"Your Passport to Quality Health"

Prime and Remote

Health Care Passport

April 2004

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Health Care Passport

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This benefit booklet is produced and designed by TRICARE Europe. Suggestions or changes may be sent to:

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Your Passport to Quality Health

This is your TRICARE Europe "Passport." This booklet describes the medical benefits you and your family are entitled to receive as TRICARE Europe Prime *or TRICARE Europe* Remote *enrollees and how we deliver these benefits to you.*

We refer to this handbook as a "Passport" because we hope this, like your real passport, will travel with you wherever you go. Inside, you will find essential information you need to access health care services during your overseas tour and while traveling abroad.

If you have a question that isn't answered here, you can get more information from your local TRICARE Service Center (TSC) or at ***www.europe.tricare.osd.mil****. TSC contact information is located on* ***page 42****.*

Again, welcome. We look forward to supporting you during your overseas tour. Here's to your good health!

— TRICARE Europe Lead Agent

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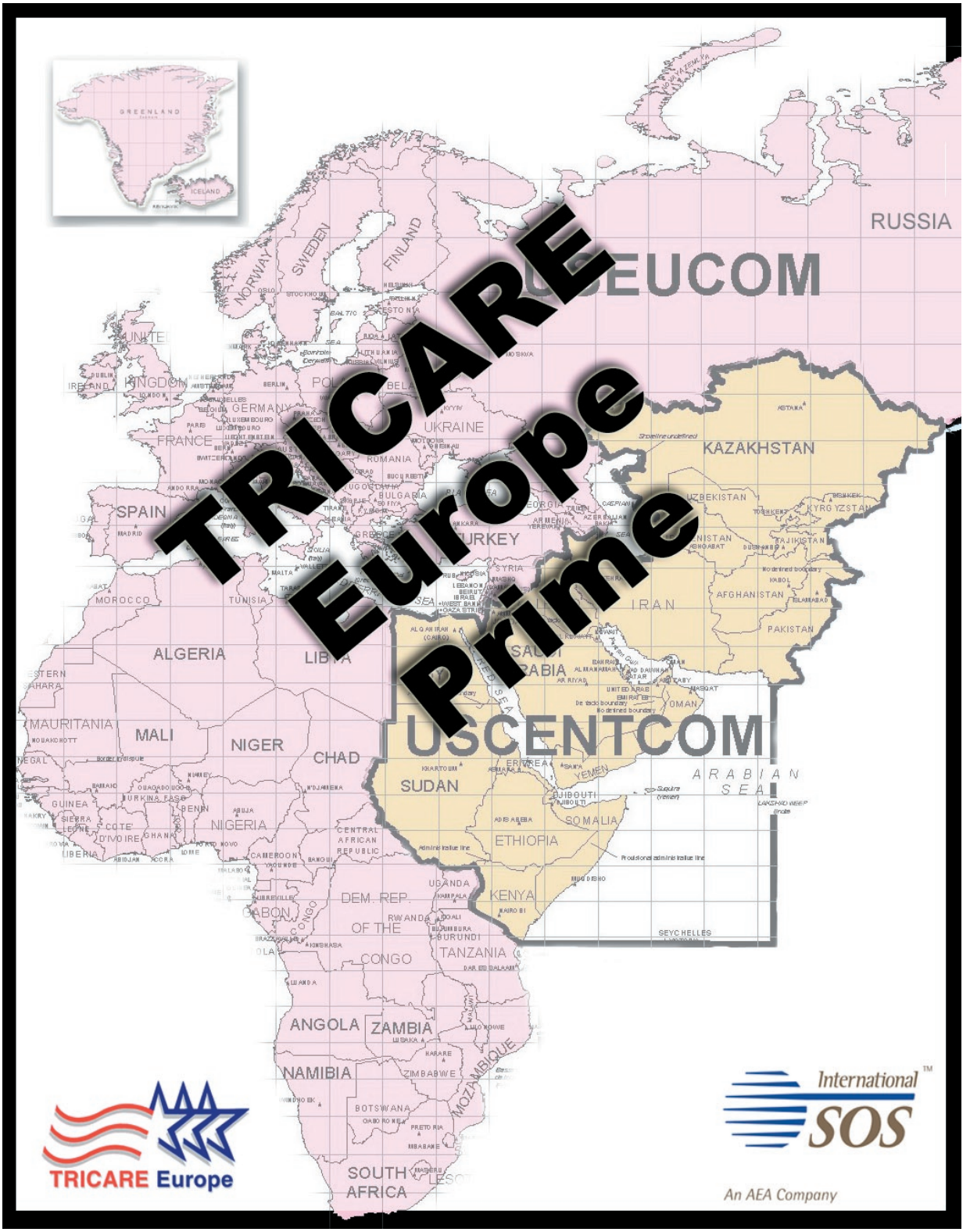
**** Red indicates that information is applicable to both programs***

Important Phone Numbers

Medical Service	Number
Ambulance	
Emergency Services	
Emergency Room	
Medical Appointments	
Specialty Care	
Dental Care	
TSC or Medical POC	

Overseas Civilian Emergency Phone Numbers

- **All countries in Western Europe** 112
- **Turkey**.....055
- **Other Countries in EUCOM & CENTCOM**.....*contact your local U.S. Embassy or Consulate*


