

Webinar Transcript

Open

[VISUAL]

Fade in from black.

Lower third: "TRICARE Prime® Demo by CareSource Military & Veterans™"

Super: "Atlanta, GA & Tampa, FL"

Introductions

LAUREN

Welcome. Today we're talking about the TRICARE Prime® Demonstration by CareSource Military & Veterans™.

I'm Lauren Hope, a military spouse of nineteen years and a military advocate. Like many of you, I've navigated health care during deployments, PCS moves, and what we call "normal" family life - which in the military, can be anything but normal.

Our goal today is simple: to give you clear answers about your health care options in plain language.

I'm joined by Selene Martin, Associate Vice President of Corporate Affairs at CareSource Military & Veterans, a veteran military spouse, and she comes from a history of military service in her family too. Selene, thank you for being here.

SELENE

Thanks, Lauren. It's good to be here. We know health care is complex and not always understood. Today we'll keep it straightforward, so families in Atlanta and Tampa can learn about their options and know where to go for help.

LAUREN

Exactly. This isn't a sales pitch - it's information to help you make the best choice for your family.

We'll walk through what the TRICARE Prime Demo is, what it might mean for you, and then take questions from community influencers and advocates who gathered input from their followers.

[ON-SCREEN CALL-TO-ACTION FOOTER]

"Questions? Call Beneficiary Services 833-230-2080 | Visit [CareSourceMilitary.com](https://www.caresourcemilitary.com)"

Care You Deserve, A Choice You've Earned

LAUREN

Selene, this line really stands out - '*Care you deserve, a choice you've earned.*'

Why does this matter now for families in Atlanta and Tampa?

SELENE

Military families carry a lot. For beneficiaries in these two markets, the TRICARE Prime Demo means you now have a choice in who manages your TRICARE Prime® coverage.

Your TRICARE benefits don't change. What's new is being able to select who helps manage your care experience.

Choice helps families find support that fits their needs.

LAUREN

That's a big shift. For years, most of us haven't had a say in *who* we work with - we just took what was assigned.

Having a real choice means you can find a team that understands both health care and military life.

SELENE

Exactly. It's about recognizing that every family's needs are different and giving them the space to choose support that fits.

[ON-SCREEN TEXT]

- Benefits stay TRICARE Prime®
- New - Choice of plans
- Markets - Atlanta & Tampa

When Care Feels Like Understanding

LAUREN

In my own experience, we've had PCMs - primary-care managers - who really "get" military life, and some who don't. What does *care and understanding* look like here?

SELENE

Understanding means meeting families where they are, respecting military life, and removing friction from the process.

With the demo, CareSource Military & Veterans brings teams who know this community.

We help you through things like referrals, appointments, mental health, and all the in-betweens that can add stress.

LAUREN

That makes such a difference. Sometimes what families need most isn't another brochure - it's someone who listens and explains things in plain English.

SELENE

Exactly. We want health care to feel like a partnership.

[ON-SCREEN TEXT]

- Plain-language, caring support
- Help with the "in-betweens"
- Mental health & caregiver tools

(All acronyms defined in the glossary of the downloadable resource packet.)

Who We Serve

LAUREN

Let's talk about who this actually applies to, because that's one of the biggest questions families ask: "Does this include us?"

SELENE

The TRICARE Prime® Demo option is open to:

Active duty family members

National Guard or Reserve family members, if their sponsor is activated

Retirees, retiree family members, and survivors who aren't eligible for Medicare

Beneficiaries enrolled in the Transitional Compensation Program

Gold star family members

LAUREN

That's a wide group. And just to confirm - if someone isn't in Atlanta or Tampa, or doesn't meet the demo criteria, will anything change with their current TRICARE coverage?

SELENE

That's correct. If you are not in Atlanta or Tampa, or do not meet the eligibility criteria for the demonstration, your current TRICARE coverage won't change. The only difference for eligible families in these two locations is that they now have the option to choose who manages their care.

LAUREN

So, if you're in Atlanta or Tampa and you qualify, you now get a say in who you work with. If not, you keep what you have.

SELENE

Exactly. And if you're unsure, call 833-230-2080 or visit CareSourceMilitary.com and use the "Check Eligibility" tool.

[ON-SCREEN TEXT]

"Check Eligibility → CareSourceMilitary.com | Call 833-230-2080"

The TRICARE Prime® Demo

[VISUAL]

Diagram: "TRICARE Prime® Benefits = Same Plan = Your Choice."

LAUREN

Okay, let's unpack this title - "TRICARE Prime® Demo." What does it actually mean?

SELENE

It's simple. Your TRICARE Prime® benefits stay the same. What's new is that, if you live in Atlanta or Tampa, you can choose which participating plan delivers those benefits.

LAUREN

So same coverage, same benefits - just the option to pick who supports your care.

SELENE

Exactly. Think of it like a favorite recipe: the ingredients stay the same, but now you can choose which trusted chef prepares it.

