

Service Separation/Retirement



What is TOL Patient Portal Service Separation/Retirement?

TOL Patient Portal Service Separation/Retirement provides consolidated Department of Defense (DoD) information and services to support you when separating from active duty. Content includes contact and website access for the Transition Assistance Program (TAP), Frequently Asked Questions about the Separation History and Physical Examination (SHPE), and how to file a Department of Veterans Affairs (VA) disability claim.

Step 1: If you are going to file a pre-discharge service disability claim, file early!

If you feel you may have a Service-related disability, it is to your advantage to submit a disability compensation claim prior to your discharge. Processing times tend to be much shorter for pre-discharge claims. Once you have your discharge date, you can apply for disability compensation (character of discharge must be under conditions other than dishonorable). When possible, the VA will perform your separation exam to support your claim.

Step 2: Make your SHPE appointment

All separating Service members, to include Reserve and National Guard members who have served a minimum of 180 days of active service, or 30 days in a contingency operation, must undergo the SHPE. The purpose of the SHPE is to make certain that any medical condition(s) for which you may be eligible to claim disability are documented in your military Service Treatment Record (STR) and/or made known to the VA.

Step 3: Complete Report of Medical History form (DD 2807-1)

Regardless of where your SHPE appointment is going to take place, you need to complete the Report of Medical History form (DD 2807-1) prior to your DoD SHPE or VA appointment. Please access your DoD Blue Button information to help complete your Report of Medical History form (DD 2807-1).

Step 4: Go to your SHPE appointment

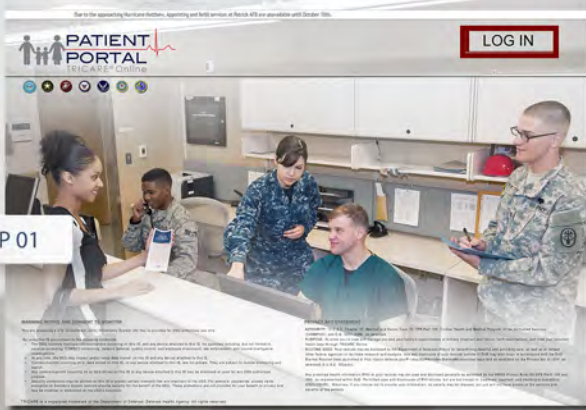
Regardless of whether DoD or VA is administering your separation exam, please remember to:

- Bring your completed Report of Medical History form (DD 2807-1)
- If your exam is at the VA or with another non-MTF provider, bring a copy of your Problem Lists and any other information recommended by the exam site
- Notify your Primary Care Manager (PCM) or MTF SHPE POC when your exam has been completed, and make and retain a copy of your Report of Medical History form and other materials you provided at the SHPE appointment

How do I access TOL Patient Portal Service Separation/Retirement information and services?

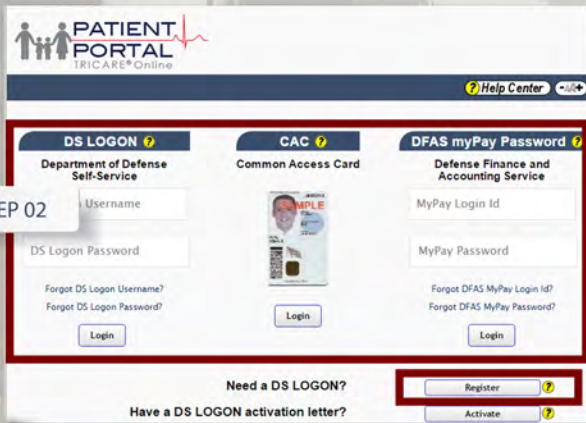


STEP 01



1. Log in to www.TRICAREonline.com

STEP 02



2. Log in with your **DS Logon Premium (Level 2)**, **DoD CAC** or **DFAS myPay** credentials. If you do not have DS Logon credentials and would like to, click **“Register.”**

STEP 03



3. Access **Service Separation/Retirement** information and services by clicking on **Service Separation/Retirement** option on the TOL Patient Portal home page.

QUICK REFERENCE CODE LINK



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<https://public.govdelivery.com/accounts/USMHS DHSS/subscriber/new>

TOL PATIENT PORTAL CUSTOMER SERVICE



TOL Patient Portal Customer Service Available 24/7/365
1-(800) 600-9332

OCONUS Telephone Numbers located at “Contact Us”

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