TRICARE
Europe
Prime
EUCOM
USCENTCOM
RUSSIA
KAZAKHSTAN
UKRAINE
TURKEY
IRAN
AFGHANISTAN
PAKISTAN
SAUDI ARABIA
OMAN
YEMEN
SUDAN
ETHIOPIA
SOMALIA
KENYA
UGANDA
TANZANIA
DEM. REP. OF THE CONGO
RWANDA
BURUNDI
ANGOLA
ZAMBIA
NAMIBIA
BOTSWANA
ZIMBABWE
SOUTH AFRICA
MOZAMBIQUE
ALGERIA
LIBYA
MOROCCO
TUNISIA
MAURITANIA
MALI
NIGER
CHAD
NIGERIA
CAMEROON
CENTRAL AFRICAN REPUBLIC
GABON
CONGO
GUINEA
SIERRA LEONE
LIBERIA
COTE D'IVOIRE
GHANA
BENIN
BURKINA FASO
SPAIN
FRANCE
GERMANY
UNITED KINGDOM
IRELAND
NORWAY
SWEDEN
FINLAND
ESTONIA
LATVIA
LITHUANIA
POLAND
BELARUS
ROMANIA
BULGARIA
GREECE
ARMENIA
AZERBAIJAN
GEORGIA
UZBEKISTAN
KYRGYZSTAN
TAJIKISTAN
TURKMENISTAN
SYRIA
LEBANON
ISRAEL
JORDAN
EGYPT
ERITREA
DJIBOUTI
SEYCHELLES
ARABIAN SEA
GREENLAND
ICELAND
TRICARE Europe
International SOS
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Your TRICARE Service Center

Your TRICARE Service Center (TSC) is your first stop for all your TRICARE-related needs and questions. Your TSC is an important resource whether you need medical care in a military treatment facility (MTF) or from local host nation providers in your surrounding community. A list of local TSC numbers begins on **page 42**.

What can your TSC do for you?

❍ Provide you with information about TRICARE Europe program options.
❍ Transfer enrollments from your last assignment
❍ Provide you with all the assistance you need with your health benefits and claims.
❍ Help you resolve a difficult problem or complaint.
❍ Provide you with off-base referrals and authorizations for care that's not available at your MTF.
❍ Help with debt collection problems.
❍ Help overcome language barriers you may face with host nation providers.

We tailor each of our TSCs to meet the specific needs of beneficiaries at each of our 52 locations around Europe. Your TSC staff is there for one reason only: to help you!

Medical Care at Home

TRICARE at Home

At most duty stations around Europe, the majority of your family's primary medical care will be provided at your local military treatment facility. However, you may be referred to a host-nation provider who participates in our "Preferred Provider Network"(PPN) program if services are not available at your MTF. TRICARE Europe closely monitors PPN quality of care. No matter where you live in Europe, you can be assured that you are receiving the best available care.

Your TRICARE Service Center is your first stop for questions about referrals to civilian providers and processing civilian medical claims. You must be authorized in advance to seek care from a civilian provider to ensure your bill will be paid by our overseas claims processor. For all authorized civilian care, TRICARE will pay 100% of all billed charges for covered services. Plus, host nation providers in our network will usually file the claim for you!

Medical Care While Traveling

Whether you choose TRICARE Prime or Standard during your time in Europe, your TRICARE benefit is available to you no matter where you go. However, Prime enrollment protects you even further by ensuring you get free priority care at all U.S. military treatment facilities (MTF) worldwide. Prime will also help you manage your medical bills when you're traveling.

If you need help, your TRICARE Europe Wallet Card lists key TRICARE phone numbers. You may also contact the Central TRICARE Europe Service Center from the states at 888-777-8343.

Active Duty Procedures

❍ **Overseas**. If you require emergency care, obtain treatment from the nearest medical facility (military or civilian) and then contact your unit or TSC as soon as possible. Active duty members **must have authorization to use local host-nation physicians for non-emergencies**.

Civilian medical bills will be sent to the overseas claims processor, Wisconsin Physician Services (WPS).

Medical Care While Traveling

❍ **Traveling in the United States**. If you need emergency medical care while in the U.S., get the care from the nearest military or civilian medical facility. Active duty members traveling in the U.S. should not receive non-emergency care without authorization from their unit or parent Service. Active Duty members may also contact their overseas TSC for assistance. Civilian medical bills will be sent to WPS (**See Page 13**).

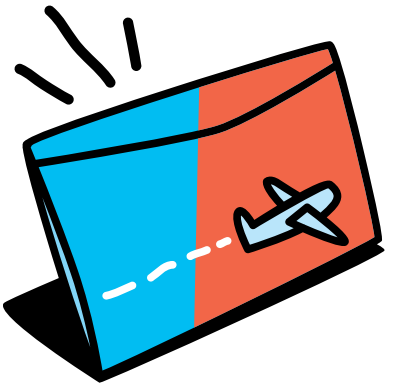
Active Duty Family Member Procedures

❍ **Overseas**. If you require emergency care in your overseas assigned area, obtain treatment from the nearest medical facility (military or civilian) and then contact your TSC as soon as possible. All routine care must be provided by your Primary Care Manager (PCM) unless you are referred to a civilian provider by your PCM or TRICARE Service Center. Civilian medical bills will be sent to WPS (**See Page 13**).

