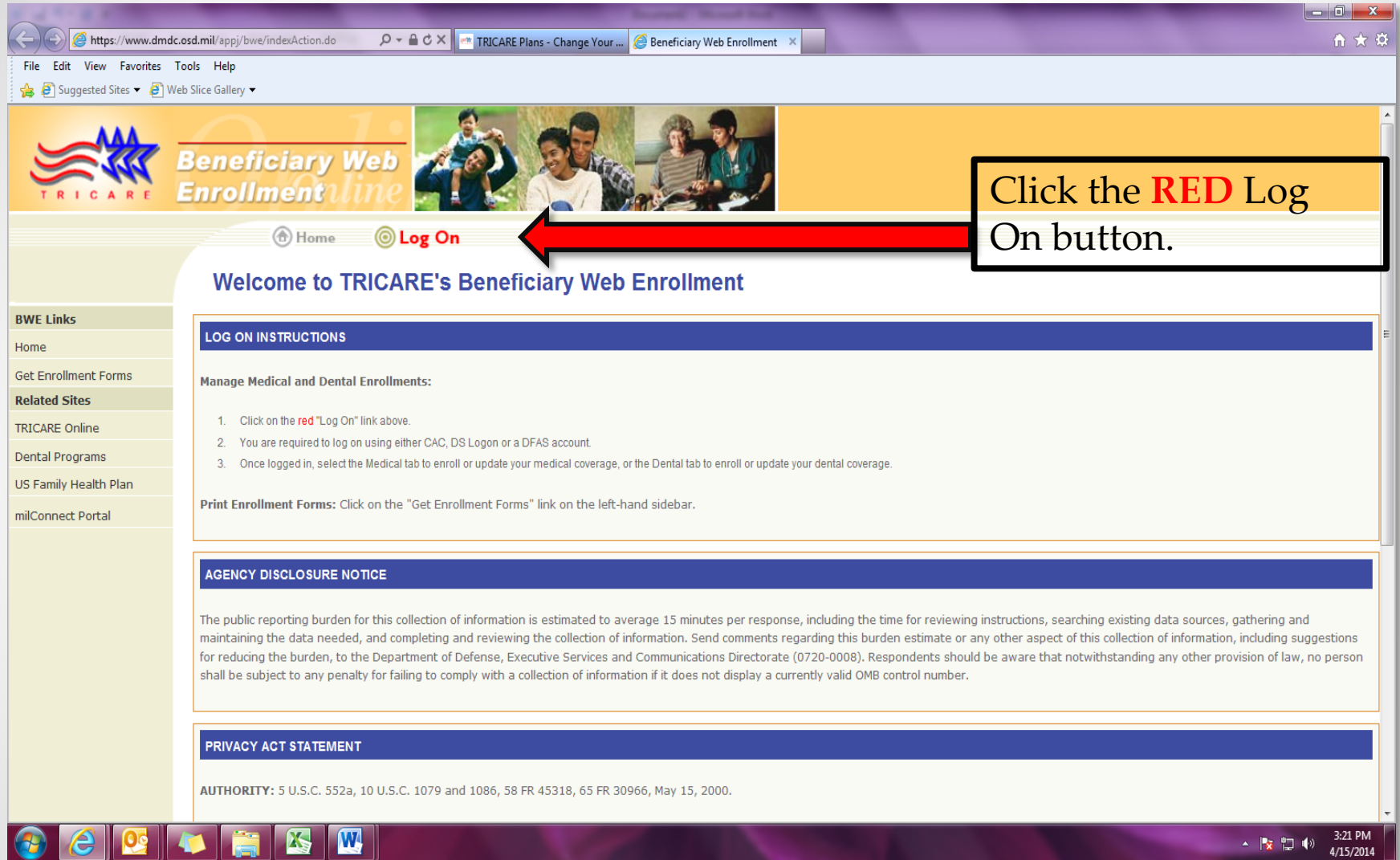


Changing Your Primary Care Manager (PCM)

3 Ways to Change Your PCM

- By mail using DD Form 2876
- By phone
 - ★ North Region
1-877-TRICARE (1-877-874-2273)
 - ★ South Region
1-800-444-5445
 - ★ West Region
1-877-988-WEST (1-877-988-9378)
- On the website at
<https://www.dmdc.osd.mil/appj/bwe/indexAction.do>

