

How to Submit Medical Eligibility Documentation to DHA-GL

Who this is for National Guard and Reservist

Purpose Medical eligibility documents are used to document, establish, manage, and authorize civilian health care for eligible Reservist, and National Guard members who incur or aggravate an injury, illness or disease in the line of duty.

Defense Health Agency Great Lakes (DHA-GL) is responsible for the authorizations of civilian health care for eligible Reservist and National Guard members residing in the United States, District of Columbia and U.S. Virgin Island Only.

Eligibility Reservist and National Guard members who incur or aggravate an injury, illness or disease in the line of duty on orders under 30 days

Submitting Eligibility Follow these steps to forward medical eligibility documentation to DHA-GL:

Step	Action
1	Unit medical representative completes package for Medical Eligibility DHA-GL Worksheet-01 <ul style="list-style-type: none">- Block 16 MUST be CAC verified with a digital signature.- Certified copy of orders/drill attendance- ER/Urgent care notes (Not discharge notes or after visit summary)

Step	Action
2	<p>Army Reserve and Army National Guard <u>MUST</u> submit eligibility documents through eMMPS/MEDCHART.</p> <p>For all other branches of service, the unit medical representative submits the medical eligibility package with DHA-GL Medical Eligibility Verification Worksheet 01 to the following <u>email(preferred)</u>, fax, or address:</p> <ul style="list-style-type: none"> • dha.great-lakes.j-10.mbx.mmso-lod-misc@health.mil • FAX: 224-447-0152 or 224-447-0153 <p><u>Mailing Address:</u> Defense Health Agency Great Lakes (DHA-GL) Attn: Reserve Eligibility 2834 Green Bay Road Bldg 3400 STE 304 Great Lakes IL 60088</p>
3	<p>Ensure provider submits claims to appropriate region and uses the service members SSN as the member ID number on the medical claim.</p> <p>**Do not send bills to DHA-GL, all claim forms must be submitted to TRICARE**</p> <p><u>TRICARE East</u> Tricare East Region Claims New Claims P.O. Box 7981 Madison, WI 53707-7981</p> <p><u>TRICARE West</u> Tricare West Region Claims Submission Health Net Federal Services, LLC c/o PGBA, LLC/TRICARE P.O. Box 202112 Florence, SC 29502-2112</p>

Note:

Note: If a service member needs follow-up medical care, please see DHA- GL Process Guide – “How to Request Pre-Authorization for Line of Duty (LOD) Medical Care”

The request must include a Service Approved Line of Duty. Any Claims for medical care rendered without a pre-authorization will be denied.

Results and Follow-up After the required medical eligibility documents have been submitted to DHA-GL the Service member should have a Beneficiary account with either region where they can review claims and view/print EOBs (Explanation of Benefits). The websites are www.humanamilitary.com for TRICARE East or www.tricare-west.com for TRICARE West.

Link **DHA-GL Medical Eligibility Request** - Click on link to retrieve document. [DHA-GL Worksheet-01](#)

Point of Contact If you have questions or need additional assistance beyond the information provided here, contact:

Branch	Military Medical Support Office
Position	Customer Service Representative
Phone	888-647-6676
	For questions about:
Billing/Claims	Dial option 2
Pre-authorizations	Dial option 1
Fax	224-447-0152 or 224-447-0153
Email (preferred)	
Billing/Claims	dha.great-lakes.j-10.mbx.mmso-lod-misc@health.mil
Pre-authorizations	dha.great-lakes.j-10.mbx.mmso-initial-lod-mma@health.mil

Privacy Act Statement: This statement serves to inform you of the purpose for collecting information required by the Defense Health Agency Great Lakes (DHA-GL) and how it will be used. **AUTHORITY:** 10 U.S.C. Chapter 55, Medical and Dental Care; 32 CFR 199.17, TRICARE program; and E.O. 9397 (SSN), as amended. **PURPOSE:** To collect information from Military Health System beneficiaries in order to determine their eligibility for coverage under the TRICARE Program. **ROUTINE USES:** Use and disclosure of your records outside of DoD may occur in accordance with 5 U.S.C. 522a (b) of the Privacy Act of 1974, as amended, which incorporates the DoD Blanket Routine Uses published at: http://dpclo.defense.gov/privacy/SORNS/blanket_routine_uses.html. Any protected health information (PHI) in your records may be used and disclosed generally as permitted by the HIPPA Privacy Rule (45 CFR Parts 160 and 164), as implemented within DoD by 6025.18-R. Permitted uses and disclosures of PHI include, but are not limited to, treatment, payment, and healthcare operations. **DISCLOSURE:** Voluntary; however, failure to provide information may result in the denial of coverage.