❍ **Traveling in the United States**. If you require emergency medical care while in the United States, get care from the nearest medical facility and submit your bills to WPS. For non-emergency medical care, we recommend you go to a military facility. If an MTF is not available, contact the TRICARE Service Center

Medical Care While Traveling

closest to you for information on network providers nearby (See page 41). Preauthorization is not currently required for care received in the United States (with the exception of mental health care). Civilian medical bills must be sent to WPS (**See Page 13**).



Travel Over 60 Days

If you will be traveling home to the states for a visit that exceeds 60 days, you should contact your servicing TSC to request a transfer of your enrollment to the region in which you will be staying. When you arrive at your destination, you must contact the gaining TSC to ensure your enrollment is transferred. Once you return to Europe, you must contact your TSC again to ensure your Prime enrollment is transferred back.

School in the U.S.

Children of active duty members assigned overseas who attend school/college in the U.S. must transfer their Prime enrollment to the TRICARE region where the school is located. If TRICARE Prime is not available in this area, these family members must disenroll from Prime and will be covered under TRICARE Standard.

Filing Medical Claims

In rare cases, you may have to pay for civilian health care "out of pocket." In this case, you may file a claim directly with our TRICARE claims processor, Wisconsin Physician Services (WPS), for reimbursement. If you receive a medical bill that is beyond your means to pay at the time, call your TSC immediately.
See page 46 for WPS contact information.

Required Claims Documentation

❍ TRICARE/CHAMPUS Claim Form. Forms are available at *www.tricare.osd.mil/ClaimForms*.
❍ An itemized bill.
❍ A receipt (if applicable) for the amount the patient paid to the physician or hospital.

❍ Appropriate authorization form for active duty. Air Force/Army personnel use **SF 1034**, *Public Voucher for Purchases and Services Other than Personal*. Navy/Marine Corps personnel use **NAVMED Form 6320/10**, *Non-Naval Health Care Claim Form*. The certifying official may be a medical representative,

Filing Medical Claims

Beneficiary Counseling and Assistance Coordinator or senior officer.

❍ If you paid for care out-of-pocket, the authorization or claim form should indicate that payment should be made to the member or beneficiary instead of the provider.

Follow-up Information

WPS will send a **TRICARE Explanation of Benefits (TEOB)** to both the provider and beneficiary/sponsor for each processed claim. The TEOB states the billed amount, tells you how much TRICARE paid, how much the enrollee needs to pay (if anything) and to whom payment has been made.

If you ever have questions or difficulties with a claim, contact your TSC with this document in hand. You may also direct specific benefit or claims questions to the TRICARE Europe help line at:

TEUROPE@europe.tricare.osd.mil

Remember:

❍ Contact your servicing TSC if you have any questions or problems with claims processing.

❍ Keep copies of all your claims paperwork.

❍ Always keep a copy of the TEOB.

Claims Processing Checklist

Items required with medical claim	*Active Duty Military*	*Active Duty Family Member enrolled in Prime*
Authorization required for non-emergency medical care overseas?	Yes	Yes
Authorization required for non-emergency medical care in CONUS?	Yes, from unit or service	No (exception for mental health care; See p. 17)
Co-pays required?	No	No
Authorization Form (SF 1034 or NAVMED 6320/10)	Yes	No
Need an itemized bill from civilian practitioner?	Yes	Yes
TRICARE Claim Form required?	Yes	Yes
Send claims to:	TRICARE Europe WPS-Active Duty Claims P.O. Box 7968 Madison, WI 53707-7968	TRICARE Europe WPS-Claims Processing P.O. Box 8976 Madison, WI 53707-8976

TRICARE Prime Overview

If you are enrolled in TRICARE Prime, you can expect quality service and quick access to care. Here are some of the key features of the Prime benefit:

Low Costs

There are **no enrollment fees**, **no deductibles**, **no cost-shares**, and **no co-pays** for medical care received at a military treatment facility, for authorized medical care delivered by host-nation providers in Europe, or for medical care received while you are traveling in the United States when you are enrolled in Prime.

Preferred Provider Network (PPN)

We have special relationships and agreements with select providers in your host-nation country who agree to see military beneficiaries and to file TRICARE (CHAMPUS) claims for you. Listings of these providers are available at your TRICARE Service Center.

Prior to seeking non-emergency care from a host nation provider, **you must get authorization from your PCM**.

TRICARE Prime Overview

Primary Care Manager (PCM)

One of the keys to good medical care is having a physician with whom you can discuss all of your health concerns. When you enroll in Prime, you are assigned a PCM who will manage all of your health care needs. Your PCM will coordinate all of your medical care, including any referrals for specialty care at a military treatment facility or from a host nation provider.

Patient Liaisons

At many military medical treatment facilities, bilingual staff members are available to help you with your host nation medical appointment, translate for you, and check up on you regularly to ensure your care is going well.

Access Standards

TRICARE Prime has established access-to-care standards. What does that mean to you? A guarantee that you will receive quality, timely care. Here are your maximum wait times for appointments:

- **Acute illness – 24 hours**
- **Routine visits – 7 days**
- **Well visits or specialty care – 30 days**

TRICARE Prime Overview

Enrollment

You and your family's Prime enrollment period extends to your current DEROS/PRD. If your DEROS/PRD changes or a family member departs or arrives to stay with you on a permanent basis, please notify your TSC to change or transfer their enrollment as necessary.