Registering for the Beneficiary Web Enrollment:



The screenshot shows a web browser window with the URL <https://www.dmdc.osd.mil/appj/bwe/indexAction.do>. The browser tabs include "TRICARE Plans - Change Your ..." and "Beneficiary Web Enrollment". The website header features the TRICARE logo and the text "Beneficiary Web Enrollment Online". Below the header, there are navigation links for "Home" and "Log On". A red arrow points from a text box to the "Log On" button. The text box contains the instruction: "Click the **RED** Log On button." The main content area is titled "Welcome to TRICARE's Beneficiary Web Enrollment" and contains three sections: "LOG ON INSTRUCTIONS", "AGENCY DISCLOSURE NOTICE", and "PRIVACY ACT STATEMENT".

Click the **RED Log On button.**

Welcome to TRICARE's Beneficiary Web Enrollment

LOG ON INSTRUCTIONS

Manage Medical and Dental Enrollments:

1. Click on the **red** "Log On" link above.
2. You are required to log on using either CAC, DS Logon or a DFAS account.
3. Once logged in, select the Medical tab to enroll or update your medical coverage, or the Dental tab to enroll or update your dental coverage.

Print Enrollment Forms: Click on the "Get Enrollment Forms" link on the left-hand sidebar.

AGENCY DISCLOSURE NOTICE

The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to the Department of Defense, Executive Services and Communications Directorate (0720-0008). Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

PRIVACY ACT STATEMENT

AUTHORITY: 5 U.S.C. 552a, 10 U.S.C. 1079 and 1086, 58 FR 45318, 65 FR 30966, May 15, 2000.

https://www.dmdc.osd.mil/identitymanagement/authenticate TRICARE Plans - Change Your ... My Access Center - Login

File Edit View Favorites Tools Help

Suggested Sites Web Slice Gallery

Beneficiary Web Enrollment

[Help Center](#) [-A+](#)

DS LOGON ?


Department of Defense Self-Service

[Forgot DS Logon Username?](#)

[Forgot DS Logon Password?](#)

CAC ?

Common Access Card



DFAS myPay PIN ?

Defense Finance and Accounting Service

[Forgot DFAS MyPay Login Id?](#)

[Forgot DFAS MyPay Password?](#)

Need a DS LOGON?

Have a DS LOGON activation letter?

Need to upgrade your DS LOGON?

Need to manage your logon profile settings?

[Register](#)

[Activate](#)

[Upgrade](#)

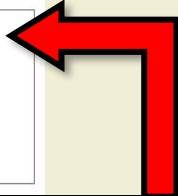
[Manage](#)

[?](#)

[?](#)

[?](#)

[?](#)



Active Duty and family members not using CAC or DFAS access can create an account on the DS Log On.
Click "Register" by DS LOGON to create an account.

3:23 PM 4/15/2014

Browser address bar: <https://www.dmdc.osd.mil/identitymanagement/registration>

Page Title: **Beneficiary Web Enrollment Online**

Buttons: [Help Center](#) [-AA+](#)

DS LOGON Registration

Welcome to the registration wizard.
Here you can create your DS LOGON account,
whether you are a service member, veteran, or family member. [?](#)

Select registration method

- ☐ I have a Common Access Card (CAC) with accessible card reader. [?](#)
- ☐ I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)
- ☐ I have a Defense Finance and Accounting Service (DFAS) myPay account. [?](#)
- ☐ I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)

[Continue](#) [Cancel](#)

Progress indicator: 1 of 5 steps (Step 1 is active)

To logon from personal computer without using DFAS myPay account, select "I have none of the above..." then click continue.

Taskbar: Windows 7 icons, system clock: 3:25 PM 4/15/2014

The screenshot shows a web browser window with the address bar displaying <https://www.dmdc.osd.mil/identitymanagement/registration>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The page title is "Beneficiary Web Enrollment" with a "Help Center" link and a font size control (-AA+). The main heading is "Registration Process". Below this, a message states: "Fill in your personal information. We will search for your record in DEERS." The form contains the following fields: "First Name" (text input), "Last Name" (text input), "Date of Birth" (MM/DD/YYYY date picker), and "ID" (dropdown menu with "Select One..." and a text input field). A note "(No spaces or special characters)" is next to the ID field. "Continue" and "Cancel" buttons are at the bottom. A progress bar with seven dots is shown, with the first two dots filled. The Windows taskbar at the bottom shows icons for Internet Explorer, Outlook, and several folders, along with the system clock showing 3:27 PM on 4/15/2014.

