



CGR-TMS Info Bulletin



TRICARE Recurring Credit Card Error Information

Humana Military had a glitch with those service members that participate in recurring credit card billing.

The Coast Guard has been notified that this may have affected up to 75,000 beneficiaries who pay their TRICARE Prime enrollment fee or their TRICARE Reserve Select (TRS) premium. Based on information we have been given, the error caused charges of 100 times the correct amount (e.g., if correct amount should have been \$49.00, the actual charge was \$4900.00). Of the 75K possible members impacted, approximately 50K were automatically rejected by their banks, leaving approximately 26K TRICARE beneficiary accounts in the East Region impacted.

Humana stopped the 26K payments from processing by "failing" the day's processing, but pre-authorization on beneficiary credit card could impact availability of funds or possibly trigger fraudulent activity actions and cause cards to suspend. Erroneous charges did not process; however, neither did correct payments from beneficiaries using the self-service tools. Humana is reaching out to those beneficiaries to ensure their payment is received. This error should not impact beneficiary coverage. Humana will reimburse any fees any beneficiary incurs from this error.

To request reimbursement, the beneficiary must submit their bank statement or other indication of fees paid to: HGBMCCPROCESS@humana.com, or mail it to: 8123 Data Point Drive, San Antonio TX 78229, or fax it to: (502) 322-8031.

Be sure to include mailing address, the amount paid, phone number in case of questions, and the full name of the bank account owner. Humana will process these requests daily and beneficiaries should have their payment within 15 days of receiving the information from you. They do not need social security numbers.

Questions should be directed to the points of contact contained within the website.

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