TRICARE Prime Moves With You

Are you moving soon? No problem. You will remain enrolled in TRICARE Europe Prime while you travel to your new location – but you must notify your TSC before you go! Upon your arrival, call or stop by your new TSC to transfer your Prime enrollment or to voluntarily disenroll.

Be sure to remember to check in with your new TSC! If you are an AD family member, your coverage **will revert to TRICARE Standard 60 days** from the day you depart your overseas location if you do not transfer your Prime enrollment at your new location or disenroll from TRICARE Europe Prime.

TRICARE Prime Overview

"Stork Nesting" Program

If the medical facility in your area cannot support obstetrical care, the "Stork Nesting" program is available. This program allows a pregnant woman to reside temporarily on or near a military medical facility with obstetric services. Contact your TSC for information.

Mental Health Care

You must receive **preauthorization** for civilian inpatient mental health care received in the states or overseas. For CONUS inpatient mental health care, contact the Choice Behavioral Health Partnership Overseas Coordinator at 800-700-8646. For OCONUS mental health care or information on mental health referrals, contact your TRICARE Service Center.

Cosmetic, Plastic, and Morbid Obesity Surgery

Beneficiaries seeking these types of surgeries or treatments must contact their local TRICARE Service Center **BEFORE** any procedure is performed by a civilian provider. TSC staff can help answer all of your questions and walk you through the steps of the preauthorization process.

This process ensures that the treatment you seek is TRICARE-covered so you won't get stuck with the bill.

Overseas Dental Care

Active Duty Dental Care

Military members will typically receive their dental care from their local dental treatment facility (DTF) or, in the case of remote site personnel, on the local economy after receiving preauthorization from his or her Service. Our claims processor, Wisconsin Physician Services, will pay all authorized active duty civilian dental claims.

Family Member Dental Care

Most AD family members will be able to get necessary dental care from their local dental clinic, but keep in mind that this care is limited. If you do not live near a DTF or require services not available at the DTF, you may want to consider enrollment in the TRICARE Dental Program (TDP).

TRICARE Dental Program (TDP)

The TDP is a voluntary paid insurance plan with the same eligibility rules, benefits and premiums as the CONUS program. If you were enrolled in the TDP at your previous assignment, you will remain enrolled in Europe unless you choose to cancel. **See page 47** for TDP contact information.

Overseas Dental Care

Authorization & Referral

An authorization and referral form is required for **all orthodontic care** in all overseas locations. Contact your dental clinic or the TRICARE Europe Dental Program Office for assistance with and information on the dental program, orthodontic authorizations and claims processing.

Points to Remember

- CONUS dental benefit rules and prices will apply for family members who seek dental care in the states.
- Cost and quality of civilian dental care may vary greatly overseas.
- Host nation providers may request payment up front before providing any dental services.

Overseas Dental Care: Plan Ahead

Since dental care may not be readily accessible where you live, plan ahead — make sure you know how and where to receive routine and emergency dental care.

See **page 47** of this booklet for TRICARE Europe dental program contact information. Also see TRICARE Europe Fact Sheet #6, *TRICARE Dental Plan*, available at your local TSC or *www.europe.tricare.osd.mil.*

Prescription Drugs

Prescription medications are available through the following overseas pharmacy options:

❍ **TRICARE National Mail Order Pharmacy**. Eligible beneficiaries may use the TRICARE Mail Order Pharmacy (TMOP) Program, a timesaving and inexpensive mail order service, for maintenance prescriptions.

Beneficiaries can receive free delivery to **US or APO/FPO addresses only**. This service offers low copayments and allows phone-in refills. You may contact this service at **001-866-DOD-TMOP** or via the web at *www.express-scripts.com*. Service is available 24 hours a day, 7 days aweek.

❍ **Military pharmacies**. You may fill prescriptions at many military treatment facility pharmacies.

❍ **Civilian pharmacies.** You may purchase prescription drugs from local area pharmacies and file the claim with the overseas claims processor, WPS. Some pharmacies are participants in the local Preferred Provider Network and can file claims for you.

Stay Healthy with Prime

Focus on Preventive Medicine

TRICARE Europe Prime provides you with one of the best preventive health care packages available anywhere. Your benefits include free self-care classes, self-care books and educational programs focusing on major health issues.

Your local clinic also offers an array of **health promotion** and **disease prevention examinations**. There is no preauthorization or referral required for these services. Check with your local TRICARE Service Center (TSC) for available services at your clinic.

Women, Infants, and Children (WIC) Overseas

WIC Overseas is a community-based DoD program that improves the quality of life of our troops and their families. It is not a TRICARE benefit nor a welfare program.

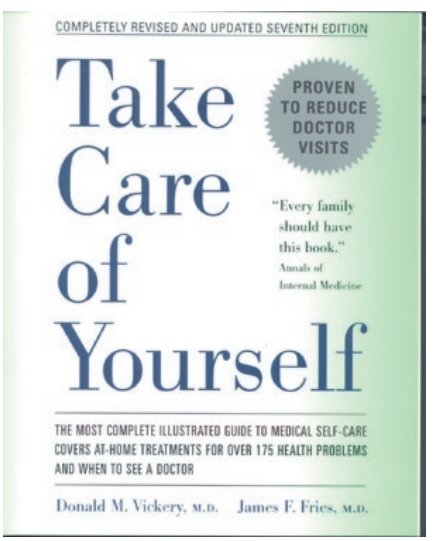
The WIC Overseas program assists families with nutritional needs in an effort to foster healthy lifestyles

Stay Healthy with Prime

and to prevent more serious medical problems. WIC provides supplemental foods, nutritional education & counseling, and health care referrals.