Beneficiary Web Enrollment

[Help Center](#) -AA+

Registration Process

Fill in your personal information. We will search for your record in DEERS. ?

First Name ?

Last Name

Date of Birth

ID (No spaces or special characters)

● ● ● ● ● ● ●

Fill in the requested information and click continue. Verification of DEERS enrollment is needed to create an account.

In the next screens you will create a username and password.

Changing Your Primary Care Manager (PCM):

The screenshot shows the Beneficiary Web Enrollment (BWE) online portal. The page header includes the TRICARE logo and the text "Beneficiary Web Enrollment". Below the header, there are navigation links: Home, Log Off, and Help. The main content area displays "Your Name" and tabs for Medical and Dental. A "Please Note:" section contains two bullet points regarding enrollment and address updates. Below this is a table listing family members with columns for Name, Relation, Enrolled, Selected Plan, Primary Care Manager, Plan Start, Plan End, and Actions. A legend on the left side of the page lists various actions: Create New Enrollment, Request Enrollment Card, Disenroll, Change Primary Care Manager, Cancel Pending Enrollment, Cancel Pending Pcm Changes, and Update Address. A red arrow points to the "Change Primary Care Manager" icon in the Actions column of the table.

Medical **Dental**

Please Note:

- The data on DEERS indicates the active duty sponsor is currently enrolled to a Military Treatment Facility (MTF) outside the area where he or she lives. Click the Change PCM icon to enroll to an MTF in your area.
- If you are moving or changing duty stations, click on the address update icon for a family member and verify your family's address. If your new address requires a transfer of enrollment, BWE will guide you through the process.

Name	Relation	Enrolled	Selected Plan	Primary Care Manager	Plan Start	Plan End	Actions
Sponsor	Sponsor	Yes	TRICARE Prime	PANNER,AARON GRANVILLE	04-01-2013	01-19-2016	+ [Change PCM] [Request Card] [Disenroll] [Cancel Pending] [Cancel Pending Pcm] [Update Address]
Spouse	Spouse	Yes	TRICARE Prime	PARK,BILLIE KEY	04-01-2013	01-19-2016	+ [Change PCM] [Request Card] [Disenroll] [Cancel Pending] [Cancel Pending Pcm] [Update Address]
Child	Stepchild	Yes	TRICARE Prime	SAITO,STEVEN WARD	04-26-2013	01-19-2016	+ [Change PCM] [Request Card] [Disenroll] [Cancel Pending] [Cancel Pending Pcm] [Update Address]
Child	Child	Yes	TRICARE Prime	PARK,BILLIE KEY	04-01-2013	01-19-2016	+ [Change PCM] [Request Card] [Disenroll] [Cancel Pending] [Cancel Pending Pcm] [Update Address]

Please refer to the *Viewing Beneficiary Information* section in the online help for more information on the data displayed.

Legend

- + Create New Enrollment
- [Request Card] Request Enrollment Card
- [X] Disenroll
- [Change PCM] Change Primary Care Manager
- [Cancel Pending] Cancel Pending Enrollment
- [Cancel Pending Pcm] Cancel Pending Pcm Changes
- [Update Address] Update Address

Once logged in, your family information will appear. To change your PCM, click on the "Change Primary Care Manager Icon" by the desired family member.

[BWE Home](#) | [Log Off](#) | [BWE Demo](#) | [Help](#) | [BWE Faq](#) | [TRICARE Customer Support](#)

File Find Disable View Images Cache Tools Validate | Browser Mode: IE9 Compat View Document Mode: IE7 standards

12:44 PM 4/17/2014

Browser window showing the TRICARE Beneficiary Web Enrollment page. The URL is <https://www.dmdc.osd.mil/appj/bwe/displayWaiver.do?iconF>. The page title is "Beneficiary Web Enrollment".

The page header includes the TRICARE logo and the text "Beneficiary Web Enrollment". Below the header, there are navigation links: Home, Log Off, and Help.

