



When can I change my primary care manager (PCM)?

You may request to change your PCM at any time.

Does TOL manage my PCM change request?

No, TOL does not directly manage your PCM change request. The military hospitals and clinics set the rules for their individual areas and, as such, PCM changes are subject to the health care facility site guidelines.

How do I change my PCM?

Change your PCM by accessing the Beneficiary Web Enrollment (BWE) website, calling the regional contractor, or mailing the appropriate form to the regional contractor. PCM change information is available on the TRICARE.mil website.

From TRICARE Online:

1. Click 'Resources' in TOL header.
2. Click 'Primary Care Manager' within TRICARE Plan Information.
3. After being redirected to the TRICARE.mil website, follow the steps outlined on the page.

A direct link to the "Change My Primary Care Manager" web page is also available in the 'I Want To...' section of TRICARE.mil for customer convenience.