



How do I change my military hospital or clinic in TRICARE Online (TOL)?

You can change your military hospital or clinic by clicking 'update' next to the military health care facility displayed at top of TOL Patient Portal.

Why would I change my military hospital or clinic?

You must update your military hospital or clinic every time you relocate. TOL online appointing uses your military hospital and clinic information to search for available appointments. Your military hospital location, clinic and primary care manager (PCM) location must match. Review the location of your military hospital or clinic. Confirm it is the same as the location of the military hospital or clinic where you currently receive care from your PCM.

Does TOL manage my MTF enrollment change request?

Changing your MTF in TOL does not transfer your TRICARE enrollment in the Defense Enrollment Eligibility Reporting System (DEERS). The Primary MTF you identify in your TOL profile must match your TRICARE enrollment in DEERS. Click the beneficiary web enrollment (BWE) link located in the Quick Links section to complete the DEERS enrollment transfer process.

How do I know what military hospital or clinic I am assigned in TOL?

Look at the top of your TOL page and note the name of your military hospital or clinic. This military hospital or clinic needs to match the location of your PCM. For example, if the military hospital or clinic displayed is 'Andrews AFB' but your PCM is located at Kimbrough, you will need to change your military hospital or clinic within your TOL profile to Kimbrough.

Can I change my family member's military hospital or clinic?

Yes, if granted privileges, you can also update your family member's military hospital or clinic in TOL. On the Update MTF page of your profile, select the check box next to the name of the person and the new MTF from the drop down list. Click 'Update' at bottom of page to save changes.