In order to participate in the WIC Overseas program, you and your family must meet certain criteria. Your local WIC Overseas office will determine your eligibility. See *www.europe. tricare.osd.mil* for more on the WIC Overseas program, and for the telephone number of your closest WIC Overseas office.

Self Care Books Available



As a Prime member, you have access to free self care books to help you proactively manage your continued good health. These books, ***Take Care of Yourself*** and ***Taking Care of Your Child***, are designed to help you manage your family's health care needs.

Both books provide easy-to-use treatments and solutions for minor medical conditions that do not require a physician's attention. The books also contain valuable information on a wide variety of topics that can help prevent someone in your family from becoming ill.

Stay Healthy with Prime

HEALTH CARE INFORMATION LINE®

The Health Care Information Line is a free, confidential personal health management information service available 24 hours a day, seven days a week. By simply dialing an in-country toll-free number, you can get immediate answers to your health care questions, information on a variety of health care topics, or assistance in deciding when and where to seek medical help. Use the following toll-free numbers, or visit online at *www.hcil-online.com/tricare-europe*.

Bahrain.....888-475-9233
Belgium.....0800-71920
Denmark.....800-17357
Germany.....0800-825-1600
Greece.....008-001-1815-3044
Iceland.....800-9001, then 1-888-866-7942
Italy.....800-877660
Netherlands.....0800-0227944
Norway.....800-12635
Portugal.....800-800128, then 1-888-866-7943
Spain.....00-93-1193
Turkey.....00-800-13815-9042
United Kingdom.....0800-896409

Your Responsibilities

Your TRICARE Europe benefit is designed to be convenient and easy, but there are a few things you must do to ensure a trouble-free health care experience:

- Make sure all military **ID cards are current**. An expired ID card may cause medical claim delays.
- Ensure your **DEERS data is updated.** There are many ways to update DEERS data. See page 48 for more information.
- Active duty members must contact their servicing TSC upon arriving at a new duty station to ensure proper enrollment.

- If you are an AD family member and elect the TRICARE Standard benefit, you must let your servicing TSC know so they can annotate your record accordingly.
- Make sure your TSC knows about any changes in address, beneficiary eligibility changes, etc.
- Contact your TSC before you PCS or if your family members permanently leave the base (e.g. if they opt to go back to CONUS, or leave the country for more than 60 days).
- Contact your TSC first when you have any questions regarding TRICARE Europe Prime.

Frequently Asked Questions

❍ ***Do I have to enroll in TRICARE Europe Prime?***

Active duty family members may choose enrollment in TRICARE Europe Prime or opt for coverage by TRICARE Standard. They must complete an enrollment application to be enrolled in the Prime Program. Active duty military may not decline enrollment in Prime.

❍ ***What happens to split families? Some of my family members accompanied me and some remained in CONUS.***

If you have family members (who are eligible TRICARE beneficiaries) living in different locations (both here and in CONUS), only those family members who are with you during your overseas assignment may be enrolled in TRICARE Europe Prime. When you receive your TRICARE Europe enrollment package, please ensure that we have enrolled only those family members who have accompanied you to your overseas assignment. Family members remaining in CONUS may consider enrolling in TRICARE Prime where they are located, if it is available. Otherwise, they will be covered by TRICARE Standard. Family members visiting their active duty sponsor overseas for an extended period (60 days or more) can have their stateside Prime enrollment transferred to Europe. If you

Frequently Asked Questions

would like to know more about the CONUS options for family members residing in the United States, contact your servicing TSC for more information.

❍ ***Will I have to enroll annually?***

No. Enrollment overseas will be based on your DEROS/PRD. If you notify us that you have extended your DEROS/PRD, we will update your enrollment status at that time.

❍ ***I am married to a local national. Can my spouse wait until we return to our next assignment in the States to enroll in Prime?***

Yes. If you would prefer to not have your family member enrolled, you can certainly decline enrollment. All active duty members (uniformed) are enrolled in Prime and cannot choose to disenroll.

❍ ***Where can I get more information on the TRICARE Program overseas and in CONUS?***

Your TRICARE Service Center can assist you with information on the program, including TRICARE brochures, fact sheets and other handouts. You may also visit the TRICARE Europe web site at *www.europe.tricare.osd.mil* or the TRICARE Management Activity (TMA) web site at

Frequently Asked Questions

www.tricare.osd.mil. CHAMPUS claims forms and the TRICARE handbook are available on both web sites. You may also direct specific benefit questions to the TRICARE Europe help line at:

