

## Military Families Returning from Japan– Frequently Asked Questions

Question	Answer
<p>Do I need to transfer my enrollment to a stateside region if I left Japan?</p>	<p>No, you don't have to transfer your enrollment from TRICARE Overseas Program (TOP)-Prime or TOP-Prime Remote. You can continue to seek care at your new location under the Prime option; no PCM referral is needed for TRICARE-covered specialty care. If you have questions or need assistance:</p> <p>(a) Stateside—call the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.                      (b) Overseas—call your <a href="#">TOP Regional Call Center</a> (<a href="#">check country specific numbers as well</a>).</p> <p>If you choose to remain in the new location beyond 30 June or were already in the process of moving to a new location/assignment, you start the enrollment transfer process, based on your new location and family situation. Contact your gaining contractor and fill out a <a href="#">new enrollment form</a>. You must <a href="#">update your personal information</a>/address in DEERS to support your enrollment transfer. The DEERS support office can also be reached at 1-800-538-9552.</p>
<p>Do I, as an active duty family member, have to enroll in a different TRICARE program if my relocation is temporary? What if I don't want to go back to Japan?</p>	<p>If your relocation is temporary, you don't have to transfer your enrollment or <a href="#">update your personal information</a> in the DEERS. The DEERS support office can also be reached at 1-800-538-9552.</p> <p>If you choose to remain in your new location beyond 30 June, 2011 or if you were already in the process of moving to a new location, you should update your personal information in DEERS and transfer your enrollment by submitting a new <a href="#">Prime/Prime Remote enrollment form</a>.</p>
<p>I'm pregnant. How do I get obstetrical (OB) care?</p>	<p>If you are near a MTF – a military clinic or hospital-<a href="#">contact the MTF</a> to find out if they can provide your OB care.</p> <p>If you are a TOP-Prime or TOP-Prime Remote enrollee and not near an MTF or the MTF cannot see you:</p> <p>(a) Stateside—call the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.                      (b) Overseas—call your <a href="#">TOP Regional Call Center</a>.</p>

	<p>If you were TOP-Standard, you can still use the Standard benefit. You must use a TRICARE-authorized network or non-network provider (if possible, see a network provider as they have a better understanding of the TRICARE benefit and will file claims on your behalf). Visit <a href="http://www.tricare.mil">www.tricare.mil</a> or contact the appropriate <a href="#">regional contractor</a> for assistance. If you remained overseas, the means for accessing health care doesn't change.</p>
<p>I'm about due to deliver my baby. What do I do?</p>	<p>Remember, if you have a medical emergency seek care at the nearest emergency room.</p> <p>If you are near a military clinic or hospital, <a href="#">contact the MTF</a> to see if OB care is available.</p> <p>If you are a TOP-Prime or TOP-Prime Remote enrollee and not near an MTF or the MTF cannot see you:</p> <p>(a) Stateside—call the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.</p> <p>(b) Overseas—call your <a href="#">TOP Regional Call Center</a>.</p> <p>If you were TOP Standard, you can still use the Standard benefit. You must use a TRICARE-authorized network or non-network provider (if possible, see a network provider as they have a better understanding of the TRICARE benefit and will file claims on your behalf). Visit <a href="http://www.tricare.mil">www.tricare.mil</a> or contact the appropriate <a href="#">regional contractor</a> or visit their website for assistance.</p> <p>If you remain overseas, continue to access care from host nation providers and file claims with the <a href="#">overseas claims processor</a>.</p>
<p>What do I do about getting medical care when I get home to the states?</p>	<p>Remember, if you have a medical emergency seek care at the nearest emergency room.</p> <p>If you need routine, urgent or specialty care:</p> <ul style="list-style-type: none"> <li>- If you are near an MTF, contact the MTF to find out if they can see you. [<a href="#">MTF locator</a>]</li> <li>- If you are a TOP-Prime or TOP-Prime Remote enrollee and not near an MTF:</li> </ul> <p>(a) Stateside—call the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.</p> <p>(b) Overseas—call your <a href="#">TOP Regional Call Center</a>.</p>

	<p>If you are a TOP-Standard who is now stateside, seek care from a local TRICARE-authorized network or non-network provider (if available in your local area, network providers have an understanding of TRICARE benefits and will file claims on your behalf). Visit <a href="http://www.tricare.mil">www.tricare.mil</a> or contact your <a href="#">regional contractor</a> or visit their website for assistance.</p>
<p>I'm in the middle of ongoing therapy/care. How can I get continuing care here?</p>	<p>Ongoing specialty care is available once you arrive either stateside or to another overseas location.</p> <p>If you need routine, urgent or specialty care:</p> <ul style="list-style-type: none"> <li>- If you are near an MTF, contact the MTF to find out if they can see you. [<a href="#">MTF locator</a>]</li> <li>- If you are a TOP-Prime or TOP-Prime Remote enrollee and not near an MTF: <ul style="list-style-type: none"> <li>(a) Stateside—call the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.</li> <li>(b) Overseas—call your <a href="#">TOP Regional Call Center</a>.</li> </ul> </li> </ul> <p>If you are a TOP-Standard who is now stateside, seek care from a local TRICARE-authorized network or non-network provider (if available in your local area, network providers have an understanding of TRICARE benefits and will file claims on your behalf). Visit <a href="http://www.tricare.mil">www.tricare.mil</a> or contact your <a href="#">regional contractor</a> or visit their website for assistance.</p>
<p>How do I get my prescriptions filled at my new location?</p>	<p>If you are near a military clinic or hospital and want to get your prescriptions filled, contact or visit the MTF.</p> <p>If you are not near a military clinic or hospital and need to get your prescriptions filled stateside, contact <a href="#">TRICARE Pharmacy Operations</a> at 1-800-275-4732. Home delivery might also be an option you may want to use, depending on how long you plan on staying in one location. If you are stateside, contact <a href="#">Express Scripts</a> at 1-877-363-1303</p> <p>If you stay overseas, you may need to see a provider and get a new prescription filled at a host nation pharmacy; file your prescription claim with the overseas claims processor for reimbursement. If you remained overseas, you must have an</p>

