

# LINE OF DUTY (LOD) PROCESS

TRICARE EAST

Line of Duty (LOD) occurs when a service member incurs or aggravates an injury/illness while in Inactive Duty Training (IDT) status or orders less than 30 days.

**Army Reserve and Army National Guard must submit eligibility through eMMPS (electronic Medical Management Processing System)/Medchart.**

**LOD must be initiated by Reserve Component (RC member's unit) or Unit Administrator (UA).**

## MILITARY HOSPITAL OR CLINIC (MTF)

Guard/Reserve personnel who reside within 50 miles/one hour drive time of a military hospital/clinic must receive all LOD care at that facility unless it is an emergency. If the military hospital/clinic needs to refer the RC member's to a civilian provider, that medical facility is responsible for accomplishing all referrals to civilian care as required.

## DEFENSE HEALTH AGENCY-GREAT LAKES (DHA-GL)

Provides authorization for care in civilian settings when the member resides more than 50 miles/one hour drive time from a military hospital/clinic

## FOR EMERGENCY ROOM (ER)/URGENT CARE

- If care is required for a service-connected issue (i.e. injury on drill weekend or summer training; orders 30 days or less)
  - Civilian provider sends claims to Humana Military, who then defers claims to DHA-GL
  - DHA determines eligibility; UA faxes (Army Guard/Reserve must use eMMPS) DHA-GL Worksheet-01: Medical Eligibility Verification and Unit "Sign in" sheet to DHA-GL
  - Good for initial ER or urgent care visit

**LOD must be adhered to as written unless the service member contacted Humana Military for assistance.**

## FOR REMOTE FOLLOW-ON LOD CARE

- Unit Medical Representative works directly with DHA-GL and sends **Worksheet-02 "Pre-Authorization Request for Medical Care"** with supporting clinical documentation and the approved "Service" LOD (Army Guard/Reserve must use eMMPS) Air Force, Navy, FAX to (847) 688-6460/6369
  - DHA-GL reviews and makes a determination
  - DHA-GL sends LOD authorizations to Humana Military and they build the authorizations in their systems
- For LOD or urgent/emergent care claims issues
  - Contact Humana Military for assistance if the civilian provider is choosing not to file claims with TRICARE
  - Contact UA if documentation has not been supplied to DHA-GL
  - Contact the military hospital or clinic patient administration or TOPA Flight (USAF) for authorizations if you are receiving LOD care through the military hospital or clinic
  - Contact DHA-GL if remote to a military hospital or clinic and need assistance with a claim that has been denied or processed incorrectly. DHA-GL cannot reprocess claims without eligibility verification or LOD preauthorization documentation provided by the RC unit

## DHA LOD PROCESS AND FORMS

DHA-GL process guides and worksheets available at [Health.mil/GreatLakes](https://www.health.mil/GreatLakes)

[Health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/TRICARE-Health-Plan/MMSO](https://www.health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/TRICARE-Health-Plan/MMSO)

For more information on LOD, visit [TRICARE.mil/Plans/Eligibility/NGRMandFamilies/LODCare](https://www.tricare.mil/Plans/Eligibility/NGRMandFamilies/LODCare)