Red Cross if no local AER office (on all military installations) is nearby. AER provides emergency financial help to alleviate privation problems.
<http://www.aerhq.com>

Army Knowledge On-Line (AKO)

E-mail accounts: <http://www.us.army.mil>

Employer Support of the Guard and Reserve (ESGR)

Reemployment rights National ESGR Committee: 1-800-336-4590; <http://www.esgr.org>

ID Cards/DEERS/RAPIDS

Check eligibility with military sponsor's social security number: 1-800-538-9552;
website to find the closest RAPIDS terminal: <http://www.dmdc.osd.mil/rsl>

TRICARE

Enrollment information: 1-888-585-9378

Program information: <http://www.tricare.osd.mil>

<i>TRICARE Regional Contractors</i>			
Region	States Covered	Toll-Free Number	Service Provider
Northeast	CT, DE, MA, MD, ME, NH, NJ, NY, PA, RI, VT, Northern VA, Eastern WV	1-888-999-5195	Sierra
Mid-Atlantic	NC, Southern VA	1-800-931-9501	Anthem
Southeast & GulfSouth	AL, FL, GA, Eastern LA, MS, SC, TN	1-800-444-5445	Humana
Heartland	IL, IN, KY, MI, St. Louis, MO, OH, WV, WI	1-800-941-4501	Anthem
Southwest	AR, Western LA, OK, TX	1-800-406-2832	FHFS
Central	AZ, CO, Southern ID, IA, KS, MN, MO, MT, NE, ND, NM, NV, SD, El Paso, TX, UT, WY	1-888-874-9378	TriWest
Southern CA & Golden Gate	CA	1-800-242-6788	FHFS
Northwest	Northern ID, OR, WA	1-800-404-0110	FHFS
TRICARE Pacific	AK, HI, Puerto Rico, Latin America, Canada, Europe	1-888-777-8343	FHFS/Humana

TRICARE Dental Program (TDP): 1-800-211-3614

TRICARE Family Member Dental Plan (TFMDP): 1-800-866-8499

United Concordia: <http://www.ucci.com>

Veterans' Employment & Training Services (VETS)

(212) 352-6184 or <http://www.dol.gov/dol/vets>

TRICARE Benefits for Activated Reserve/National Guard Families

(These benefits apply to National Guard and Reserve component members ordered to active duty in support of operations that resulted from the terrorist attacks of 11 September 2001.)

New benefits have been extended to reserve component families when their military sponsor is activated for 30 days or more.

Activation Period	TRICARE Benefits
30 to 178 days	Family members are eligible for TRICARE Extra and Standard . <ul style="list-style-type: none">— Annual deductibles waived.— \$1000 maximum out-of-pocket expense.— Statement of non-availability not required.— Non-participating providers can bill 15 percent above TRICARE rates and receive payment.
179 days or more	Family members are eligible for TRICARE Prime , the least costly and most comprehensive plan. (No deductibles)

Enrollment is effective on the first day of the sponsor's active duty. Some reserve families may want to continue their relationships with providers who are not in the TRICARE Prime network. In these cases, enrolling in TRICARE Prime may not be the best choice. These families may elect to enroll in TRICARE Standard.

TRICARE Dental Benefits

Family members of activated reservists are eligible for enrollment and coverage under the TRICARE Dental Program on the same basis as family members of active duty servicemembers. Activated reservists must take action to enroll family members. United Concordia Companies, Inc. (UCCI) administers the Dental Program. Contact UCCI at (888) 622-2256 or through <http://www.ucci.com/tdp.htm>. On-line enrollment is available.

For answers to questions, contact the TRICARE Network in one of the regions listed previously.