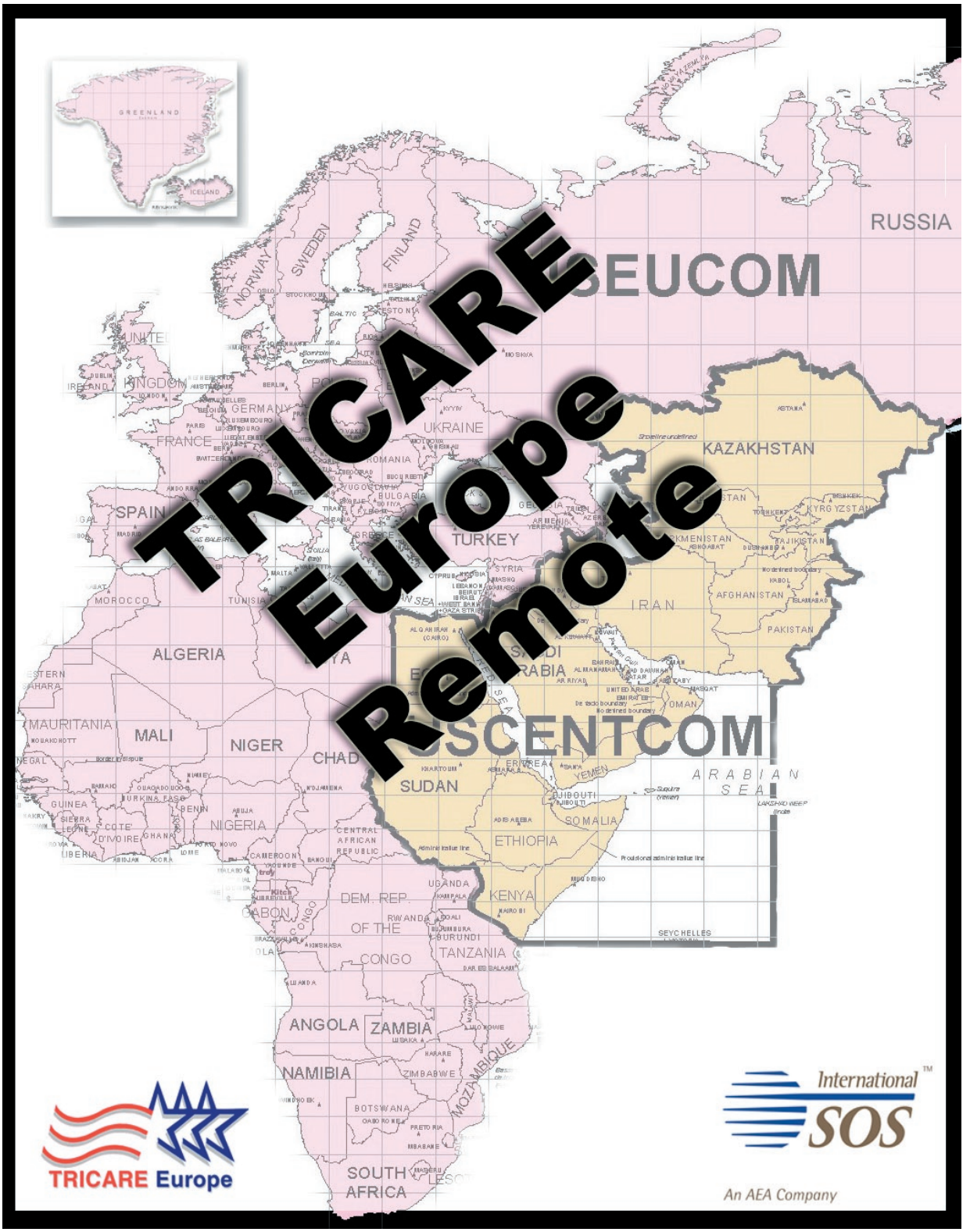
TEUROPE@europe.tricare.osd.mil

❍ ***My daughter spends 3 months with us in Europe, and 9 months in the States. What should we do about her TRICARE coverage?***

It might be best to have her remain in TRICARE Standard. If she lives near a military base in the States where TRICARE Prime is offered, you may consider enrolling her in a program there. She will continue to be eligible for care in our military clinics and hospitals while she is visiting you here. She may enroll in TRICARE Europe Prime if she resides with you for more than 60 days, but must disenroll once she returns to the states. **See page 10** for more.

❍ ***I have a dependent parent living with me. Can she enroll in TRICARE Prime?***

Unfortunately, no. Dependent parents (and parents-in-law) are not eligible to enroll in TRICARE. They are only eligible for military care on a space-available basis. Check with your local MTF to see what is available.


TRICARE
Europe
Remote
GREENLAND
ICELAND
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EUCOM
NORWAY
SWEDEN
FINLAND
UKINGDOM
IRELAND
GERMANY
FRANCE
UKRAINE
ROMANIA
BULGARIA
SPAIN
GREECE
TURKEY
KAZAKHSTAN
TURKMENISTAN
TAJIKISTAN
KYRGYZSTAN
IRAN
AFGHANISTAN
PAKISTAN
SYRIA
MOROCCO
TUNISIA
ALGERIA
LIBYA
SAUDI ARABIA
OMAN
MAURITANIA
MALI
NIGER
CHAD
SUDAN
ERITREA
YEMEN
DJIBOUTI
SOMALIA
ETHIOPIA
ARABIAN SEA
GUINEA
SIERRA LEONE
COTE D'IVOIRE
GHANA
LIBERIA
NIGERIA
CAMEROON
CENTRAL AFRICAN REPUBLIC
GABON
CONGO
DEM. REP. OF THE CONGO
UGANDA
KENYA
RWANDA
BURUNDI
TANZANIA
SEYCHELLES
ANGOLA
ZAMBIA
NAMIBIA
BOTSWANA
ZIMBABWE
MOZAMBIQUE
SOUTH AFRICA
TRICARE Europe
International SOS
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TRICARE Europe Remote Overview

Your health care is administered by International SOS. This organization is recognized throughout the world for coordinating and providing quality health care services in remote locations. International SOS will direct you to the best available medical and dental care where you live from credentialed, qualified providers in the International SOS referral network.

