



## TGRO HOLIDAY TRAVEL SURVIVAL GUIDE

### TRAVELING IN THE UNITED STATES

When traveling to the U.S. care should be sought from a military Medical Treatment Facility (MTF) first. If no MTF is available, you should seek care from a network provider. If care is received from a non-network provider, you may have to pay for care out of pocket and file for reimbursement through WPS.

For assistance in locating a network provider, the TRICARE Regional Service Centers can be reached at:

North Region: 877-874-2273, South Region: 800-444-5445, West Region: 888-874-9378 or visit [www.tricare.mil](http://www.tricare.mil).

**Urgent and Emergent care** - Authorization is not required for Active Duty and TGRO Prime Active Duty family members. Make sure to give the facility the appropriate address to bill Wisconsin Physician Services (WPS) for overseas either Active Duty or Family Members.

Active Duty: WPS – Active Duty Overseas  
P.O. Box 7968  
Madison, WI 53707 – 7968

Family Members: WPS – Foreign Claims  
P.O. Box 7985  
Madison, WI 53707-7985

#### **Routine Care**

- Active Duty Service Members. Authorization is required for all routine care. Contact your Overseas Region Office (888-777-8343, select Option #4) to request authorization.
- Family Members. No authorization is required for routine care in the states. However, it is strongly recommended that you either call one of the Regional Offices listed above or go on line to identify a network provider and to understand payment requirements if you do not use a network provider.

### TRAVELING ABROAD (OCONUS)

When traveling abroad your TRICARE benefit is available in any region in the world covered by the ISOS contract including Europe and Latin America. However, when traveling abroad in MTF countries, please utilize a MTF when available and feasible. The ISOS Alarm Center number for Asia is +65-6338-9277, Europe is +44-20-8762-8133 and for Latin America, 1-215-701-2800.

Please note. In Japan, Tokyo, Osaka and Sapporo are considered TGRO Remote areas and you should call ISOS for assistance. All other areas in Japan are in the respective MTF catchment areas and not covered under the TGRO/ISOS agreement.

**Urgent and Emergent care** Active Duty Service Members and TGRO Prime Family Members are covered. If possible, call the appropriate ISOS Alarm Center above. By contacting ISOS before receiving care, or as soon as possible for emergent care, you can find a qualified health care provider, avoid paying up front for care, and avoid filing claims.

#### **Routine care**

- Active Duty must obtain authorization from ISOS. You may still have to pay the Host Nation provider upfront and file for reimbursement through WPS. Failure to obtain prior authorization may result in denial of your claim.
- Family Members must obtain authorization from ISOS, if no authorization you may be charged a Point of Service charge (\$300 and 50% of the total bill for each visit) when claim is filed with WPS.

From the entire Clinical Operations Team at TAO-P, have a safe and happy holiday season.