

# The Soldier and Family Voice

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## TRICARE Prime Remote

By TRICARE Website (abridged)

TRICARE Prime Remote (TPR) provides health care coverage through civilian network or TRICARE-authorized providers for Uniformed Service members and their families who are on remote assignment, typically 50 miles from a military treatment facility (MTF). TRICARE Prime Remote for Active Duty Family Members (TPRADFM) is the TPR benefit for family members with similar benefits and program requirements. TPR/TPRADFM is offered in the 50 United States only, and both require enrollment.

The [TPR Handbook](#) provides essential information on TPR/TPRADFM benefits. This is the best document to use in understanding the Remote programs.

### Eligibility

TPR is specific to geographic location, and eligibility is based on residence and/or work address. The ZIP Code Search for Eligibility tool (below) helps determine TPR/TPRADFM eligibility. The residential address in the [Defense Enrollment Reporting System \(DEERS\)](#) must be the same for the Service member and his or her family members in order for the family to be eligible for TPRADFM.

If family members choose not to enroll in TPR/TPRADFM, they are always covered by TRICARE Standard and TRICARE Extra (neither require enrollment). For more information on TRICARE Standard or Extra, view the

## Working with Your Older Relative's Healthcare Providers

By Ceridian Corp May 7, 2004 (abridged)

Working with health care providers isn't always easy. You may wonder if your relative is getting the right kind of care or feel confused by conflicting advice from several different health care providers.

### Communication and cooperation

There are two key ingredients in a collaborative relationship with your relative's health care providers: respect and communication. Remember that the doctors, nurses, administrators, aides, or staff members who help care for your relative are experts in their fields. They have a lot of experience and knowledge that you don't have. At the same time, you and your relative are experts because you have information that health care workers need about your relative's personality, habits, needs, and capabilities. This information can only be shared in a respectful, two-way relationship in which everyone involved communicates.

### Tips for getting good health care

If your relative is getting care from a home health aide or lives in a nursing home or assisted living facility, ask administrators or aides for a written care plan. Professional health care providers must document their assessments and care plans, and non-professionals must have a job description.

Make your expectations clear. Tell nurses, home health aides, and others what you expect from them. For example, if you've hired an aide to prepare a meal for your mother every day, let the aide know that you expect the meal to include a vegetable and a main course and what time your mother prefers to eat.

Be prepared to be an active partner. Keep good records of your relative's health and be prepared with questions or concerns during an appointment or visit. Try to resolve issues as soon as they come up and make sure that health care workers have all the information and resources they need to care for your relative. ☺

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## When Teenagers get Depressed

By Ceridian Corp May 7, 2004 (abridged)

Most teenagers have emotional ups-and-downs, but mood swings that are very intense or frequent may indicate a problem that requires prompt attention. Here are some important things to know about teenagers and depression.

### “Feeling sad” versus clinical depression

Just like adults, many teenagers have days when they feel sad or blue. On these days, they may not feel like eating, may have trouble sleeping, or may seem to cry for no reason. But sometimes this behavior goes on for an unusually long time or makes it hard for them to keep up activities such as going to school, playing sports, or seeing friends. When this happens, they may be experiencing the condition known as clinical depression. For some clinically depressed teenagers, the sad times alternate with times when they feel very up or much more excited than others do when they're in a good mood. This behavior may be a sign of a form of depression known as manic-depression or bipolar disorder.

### Signs that a teenager may be depressed

Teenagers who are depressed usually show changes in behavior. They may lose their appetite, their ability to sleep well, or their interest in people or activities they used to enjoy. Or they may lose their confidence or their ability to focus. They may also become very negative, listless, or withdrawn. Teenagers with manic-depression may show additional symptoms. They may seem to talk all the time or to be in constant motion, or may take dangerous risks or have unrealistic ideas about the fantastic things they can do. The National Institute of Mental Health recommends that teenagers receive a professional evaluation if they have five or more symptoms of depression for more than two weeks or if any sign causes such a big change in their behavior that they can't keep up their usual routines. Get advice from a professional immediately if your teenager may be a danger to himself or others -- for example, if he talks about suicide or hurting himself or others, or if he often says that things seem hopeless or that life is meaningless. Your pediatrician or family doctor can suggest how to get help quickly.

### What treatments are available?

Teenagers who are mildly depressed often do well with just psychotherapy or another form of counseling, which may be covered by insurance. In other cases a doctor may want to prescribe antidepressants or a combination of therapy and medication.