LAUREN

(laughs) That's a perfect analogy. We just want it to run smoothly - no surprises.

SELENE

And that's our goal: to make the process clear and supportive from start to finish.

[ON-SCREEN CTA FOOTER]

"Questions? Call 833-230-2080 | Visit CareSourceMilitary.com"

What Makes Us Different

LAUREN

Selene, I know you're humble, but what sets CareSource apart for families in this demo?

SELENE

We've served families with complex needs for more than 35 years. We focus on people first.

That means no network referrals to slow you down, 24/7 nurse support, integrated mental health, and customer service by people who understand military life.

LAUREN

And because you're nonprofit, that means your resources go back into care, not shareholders.

SELENE

Exactly. We reinvest to improve quality and expand community programs that strengthen families.

LAUREN

That's something families will feel - fewer hoops, more help.

[ON-SCREEN TEXT]

- No network referrals
- 24/7 Nurse Support
- Integrated Mental Health
- Mission-Driven Partner

Health Care That Stands With You

LAUREN

This isn't just about coverage; it's about care that actually stands with you. What does that look like?

SELENE

It looks like wraparound support. Along with TRICARE Prime® benefits, we connect families to mental health resources, caregiver tools, and peer navigation. When you call, you're not just asking about claims - you're connecting to someone who can help you manage life events that impact your health.

LAUREN

I can relate. When my husband deployed, the hardest parts weren't medical - it was everything else piling up.

SELENE

Exactly. We're there for those "in-between" moments too - finding specialists, answering follow-ups, or connecting you to community support.

[ON-SCREEN TEXT]

- Wraparound Support
- Mental Health Resources
- Caregiver & Peer Navigation

Grounded in the Places You Call Home

SELENE

We're investing locally - not just showing up. In both Atlanta and Tampa, we partner with veteran mental health nonprofits, spouse-employment programs, and peer-support groups.

LAUREN

So you're not replacing what's there - you're adding strength to what's already working.

SELENE

Exactly. Trust is earned by listening and showing up consistently.

LAUREN

Families remember who stands beside them when things get tough.

SELENE

That's what it means to be grounded in the communities we serve.

[ON-SCREEN TEXT]

- Local partnerships
- Veteran & Spouse Programs
- Peer Support Networks

A Mission-Driven Partner

LAUREN

Selene, you've lived this life as a military spouse and now lead in this space. Why does this mission matter to you?

SELENE

CareSource has decades of experience serving families with complex needs, including nearly ten years in Georgia. But for me, it's personal.

I've seen how hard it can be to find care that feels human. At CareSource Military & Veterans, we're changing that - one family, one phone call at a time.

LAUREN

You can feel the heart behind it. Families need leaders who both understand and act.

SELENE

It's a privilege to serve those who serve.

Frequently Asked Questions Segment

LAUREN

If I already have a doctor I love, do I have to switch because of this demo?"

SELENE

You can keep your doctor if they accept TRICARE Prime® through CSMV. Call Beneficiary Services if you need help confirming.

LAUREN

Does this change my TRICARE benefits?

SELENE

No. Your benefits stay the same. What changes is who supports your care in Atlanta and Tampa.

LAUREN

Same benefits, more choice - simple and clear.

We also heard this one a lot - "What happens if I PCS?"

SELENE

A PCS is a qualifying life event. If you move outside Atlanta or Tampa, you'll pick from the TRICARE health plan options available in your new area.

LAUREN So your coverage moves with you.

What about my prescriptions?

SELENE Your pharmacy benefits stay the same.

LAUREN Another big question - "How do I decide between health plans?"

SELENE Think about what matters most to you: referral rules, mental-health access, local partnerships, or tools like nurse lines and Navigators. Compare those features to find your best fit.

LAUREN When can I choose?

SELENE

During TRICARE Open Season - November 10 through December 9, 2025 - or after a qualifying life event.

LAUREN

Mark those dates; they sneak up fast every year.

Closing

LAUREN

Selene, thank you for walking us through the TRICARE Prime® Demo.
And to everyone watching - you don't have to figure this out alone.

If you have questions, call Beneficiary Services at **833-230-2080** or visit **CareSourceMilitary.com**.
You can also connect with us at events across Atlanta and Tampa.

SELENE

And remember – **TRICARE Open Season runs November 10 through December 9, 2025**.
That's your opportunity to review your options and make the choice that fits your family best.

LAUREN

On behalf of the entire CareSource Military & Veterans team - thank you for spending time with us today, and for everything you do for our country and communities.

SELENE

It's an honor to serve those who serve.

[ON-SCREEN CTA FOOTER]

"Questions? Call 833-230-2080 | Visit CareSourceMilitary.com | Open Season Nov 10 - Dec 9 2025"

[ON-SCREEN DISCLAIMER]

"The Defense Health Agency does not endorse any single contractor."