



TRICARE[®]

Your Military Health Plan

TRICARE Overseas Program

Updated May 2015



*TRICARE is a registered trademark of the Department of Defense,
Defense Health Agency. All rights reserved.*

Today's Agenda

- What Is TRICARE?
- TRICARE Overseas Program Coverage
- Benefit Information
- Other Important Information
- For Information and Assistance
 - **TRICARE options:** www.tricare.mil
 - **E-mail updates:** www.tricare.mil/subscriptions
 - **Benefit correspondence:** <http://milconnect.dmdc.mil>



What Is TRICARE?

TRICARE Overseas Program

TOP is managed through three geographic areas.



Latin America and Canada

Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands

Eurasia-Africa

Africa, Europe, and the Middle East

Pacific

Asia, Australia, Guam, India, Japan, New Zealand, South Korea, and Western Pacific remote countries



What Is TRICARE? **TOP Support**

- TOP Regional Call Centers:
 - Help with enrollment, referrals, and prior authorizations
 - Coordinate ADSM care, including emergency, urgent, and dental, while on temporary duty or permanent change of station orders
 - Available 24 hours a day, 7 days a week
- Medical Assistance:
 - Coordinates emergency care and locates emergency care facilities
- Global TRICARE Service Center:
 - Helps you understand your benefit
 - Provides customer service and assistance with enrollment, disenrollment, transfers, and general inquiries
 - Available 24 hours a day, 7 days a week



Types of Care

- **Emergency care:** Care for an illness or injury that threatens life, limb, sight, or safety
- **Urgent care:** Care for an illness or injury that is not an emergency but requires medical attention within 24 hours
- **Routine care:** General office visits
- **Specialty care:** Care that a primary care manager (PCM) is unable to provide



TRICARE Overseas Program Coverage
Overseas Program Options

- **ADSMs:**
 - TOP Prime
 - TOP Prime Remote
- **ADFMs and transitional survivors:**
 - TOP Prime
 - TOP Prime Remote
 - TOP Standard
 - TRICARE Young Adult (TYA)
 - TRICARE For Life (TFL) (*if entitled to premium-free Medicare Part A and have Medicare Part B*)



TRICARE Overseas Program Coverage

TOP Prime

TOP Prime is available to ADSMs (*including National Guard and Reserve members called or ordered to active service for more than 30 consecutive days*) and their eligible family members who live with them near a military hospital or clinic.

- **Enrollment:** Submit a *TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager (PCM) Change Form* (DD Form 2876) to your TOP Regional Call Center or TRICARE Service Center (TSC), or call the Global TRICARE Service Center.
- **Costs:** No enrollment fees, but family members will pay cost-shares for prescriptions filled at host nation pharmacies.
- **Getting care:** Receive care from an assigned PCM at a military hospital or clinic in most cases. Referrals and/or prior authorizations are required for specialty care.



TRICARE Overseas Program Coverage

POS Option for Family Members

- The POS option gives you the freedom, at an additional cost, to receive nonemergency health care services from any TRICARE-authorized provider without a PCM referral.
- The POS deductible is **\$300** per individual and **\$600** per family, per fiscal year (*October 1–September 30*).
- The POS cost-share for outpatient and inpatient care is 50 percent of the TRICARE-allowable charge after the POS deductible is met.
- Overseas, there may be no limit to the amount that nonparticipating non-network providers may bill, and you are responsible for paying any amount that exceeds the TRICARE-allowable charge in addition to your deductible and cost-shares. For more information, visit **www.tricare-overseas.com**.



Other Important Information

TRICARE and Other Health Insurance

- If you have other health insurance (OHI) (*includes national health insurance and traveler's and host nation insurance programs*):
 - Fill out a *TRICARE Other Health Insurance Questionnaire*: **www.tricare.mil/forms**.
 - Follow the referral and authorization rules for your OHI.
 - Tell your provider about your OHI and TRICARE.
- After your OHI pays, TRICARE will pay the lesser of:
 - The billed amount, minus the payment from your OHI
 - The amount TRICARE would have paid without OHI
 - The OHI copayment or deductible
- For services covered by Medicare, OHI, and TFL, Medicare pays first, your OHI pays second, and TRICARE pays last.



TOP Claims Processing

- Network providers file claims for beneficiaries.
- When visiting non-network host nation providers, beneficiaries may have to pay up front and file claims for reimbursement.
- In the United States and U.S. territories, claims must be filed within one year of the date of service or inpatient discharge.
- Outside the United States and U.S. territories, claims must be filed within three years.
 - Download the *TRICARE DoD/CHAMPUS Medical Claim Patient's Request for Medical Payment* form (DD Form 2642) and instructions from **www.tricare.mil/forms**.
 - Obtain forms and instructions at TSCs and military hospitals and clinics.



Other Important Information

TOP Claims Processing (continued)

| Active Duty Service Member Health Care Claims | | |
|--|--|--|
| TRICARE Eurasia-Africa | TRICARE Latin America and Canada | TRICARE Pacific |
| TRICARE Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968 USA | | |
| Non-Active Duty Service Member Health Care Claims | | |
| TRICARE Eurasia-Africa | TRICARE Latin America and Canada | TRICARE Pacific |
| TRICARE Overseas Program P.O. Box 8976 Madison, WI 53708-8976 USA | TRICARE Overseas Program P.O. Box 7985 Madison, WI 53707-7985 USA | TRICARE Overseas Program P.O. Box 7985 Madison, WI 53707-7985 USA |



Other Important Information

TOP Online Resources

- E-mail updates: **www.tricare.mil/subscriptions**
- Publications: **www.tricare.mil/smart**
- Download a TOP country-specific wallet card:
www.tricare-overseas.com/contactus
- Frequently asked questions: **www.tricare.mil/faqs**
- Provider search: **www.tricare-overseas.com/providersearch**
- milConnect: **<http://milconnect.dmdc.mil>**



For Information and Assistance

TRICARE Overseas Program (TOP) Regional Call Center— Eurasia-Africa

+44-20-8762-8384 (*overseas*)
1-877-678-1207 (*stateside*)
tricarelon@internationalsos.com

Medical Assistance
+44-20-8762-8133

TOP Regional Call Center— Latin America and Canada

+1-215-942-8393 (*overseas*)
1-877-451-8659 (*stateside*)
tricarephl@internationalsos.com

Medical Assistance
+1-215-942-8320

TOP Regional Call Center—Pacific

Singapore: +65-6339-2676 (*overseas*)
1-877-678-1208 (*stateside*)
sin.tricare@internationalsos.com
Sydney: +61-2-9273-2710 (*overseas*)
1-877-678-1209 (*stateside*)
sydtricare@internationalsos.com

Medical Assistance
Singapore: +65-6338-9277
Sydney: +61-2-9273-2760

General Information
www.tricare.mil

Connect with TRICARE Online
www.tricare.mil/media



TRICARE Overseas Program: www.tricare-overseas.com