Who is Eligible for this Program?

- If you are an Active Duty member permanently assigned to an area that is more than 50 miles or a one hour drive from a military medical treatment facility, you and your eligible family members may enroll in TRICARE Europe Remote (note that AD members must enroll in this program, but family members may choose between Remote and TRICARE Standard coverage).
- If you are TDY/TAD in a remote area, you may use International SOS for emergency or urgent medical care.
- Active Duty members & family members enrolled

TRICARE Europe Remote Overview

in Remote may use International SOS for emergency or urgent medical care when on leave in a remote location.

How to Access Care

Accessing care in a remote area using International SOS is easy. First, you select a provider from the International SOS network of providers. If you need help finding a provider (or if you need referral to a specialist), place a collect call to **00-44-20-8762-8133.** If you cannot call collect, you may ask SOS to call you back.

Next, visit your provider. When you arrive, you must present your TRICARE Europe Remote identification card (your TRICARE POC will provide this). Your provider will then treat you, and submit your claim for payment. Make sure you always carry your Remote ID cards with you. That's all there is to it!

- ***No out-of-pocket costs***
- ***No deductibles***
- ***No claim forms or paperwork***
- ***Access to a worldwide network of credentialed doctors, dentist, hospitals, and clinics***
- ***24-hour access for medical advice and referrals***

TRICARE Europe Remote Overview

Your TRICARE Point of Contact (POC)

Most overseas remote locations have a TRICARE POC who can answer questions, assist you with enrollment, and help you with claims if necessary (if you do not use the International SOS program). These POCs are particularly important if you choose to use a provider outside of the International SOS provider network. You may contact the TRICARE Europe Remote Site Health Care Office at 00-49-6302-67-6347 (or email ***teoremotesite@europe.tricare.osd.mil***) for help locating your POC.

Traveling With Remote

When your family members are traveling with TRICARE Remote, follow the procedures outlined on **pages 8-10** of this booklet.

If You Do Not Use International SOS

Using International SOS is optional, but if you do not use the program, you will have no assurance of

quality, you may have to pay upfront, and you'll have to file a claim. Your local POCs can help you file medical claims, and can receive payment checks for hand-delivery to you or your provider. **See pages 11-13** for claims filing information.

Mental Health Care

You must receive **preauthorization** for civilian inpatient mental health care. For OCONUS mental health care or information on mental health referrals, contact TRICARE Europe at Central TSC (**see page 46**).

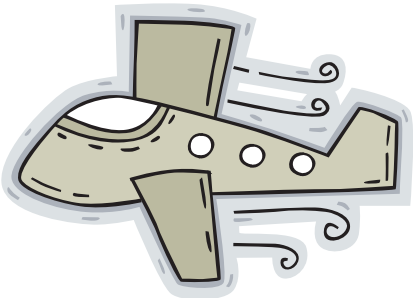
Cosmetic, Plastic, and Morbid Obesity Surgery

Beneficiaries seeking these types of surgeries or treatments must contact TRICARE Europe **BEFORE** any procedure is performed by a civilian provider (**See page 46**). Staff members can help answer all of your questions and walk you through the steps of the **preauthorization** process.

"Stork Nesting" Program

The "Stork Nesting" program is available if you cannot receive obstetrical care where you live. This program allows a pregnant woman to reside temporarily on or near a military medical facility with obstetric services.

Medical Evacuation Services



The Theater Patient Movement Requirements Center (TPMRC) Europe provides assistance with medical evacuation or relocation to a military treatment facility.

TPMRC Europe, located at Ramstein AB, Germany, will assist you if you require transfer to a military treatment facility and can help you obtain medical care not available or inadequate at your assigned location.

How TPMRC Works

Medical personnel at your location will determine if local medical care is available and acceptable. Once it is determined that you (the patient) require aeromedical evacuation, the attending physician will need to coordinate the request for military evacuation with TPMRC.

Please do not contact TPMRC directly unless it an emergency and your attending physician is unavailable (**See Page 48** for contact information).

The attending physician will also need to obtain and coordinate an accepting physician at your destination.

If you are sent to Germany, the telephone number for Landstuhl Regional Medical Center Emergency Department is DSN 486-8160/8414 or commercial +49 (0) 6371-86-8160/8414.

Medical Evacuation Services

Once TPMRC receives an aero medical evacuation request, an on-call Flight Surgeon will assess your evacuation request and assign one of the following categories of patient movement:

❍ Urgent (to save life, limb or eyesight) - evacuate as soon as possible.
❍ Priority - evacuate within 24 hours.
❍ Routine - within 72 hours or an acceptable period agreed by attending physician and Flight Surgeon; individual may be moved by commercial means.