For more information on depression, visit the site for the National Institute of Mental Health ([www.nimh.nih.gov](http://www.nimh.nih.gov)). This site includes a helpful publication for teenagers called Let's Talk About Depression ([www.nimh.nih.gov/publicat/letstalk/cfm](http://www.nimh.nih.gov/publicat/letstalk/cfm)). ☐

## When a Relationship Ends

By Ceridian Corp May 7, 2004 (abridged)

The end of a relationship can be devastating. Whether you wanted to break up or not, when a relationship ends most people feel a range of intense emotions, from sadness to anger. If you're coping with the end of a relationship, it's important to spend time doing things and being with people that make you happy. It's also important to give yourself time to heal and to feel better about yourself again.

Not everyone reacts to the end of a relationship the same way, but most people feel some or all of the following emotions:

- anger at your partner or yourself
- sadness that the relationship is over
- fear of being alone or that you'll never find another partner
- hope for a reconciliation or to “get even”
- guilt, particularly if you chose to end the relationship
- confusion about your new place in the world and your community
- denial that the relationship is over

These are all normal reactions to a major life change. Be patient with yourself and allow yourself to feel all of the different emotions that you may experience.

The trick to coping with a breakup is to try to keep yourself as busy as possible while allowing yourself time to grieve your loss. Seek out friends, movies, and books that make you laugh. You may also find it comforting to

Do something you've always wanted to do -- by yourself. Have you always wanted to go kayaking or visit a particular museum? Make the time to do these things now.

Try to keep reminding yourself that you will survive, and you will be happy again. It sounds obvious, but it can be easy to lose perspective when you're going through a breakup.

Get support from friends and family. Don't be afraid to talk about what's happened, and ask friends to be patient with you.

Treat yourself well. Whether it's getting a massage, cooking a special meal, or spending a Sunday in bed reading the paper, make it a point to do things that are relaxing and make you feel good.

Exercise. This is one of the best things you can do to cope during an emotional period.

Learn something new. Sign up for a class, subscribe to a new magazine, or buy language tapes to listen to in the car. Find something that will occupy your brain with thoughts that have nothing to do with your relationship or your partner.

online [TRICARE Handbook](#).

**Permanently assigned active duty members and their families** must live AND work more than 50 miles or approximately one hour's drive time from the nearest MTF.

*Active duty family members* are eligible to enroll in TPRADFM if they reside with their sponsor in a TPR location and the sponsor is eligible for TPR. The Service member must be eligible for TPR for family members to be eligible for TPRADFM.

**Reserve Component (RC) members and their families** are eligible for TPR if activated for more than 30 consecutive days. *Members* must live AND work more than 50 miles or approximately one hour's drive time from the nearest MTF. It is key that the RC Service members' residence address is in [DEERS](#).

*RC family members'* eligibility in TPRADFM requires that they and the Service member "reside with" one another in a TPR ZIP code. "Reside with" means that eligible family members resided with the Service member on the effective date of the Reservist's orders and remain living at the residence. The RC member is not required to be enrolled in TPR for his or her family to enroll in TPRADFM.

#### Enrollment

*TPR and TPRADFM require enrollment.* If an enrollment application is received between the first and 20th of the month, the effective date for TPR/TPRADFM coverage is the first of the following month. If the enrollment application is received after the 20th, the effective date will be the first day of the subsequent month. For example, if enrollment is received on April 12, the effective date will be May 1. If the enrollment is received April 27, the effective date is June 1. To download enrollment forms, visit the [enrollment page](#).

#### Frequently Asked Questions (FAQs):

Besides answers found in the Prime Remote Handbook, the FAQ links provide answers to additional TPR/TPRADFM questions. Be aware that most answers apply both to the Service member and family members.

#### Fact Sheets:

[TRICARE Prime Remote/TPRADFM Fact Sheet](#), [TRICARE Prime Point-of-Service Option](#), [Transitional Health Care Benefits](#), [TRICARE Basics](#), and [TRICARE Dental Fact Sheets](#).

#### Pharmacy

TRICARE has a wonderful pharmacy benefit, including the use of the [TRICARE Mail Order Pharmacy](#) for ongoing medication requirements. It is important to understand that network and retail pharmacies should be used in order to avoid point-of-service charges.

For more information about TRICARE, view the [TRICARE Handbook](#) with its thorough search engine to better understand TRICARE benefits and processes. ☐

Try writing in a journal. Many people find it very helpful to write about strong emotions and feelings.

Above all, try to avoid the "what's wrong with me?" trap. For many people, the end of a relationship is a major blow to their self-esteem. You may feel insecure and wonder what's wrong with you that your partner didn't want you. Although this is a normal reaction to a breakup, it's not a healthy way of thinking in the long run. Couples break up for many reasons, but most of all, they break up because their relationship just wasn't working or their personalities weren't jiving. Try to turn this equation around. Think of all the great qualities you have to offer instead of something you may be missing. At the same time, breakups can also provide a good opportunity to think about what unhealthy patterns or behaviors you may have been engaging in during the relationship and build on this knowledge in future relationships.

