



TRICARE OVERSEAS PROGRAM

Presented by the Office of Commissioned Corps Personnel



TRICARE Overseas Program (TOP)



The TRICARE Overseas Program
consists of three (3) programs:

-  TRICARE Pacific
-  TRICARE Europe
-  TRICARE Latin America
& Canada (TLAC)



TRICARE Overseas



1 Partnership

▶ International SOS (ISOS)

TRICARE has partnered with International SOS to establish the TRICARE Global Remote Overseas Healthcare Program (TGRO) - a network of healthcare providers in select remote locations of Europe, the Pacific, Canada and Latin America.



TRICARE Europe Prime



TRICARE Europe Prime:

All eligible active duty members are automatically enrolled. Active duty service members will mainly seek health care through military treatment facilities (MTF) or through an established Preferred Provider Network (PPN).



TRICARE Europe Prime



Preferred Provider Networks (PPN):

Prime enrollees will have access to both MTFs and networks of local civilian providers established by the commanders of military treatment facilities.



TRICARE Europe Prime



PPNs offer medical professionals who provide specialty care when recommended by the PCM. They will also file TRICARE claims for Prime patients.

Note: In most cases, these providers speak English, when they don't, bilingual patient liaisons are available to serve as interpreters.



TRICARE Europe Prime



To learn more about TRICARE Europe Prime please visit the TRICARE Europe web site at:

<http://www.europe.tricare.osd.mil>



TRICARE Europe Remote



If you are a TRICARE Europe Prime beneficiary and are permanently assigned in remote locations of Europe, Africa, and the Middle East, you will use one of two types of Prime programs depending on your location.



TRICARE Europe Remote



TRICARE Global Remote Overseas (TGRO)

Most active duty members and their families permanently assigned in remote locations of Europe, Africa, and the Middle East are covered by TRICARE Global Remote Overseas (TGRO) as administered by International SOS.



TRICARE Europe Remote



TGRO:

Active duty service members must enroll in the TGRO program where it is available. Family members may choose between TGRO and TRICARE Standard coverage.



TRICARE Europe



KEY POINT

Everyone enrolled in TGRO must use an International SOS provider for all routine care obtained outside of the Embassy Health Unit and for all specialty care.



TRICARE Europe Remote



TGRO: Routine & Specialty Care
Appointments:

Beginning on Jan. 1, 2005, you must coordinate all of your routine and specialty care with International SOS. Just as TRICARE Prime beneficiaries in CONUS must first coordinate their care with their Primary Care Manager, you must first coordinate your care with International SOS.



TRICARE Europe Remote



If you fail to coordinate routine care with International SOS after Jan. 1, you will have to pay a substantial percentage of the bill:

- Active Duty claims may be denied.
- Active Duty family member claims will be processed at the Point-of-Service rate. Members will have to pay a deductible as well as cost-shares (\$300 single/\$600 family deductibles and 50% percent of the claim).



TRICARE Europe Remote



Non-TGRO:

For active duty service members and their dependents who are stationed in an area where TGRO is not available.

[International SOS does not administer this program]



TRICARE Europe Remote



Non-TGRO:

If local host nation medical care is available (either inpatient or outpatient), you are encouraged to use these services. Wisconsin Physicians Service (WPS), TRICARE Europe's claim processor, will reimburse 100 percent of the cost of covered civilian care.



TRICARE Europe Remote



Non-TGRO:

You may contact the nearest U.S. Embassy, Consulate, or military installation to see if they maintain a list of local host-nation providers with a history of high quality service to American patients.



TRICARE Europe Remote



Non-TGRO:

Living in a remote area does not mean that you cannot access military treatment facilities. Military personnel and their families are authorized to request medical and dental appointments in a MTF outside the immediate area of their assignment. Contact the TRICARE Service Center nearest you or the Centralized TSC for information and assistance with specialty appointments.



TRICARE Europe Remote



Non-TGRO:

If you live in a remote location where TGRO is not available, your local TRICARE POC (available at most remote sites) can help you file medical claims, and can receive payment checks for hand-delivery to you or your provider.



TRICARE Europe Remote



Non-TGRO:

If you do not know the name of your local POC or don't have one, contact TRICARE Europe at DSN 496-6347, commercial 49-6302-67-6347, or at tricareremotesites@europe.tricare.osd.mil



TRICARE Europe



If you are stationed at or near a U.S. Embassy, you may continue to see an Embassy Health Unit Provider for part or all of your primary routine health care. You don't need to call ISOS in this case, but you must still coordinate all specialty care thru ISOS — even if the referral comes from your Embassy Health Unit provider.



TRICARE Europe Remote

To learn more about TGRO -vs- Non-TGRO and TRICARE Europe Remote in general please visit the TRICARE Europe website at:

www.europe.tricare.osd.mil/benefit/remote



TRICARE Pacific

TRICARE Pacific Lead Agency (TPLA) has partnered with International SOS (ISOS) to establish a network of quality healthcare providers in select remote locations.



TRICARE Pacific



International SOS will assist you with:

- Scheduling medical appointments
- Locating network primary
- Identifying specialty care providers
- Medically monitoring your care



TRICARE Pacific



You are free to use any of the primary care providers (PCP) in the International SOS network and do not have to designate a specific provider. Your primary care provider is the key to your health care benefits. S/he has met the International SOS standards for participating in the network.



TRICARE Pacific



Your primary care provider coordinates routine medical care such as physical exams, blood tests and cardiograms. Call for an appointment whenever medical care is necessary. There are no up-front out-of-pocket costs when you see a network PCP.

[Please contact the International SOS Call Center to coordinate payment before seeing any physician for the first time and before each visit to a specialist or ancillary service, such as a laboratory]



TRICARE Pacific



If you are stationed in a region /country where needed medical care is unavailable, contact the International SOS Call Center 24/7.



TRICARE Pacific



ISOS will:

- Provide you with medical advice, guidance when self-treating minor illnesses.
- Provide assistance in an emergency
- Help ensure you receive the most appropriate care.
- If necessary, move you or your family to another area to seek care. The ISOS Call Center will coordinate this process with TPLA and the local military activity.



TRICARE Pacific



To learn more about TRICARE Pacific please visit the TRICARE Pacific web site at:

<http://www.internationalsos.com/private/tricare/pacific>



ISOS Call Center Numbers



United Kingdom, London [EUROPE]

International SOS Assistance (UK) Ltd

Sixth Floor, Landmark House

Hammersmith Bridge Road

London, England W6 9DP

Admin Tel +44 (0)20 8762 8000

Admin Fax +44 (0)20 8762 8070

Alarm Tel +44 (0)20 8762 8008 (collect)

Alarm Fax +44 (0)20 8748 7744

TRICARE Emergency +44 (0)20 8762 8133 (collect)



ISOS Call Center Numbers



Singapore [PACIFIC]

International SOS Pte Ltd

331 North Bridge Road

#17-00 Odeon Towers

Singapore 188720

Admin Tel (65) 6338 2311

Admin Fax (65) 6338 7611

Alarm Tel (65) 6338 7800 (collect)

Alarm Fax (65) 6338 7611

TRICARE Emergency (65) 6338 9277 (collect)



ISOS Call Center Numbers



Sydney [PACIFIC]

International SOS (Australasia) Pty Ltd

Level 5, Challis House

4 Martin Place

Sydney, NSW, Australia 2000

Admin Phone (61) (2) 9372 2400

Admin Fax (61) (2) 9372 2408

Alarm Phone (61) (2) 9372 2468 (collect)

Alarm Fax (61) (2) 9372 2455

TRICARE Emergency (61) (2) 9273 2760 (collect)