The main content area is titled "Enrollment Procedure Compliance". It contains two red asterisked instructions:

- * You must read and check all boxes to continue with updating your PCM.*
- * Pace yourself as timeout may occur after 20 minutes of inactivity.*

Below these instructions is a section titled "DHA Compliance" with two checkboxes:

- ☐ I understand that it is my responsibility to comply with all TRICARE Prime procedures. By checking the box on the left, I certify that the information on this form is true, accurate and complete. Federal funds are involved in this program and any false claims, statements, comments or concealment of a material fact may be subject to fine and imprisonment under applicable Federal law.
- ☐ In order to use web enrollment you must indicate your willingness to waive access standards in the event you reside outside of the service area. By clicking the box provided, you indicate your understanding and acceptance that your travel time to the network of primary care delivery sites may exceed 30 minutes from your home to the delivery site and your travel time for specialty care may exceed one hour. If you do not wish to accept a PCM that may be more than 30 minutes from your home, please complete a paper based form and mail it to your contractor.

A red arrow points to the checkboxes, indicating that both should be selected to continue.

At the bottom of the page, there are links for "BWE Home", "Log Off", "BWE Demo", "Help", "BWE FAQ", and "TRICARE Customer Support". Below these links, it states: "For technical assistance or to report problems with this site please call 1-800-477-8227." and "Version: 6.06.204.009, Build Date: 03-04-2014 08:47:23".

The browser window shows the status bar with "File Find Disable View Images Cache Tools Validate" and "Browser Mode: IE9 Compat View Document Mode: IE7 standards". The taskbar at the bottom shows the Windows Start button, Internet Explorer, and other applications. The system clock shows 12:47 PM on 4/17/2014.

Select both to continue.

https://www.dmdc.osd.mil/appj/bwe/waiverAction.do (21) MSN.com Beneficiary Web Enrollment...

Beneficiary Web Enrollment

Home Log Off Help

Change PCM for Family Member

Current Provider Details

1. Select Change Reason 2. Select Provider Type 3. Search For PCM 4. Confirm PCM Changes

Coverage: TRICARE Prime, (04-26-2013 - 01-19-2016)

Current Provider: SAITO, STEVEN WIARD

Reason for Provider Change: -- Select --
-- Select --
Dissatisfied
Permanent Change of Station
Relocation

End Date:

Next Cancel

Select reason for change "Permanent Change of Station" then click "Next".

[BWE Home](#) | [Log Off](#) | [BWE Demo](#) | [Help](#) | [BWE Faq](#) | [TRICARE Customer Support](#)

For technical assistance or to report problems with this site please call 1-800-477-8227.
Version: 6.06.204.009, Build Date: 03-04-2014 08:47:23

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12:49 PM 4/17/2014

https://www.dmdc.osd.mil/appj/bwe/pcmChangeSelectProvi... (21) MSN.com Beneficiary Web Enrollment...

Beneficiary Web Enrollment

Home Log Off Help

Change PCM for Family Member

1. Select Change Reason 2. Select Provider Type 3. Search For PCM 4. Confirm PCM Changes

Select the Provider Type

Coverage/Plan: TRICARE Prime

Provider Type: ☒ Direct Care: -- Select --

Facilities listed are within or equal to 50 miles of residence

☐ Civilian Health Care

Start Date: 04-23-2014

Previous Next Cancel

[BWE Home](#) | [Log Off](#) | [BWE Demo](#) | [Help](#) | [BWE Faq](#) | [TRICARE Customer Support](#)

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12:50 PM 4/17/2014

Select type of care (providers at a Military Treatment Facility (MTF) fall under "Direct Care") then click next.

Beneficiary Web Enrollment

Home Log Off Help

1. Select Change Reason 2. Select Provider Type 3. Search For PCM 4. Confirm PCM Changes

BWE Links

- Home
- Get Enrollment Forms
- Related Sites**
- TRICARE Online
- US Family Health Plan
- milConnect Portal

Provider Location

Search for a PCM

Direct Care Facility: BMC YUMA

Select a Place of Care From List: -- Select --

Provider Optional Preferences

☐ No Preference: (All Primary Care Managers with available capacity for the above selected place of care will be returned.)