Many ex-couples go on to have close, fulfilling friendships. This can be a wonderful thing when it works out, but it doesn't always work out. And it doesn't usually happen right away. If your ex wants to "be friends," but your heart is broken, tell him or her that you're just not ready. If you'd like to be friends with an ex who is still reeling from a breakup, realize that it might not be possible immediately. Let your ex know that you're there and that you want to be friends, then back off for a few weeks to let him or her deal with the breakup before you launch into being friends. Realize also that in some cases, ex-couples may never be able to be friends after a breakup.

Many people find that it is helpful to seek professional help from a counselor or therapist after a breakup. Your employee resource program or employee assistance program may have helpful information and resources. ☐



## Helping Your Child Learn Good Telephone Manners

By Ceridian Corp May 7, 2004 (abridged)

Teaching your child good telephone manners has benefits for both of you. Your child will gain social confidence from knowing how to handle many kinds of calls, and you'll have the assurance that he'll be polite to callers and write down their messages.

Talking to your child about the importance of telephone manners. Many children don't realize that telephone manners are as important as table manners in making a good impression. Tell your child that speaking clearly and politely on the phone can help her reach many goals, such as finding help in an emergency or getting a job. She'll take many of her cues about telephone manners from you, so you'll also want to set a good example. Speak to callers in the tone of voice you'd like her to use, and avoid saying things you don't want her to imitate.

Spell out your expectations for both making and receiving calls. Make sure your child knows what you expect both when he makes calls and when he answers them. If he's just starting to use the phone, you'll need to cover basics such as how long he should let a phone ring and what to do if he gets an answering machine. Teach him to say "May I speak to Sam?" instead of "Is Sam there?" when somebody answers. You'll also want to explain how you'd like him to answer your home phone. If he has a cell phone, spell out any differences in how you expect him to answer your home phone and his cell phone. In either case, tell him to say "goodbye" before he hangs up. (You may want to explain that if he doesn't, people may think he's hung up on them, which will hurt their feelings.) If your child is shy about using the phone, you might rehearse calls with him, with each of you taking turns playing the parts of the caller and the person on the other end. You might also explain that it's polite to avoid calling at times when people might be sleeping (such before 9 a.m. or after 9:30 p.m.). And make sure that your child knows your household safety rules for the phone -- for example, that he should never say he's home alone or give personal information to callers.

### Taking messages

Few things are more frustrating to parents than not getting an urgent message because a child didn't deliver it. You may be able to ease the problem by keeping a pad and pencil near the phone. Consider setting up a phone log on a home computer and asking your child to enter messages in it.

If your child still has trouble remembering your telephone rules, consider setting up a reward system that encourages him/her to master them. An appropriate reward system might provide the motivation that your child needs to master this skill. ☐

## Selling a Used Car

By Ceridian Corp May 7, 2004 (abridged)

Selling a car takes more than just placing an ad in the paper. To get the best price for your car and make sure that you fulfill all of your obligations as a seller, it's important to do some research and be prepared. There are a few things you should do before you even put an ad together. You will want to

Make sure the car is as clean as possible. This seems like a small thing, but a clean car is much more valuable than dirty one. Shampoo the carpets, vacuum, dust, and deodorize the interior and wash and wax the exterior. Take a look under the hood. This is one of the first things potential buyers will do, so you want it to look good. Wipe up any oil or other stains or spills. Consider using a de-greaser solution, available at any auto shop, to really make the engine compartment sparkle.

Make any necessary repairs. You always want to weigh the cost of repairs against the selling price, which means that major repairs probably aren't worth it. But smaller fixes, such as replacing a cracked windshield or broken rear-view mirror and replacing burned out headlight bulbs are definitely worth your time and money.

Get your paperwork in order. Prepare a folder containing a list of all maintenance records, the owner's manual, registration and title. The more organized you appear, the more confident a potential buyer will be that you've taken good care of the car.

There are two ways to figure out how to price your car: check the classifieds to see what similar cars are going for and checking used car guides to see what prices they've established for your make, model, and year.

Once you've figured out how to price your car, it's time to place an ad. Used car ads are usually very brief, so you want to make sure you get all the important information, including make, model, year, and mileage. Also include engine size, color, and anything else you feel is important. Be sure to list a phone number that's convenient for you (do you want people to call your home number at certain times or contact you on a cell phone?) ☐

## GREETINGS

### Questions or Comments

If you have any questions or comments related to anything in this newsletter--Email Tony Raimo at [anthony.raimo@usarec.army.mil](mailto:anthony.raimo@usarec.army.mil)

Don't see something that you would like to see? Let me know!