

Chapter 16

Addendum A

Points Of Contact (POCs)

Revision: C-92, July 14, 2021

1.0 SPECIFIED AUTHORIZATION STAFF (SAS)

1.1 Army, Air Force, Navy, Marine Corps, Space Force, And Reserve/National Guard (except Coast Guard Reserve)

- For Congressional inquiries:

Defense Health Agency
7700 Arlington Blvd, Suite 5101
Falls Church, VA 22042-5101

- For all other matters:

Defense Health Agency-Great Lakes
P.O. Box 886999
Great Lakes, IL 60088-6999

Telephone: 1-888-647-6676
Fax: (847) 688-6460

1.2 United States Public Health Service (USPHS) and National Oceanographic And Atmospheric Administration (NOAA)

Medical Affairs Branch
Beneficiary Medical Programs
5600 Fishers Lane, Room 4C-06
Rockville, MD 20857

Telephone for Payment Issues & Care Authorizations: (800) 368-2777
Fax: (800) 733-1303

1.3 Coast Guard and Coast Guard Reserve

Medical Administration
USCG HSWL SC (MA-PA)
300 East Main Street
Norfolk, VA 23510-1000

Telephone: (757) 628-4379

2.0 UNIFORMED SERVICES HEADQUARTERS POCs

2.1 Army

HQ USA MEDCOM
HCD Clinical Policy Service - Garcia Building
2748 Worth Road
JBSA, Fort Sam Houston, TX 78234

Telephone: (210) 295-7209

2.2 Air Force/Space Force

HQ USAF SG3S
Chief, Medical Support Policy & Operations
7700 Arlington Blvd, Falls Church VA 22042 (DHHQ, 4NW353)

Telephone: 703-681-6636, DSN: 761-6636

2.3 Navy/Marine Corps

Bureau of Medicine and Surgery
Healthcare Operations (M3B1)
7700 Arlington Blvd, Suite 5125
Falls Church, VA 22042-5125

Unsecured email: USN NCR BUMED FCH VA Mailbox TRICARE Claims - Waivers
usn.ncr.bumedfchva.mbx.tricare-claims-waivers@mail.mil

(Please note that email sent unencrypted can be vulnerable to unauthorized access.
All Personally Identifiable Information and Health Privacy Protected Information should
be sent using the AMRDEC Safe File Access System.)

2.4 U.S. Coast Guard

Commandant (CG-114)
U.S. Coast Guard
Attn: Health Policy Analyst/DHA Liaison
2703 Martin Luther King Jr. Ave SE
Washington, DC 20593

Telephone: (202) 681-8716

2.5 Army National Guard

NGB-ARS
111 South George Mason Drive

TRICARE Operations Manual 6010.59-M, April 1, 2015

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Arlington, VA 22204-1382

Telephone: (703) 607-7140

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