☒ Search by Specialty and Gender:

Specialty: -- Select --

Gender: No Preference

☐ Search by Provider Last Name:

Previous Next Cancel

[BWE Home](#) | [Log Off](#) | [BWE Demo](#) | [Help](#) | [BWE Faq](#) | [TRICARE Customer Support](#)

For technical assistance or to report problems with this site please call 1-800-477-8227.
Version: 6.06.204.009, Build Date: 03-04-2014 08:47:23

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2:06 PM 4/17/2014

“Place of Care” drop down list gives MFTs within 50 miles of your address.

Specialty List Selections:

- Family Practice Physician
- Internist
- Pediatrician
- Aerospace Med Flight Surgeon/ Family Practice Physician
- General Medical Officer

Choose place of care and PCM specialty that best fits your families needs then click “Next”.

https://www.dmdc.osd.mil/appj/bwe/pcmChangeSearchPcm (28) MSN.com Beneficiary Web Enrollment...

Beneficiary Web Enrollment

Home Log Off Help

1. Select Change Reason 2. Select Provider Type 3. Search For PCM 4. Confirm PCM Changes

BWE Links

- Home
- Get Enrollment Forms

Related Sites

- TRICARE Online
- US Family Health Plan
- milConnect Portal

Assign a PCM

Selected Facility or Place of Care: YUMA FP MHP

Selected PCM search Options:

Specialty: FAMILY PRACTICE PHYSICIAN
Gender: Male

2 items found, displaying all items.

Select	Name	Location	Gender	Specialty
<input type="radio"/>	ALLEN, PAUL ROBERT	BOX 99116 YUMA, AZ 85369	Male	PRIMARY CARE NURSE PRACTITIONER QUALIFIED
<input type="radio"/>	PARK, BILLIE KEY	BOX 99116 YUMA, AZ 85369	Male	FAMILY PRACTICE PHYSICIAN

If you do not find the provider that you are looking for, you may complete a paper based form and submit it to your contractor to request a different PCM than those currently available.

[Search Again](#) [Assign PCM](#) [Cancel](#)

[BWE Home](#) | [Log Off](#) | [BWE Demo](#) | [Help](#) | [BWE Faq](#) | [TRICARE Customer Support](#)

For technical assistance or to report problems with this site please call 1-800-477-8227.
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File Find Disable View Images Cache Tools Validate Browser Mode: IE9 Compat View Document Mode: IE7 standards 2:12 PM 4/17/2014

The selection list gives the PCMs in the area that currently have openings for new patients.

Select a PCM from the list and click "Assign PCM".

Browser window showing the Beneficiary Web Enrollment (BWE) system. The URL is <https://www.dmdc.osd.mil/appj/bwe/pcmChangeConfirm.do>. The page title is "Beneficiary Web Enrollment".

The page displays the "Verify Provider Changes" section, which includes a progress bar with four steps: 1. Select Change Reason, 2. Select Provider Type, 3. Search For PCM, and 4. Confirm PCM Changes (highlighted).

Selected Provider Changes

- Selected Provider Facility: YUMA FP MHP
- Selected Provider Name: PARK, BILLIE KEY
- Selected Provider Address: BOX 99116, YUMA, AZ 85369
- Enrollment Period: 04-26-2013 - 01-19-2016

Prior Provider Information

- Prior Provider Facility: YUMA FP MHP
- Prior Provider Name: SAITO, STEVEN WIARD
- Prior Provider Address: BOX 99116, YUMA, AZ 85369
- Enrollment Period: 04-26-2013 - 01-19-2016
- Termination Date for Provider: 04-22-2014
- Reason for Change: PERMANENT CHANGE OF STATION

Buttons: Previous, **Submit**, Cancel

A red arrow points from a text box to the "Submit" button.

After confirming changes, click "Submit"

Footer links: [BWE Home](#), [Log Off](#), [BWE Demo](#), [Help](#), [BWE FAQ](#), [TRICARE Customer Support](#)

For technical assistance or to report problems with this site please call 1-800-477-8227.
Version: 6.06.204.009, Build Date: 03-04-2014 08:47:23

Windows taskbar shows the time as 2:14 PM on 4/17/2014.

Please note: It will take 6 days for your PCM change to take effect.