



# Iowa Department of Human Services

Terry E. Branstad  
Governor

Kim Reynolds  
Lt. Governor

Charles M. Palmer  
Director

November 11, 2011

## GENERAL LETTER NO. 11-I-AP-4

ISSUED BY: Bureau of Collections, Division of Field Operations

SUBJECT: Employees' Manual, Title 11, Chapter I, Appendix, **MEDICAL SUPPORT APPENDIX**, form 470-3755, *Health Care Benefits from the Military*, revised.

### Summary

Form 470-3755, *Health Care Benefits from the Military*, was updated to reflect current procedures for obtaining health care benefits for dependents through the military. The letterhead was also updated.

### Effective Date

Immediately.

### Material Superseded

This material replaces the following page from Employees' Manual, Title 11, Chapter I, Appendix:

<u>Page</u>	<u>Date</u>
470-3755	1/11

### Additional Information

Refer questions about this general letter to your regional collections administrator.



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## **\*\*IMPORTANT INFORMATION\*\*** **Health Care Benefits from the Military**

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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Child Support Recovery Unit  
501 Sycamore Ste 500  
Waterloo, IA 50703-4651

Case No: \_\_\_\_\_

Dear \_\_\_\_\_:

Your child may qualify for health care from the military.

### **What is TRICARE?**

TRICARE is the Department of Defense's health care program for active duty and retired uniformed service members and their families.

### **How do I enroll my child in TRICARE?**

To enroll your child in TRICARE, go to a Real-time Automated Personnel Identification System (RAPIDS) Site. Call the RAPIDS Site first. You may need to take a court order or a birth certificate to prove the service member is the child's parent.

At the RAPIDS Site, you will apply for an Identification and Privilege Card for your child. Staff at the RAPIDS Site take a picture of your child for the card. The RAPIDS Site sends the application to the service member. If the service member will not sign it, RAPIDS staff will sign it. The process often takes less than two weeks.

**Once your child is enrolled in TRICARE, use the form on the next page to tell us.**

### **How do I find the nearest RAPIDS Site?**

To find the nearest RAPIDS Site and what papers to take, call the Defense Enrollment Eligibility Reporting System (DEERS) Support Office at 1-800-538-9552. You can call this number Monday through Friday from 8:00 AM to 5:30 PM. You may also find the nearest RAPIDS Site at [www.dmdc.osd.mil/rsl](http://www.dmdc.osd.mil/rsl).

You do not need to go to the RAPIDS Site for the parent's branch of service (Navy, Army, Marines, etc.). For example, if the parent is in the Army, you can go to a Navy RAPIDS Site.

**Questions?**

If you have questions, call your local office. If you need help finding the phone number, call the child support automated information line at 1-888-229-9223 (toll free nationwide).

Sincerely,

\_\_\_\_\_, Medical Specialist

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**Your Child's Health Insurance**

Your name: \_\_\_\_\_ Child Support Case #: \_\_\_\_\_

Name of the insurance company: \_\_\_\_\_

Claims address:

\_\_\_\_\_ Street/PO Box \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code

Name of person providing the policy: \_\_\_\_\_

Policy number: \_\_\_\_\_ Date coverage began: \_\_\_\_\_

Children covered (only list children on this case):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Type of coverage (check all that apply):

- Medical                       Dental                       Vision
- Prescription Drug             Mental Health             CHAMPVA
- TRICARE                       Other: \_\_\_\_\_

If your child has more than one policy, such as a medical and a dental policy, provide details on all.

**Mail to:** Child Support Recovery Unit  
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