	<p>APO/FPO address to receive your medications by mail. Contact DoD <a href="#">Pharmacy Operations Center</a> at 1-866-275-4732 to check.</p>
<p>I want to bring my family pet with me, what do I need to do to get it released to travel with me?</p>	<p>A veterinarian should be on site to inspect and release animals to travel. <a href="#">US Customs</a> will also be on site and will assist with releases.</p>
<p>I think I was exposed to radiation while in Japan, what should I do next or who do I need to see?</p>	<p>Symptoms of radiation exposure range from redness of the skin for minimal amounts of exposure to nausea, vomiting and diarrhea for larger levels of exposure.</p> <p>If you begin to exhibit the warning signs/symptoms of radiation exposure, follow the same guidelines for urgent routine or specialty care.</p> <p>If you are near a military clinic or hospital, <a href="#">contact the MTF</a> to see if care is available.</p> <p>If you are a TOP-Prime or TOP-Prime Remote enrollee relocating stateside and not near an MTF, call the <a href="#">TOP Regional Call Center</a> at 1-877-451-8659 for information on receiving care. If you are relocating overseas and not near an MTF, call your <a href="#">TOP Regional Call Center</a>.</p> <p>If you are a TOP standard enrollee and not near an MTF, go to either a network or non-network provider. You are encouraged to see a network provider as there are no upfront costs.</p>
<p>They told me I couldn't be seen at the MTF, where do I go for care?</p>	<p>If you are a TOP-Prime or TOP-Prime Remote enrollee relocating stateside and cannot access an MTF, call the <a href="#">TOP Regional Call Center</a> at 1-877-451-8659 for information on receiving care. If you are relocating overseas and cannot access an MTF, call your <a href="#">TOP Regional Call Center</a>.</p> <p>If you are a TOP-Standard enrollee and cannot access an MTF, go to either a network or non-network provider. You are encouraged to see a network provider as there are no upfront costs.</p>
<p>I am moving to a location more than 75 miles from the nearest MTF. Where do I get care if needed?</p>	<p>If you are a TOP-Prime or TOP-Prime Remote enrollee relocating stateside, call the <a href="#">TOP Regional Call Center</a> at 1-877-451-8659 for information on receiving care. If you are relocating overseas, call your <a href="#">TOP Regional Call Center</a>.</p>

	<p>If you are a TOP standard enrollee, go to either a network or non-network provider. You are encouraged to see a network provider as there are no upfront costs.</p>
<p>I am enrolled in the TRICARE Extended Care Health Option (ECHO) program. How does this impact me?</p>	<p>Active Duty Family Members (ADFM) enrolled in the TRICARE Extended Care Health Option (ECHO) will continue to receive care under this program. If your new location is near an MTF, you may contact the MTF to obtain care. For other locations, you will have to contact the Health Care Finder team for assistance.</p> <p>If you were in the process of registering for the ECHO program (through TAO-Pacific) before voluntarily departing from Japan, please contact the <a href="#">TOP Regional Call Center</a> in Singapore at +65-6339-2676.</p>
<p>Do I have to reenroll in a different TRICARE program if my relocation is temporary? What if it is permanent?</p>	<p>If relocation is temporary, beneficiaries don't need to <a href="#">update their information</a> in DEERS or transfer their enrollment. The DEERS support office can also be reached at 1-800-538-9552.</p> <p>If beneficiaries choose to permanently remain in the new location, they must <a href="#">update their information</a> in DEERS and transfer their enrollment. The DEERS support office can also be reached at 1-800-538-9552.</p>
<p>How can I get dental care if I relocate?</p>	<p>If you are an Active Duty Service Member, you can continue to receive dental care at the nearest military Dental Treatment Facility or through the Active Duty Dental Program (ADDP). For ADDP information visit the web site: <a href="https://secure.addp-ucci.com/ddpddw/">https://secure.addp-ucci.com/ddpddw/</a> or call 1-866-984-2337</p> <p>If you are enrolled in the <a href="#">TRICARE Dental Program (TDP)</a> and are relocating (stateside or new overseas location), you will still be covered under TDP. Call United Concordia at 1-888-418-0466 to coordinate benefits; stateside cost shares apply. You may have to <a href="#">update your personal information</a> in the DEERS. The DEERS support office can also be reached at 1-800-538-9552.</p> <p>If you are an active duty family member who is not enrolled in the TDP and wants to enroll, call <a href="#">United Concordia</a> at 1-888-418-0466. UCCI has waived</p>

the “20<sup>th</sup> of the month” rule for families who departed from Japan. This means you will have immediate coverage if you call to enroll (this doesn’t apply to online enrollment).

Beneficiaries enrolled under the [TRICARE Retiree Dental program](#) who voluntarily departed should coordinate benefits with [Delta Dental](#) at 1-888-838-8737. You may have to [update your personal information](#) in the DEERS. The DEERS support office can also be reached at 1-800-538-9552.