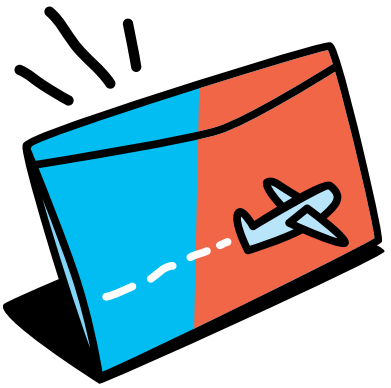
There are two important things to keep in mind when requesting TPMRC support:

❍ The TPMRC does not control or fund travel for medical and dental care. You must coordinate your travel and funding through your Service.
❍ Please ensure you and your family members consider your schedules carefully before requesting appointments. It is extremely difficult to change appointment dates and times once they have been made.

See *www.europe.tricare.osd.mil/benefit/remote* for more information.

Procedures for TDY/TAD Servicemembers

Note that you may also contact TPMRC directly in the case of an emergency.



If you are a deployed or TDY/TAD active duty service member in CENTCOM or EUCOM (or are enrolled in the Remote program and on leave in a remote location), you may use International SOS to receive urgent or emergency care.

Please note that routine, non-urgent or non-emergency health care is not covered under the International SOS contract for active duty members enrolled in a region other than TRICARE Europe in a TDY/Deployed status or TDY personnel who are on annual leave.

Please contact TRICARE Europe if you have questions about your coverage (**See page 45**).

Procedures for Emergency or Urgent Care

Deployed/TDY personnel should report to their medical department representative, if possible, prior to receiving any urgent/emergency care at any hospital or provider.

Your medical department representative will contact International SOS to arrange for care.

If you have an emergency and require immediate medical attention and your medical department repre-

Procedures for TDY/TAD Servicemembers

sentative can't be reached, contact him/her as well as International SOS as soon as possible.

International SOS will assist you in making an appointment for urgent/emergency cases. They will send a guarantee letter of payment (GOP) to the hospital or provider where you will receive care so you won't have to make an upfront payment.

Problems? Call International SOS

If the hospital or provider still asks you for upfront payment after following the above procedures, you or your medical department representative should contact International SOS immediately (before making any payments). It's important that you allow International SOS to resolve payment issues or other problems.

If you are required to pay for your health care, your claim for reimbursement must be processed through your unit or your TRICARE Region of enrollment (either your Home of Record of the region in which you were mobilized). This will ensure that your claim is processed correctly so you can get proper reimbursement.

Remember to contact International SOS (**See page 46**) if there are any medical problems that need resolution with the hospitals or providers in your network.

Also see *www.europe.tricare.osd.mil/benefit/remote*

Pharmacy Options

Pharmacy Information

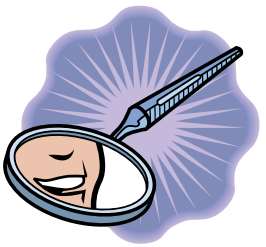
Prescription medications are available through the following remote site pharmacy coverage options:

❍ **International SOS:** If you need medications due to an illness or injury, International SOS is available to help you get the pharmacy services you need. If you need maintenance medications (such as for diabetes or other chronic, long-term condition) you may use the TRICARE Mail Order Pharmacy or a military pharmacy.

❍ **TRICARE Mail Order Pharmacy (TMOP):** Eligible beneficiaries may use TMOP, DoD's timesaving and inexpensive mail order service for maintenance prescriptions. Beneficiaries can receive delivery to US or APO/FPO addresses only (**See page 20**).

❍ **Military Pharmacies:** You may fill prescriptions written by a U.S. provider at military medical facility pharmacies while on TDY or leave in Europe or in CONUS.

Dental



Your Dental Care

If you're an active duty service member, you may seek dental care through the International SOS call center. Once you have made contact with the center, they will fax the dentist a guarantee of payment. You will not need to make any upfront payments or file any claims. When using a non-network dentist, you may have to make payment upfront at the time of the service and file the claim for reimbursement with WPS.

Family Member Dental Care

If you are an active duty family member, you may use an International SOS network dentist. This will ensure that you receive dental care from a credentialed, quality dentist. However, you will be responsible for upfront costs. Since you do not live near a military Dental Treatment Facility, you may want to consider enrollment in the TRICARE Dental Program (TDP).

TRICARE Dental Program (TDP)

The TRICARE Dental Plan (TDP) is a voluntary comprehensive dental plan available to all active duty family members of the Uniformed Services. See **pages 18-19** for more details.

Your Responsibilities

Your TRICARE Europe benefit is designed to be convenient and easy, but there are a few things you must do to ensure a trouble-free health care experience:

❍ Make sure all military **ID cards are current**. An expired ID card may cause medical claim delays.

❍ Ensure your **DEERS data is updated.** There are many ways to update DEERS data. **See page 47** for more information.

❍ Active duty members must contact their TRICARE POC upon arriving at a new duty station to ensure proper enrollment.

❍ If you are an AD family member and elect the TRICARE Standard benefit, you must let your TRICARE POC know so they can annotate your record accordingly.

❍ Make sure your TRICARE POC knows about any changes in address, beneficiary eligibility changes, etc.

❍ Contact your TRICARE POC before you PCS or if your family members permanently leave the base (e.g. if they opt to go back to CONUS, or leave the country for more than 60 days).

Frequently Asked Questions

❍ ***How will beneficiaries learn how to use the International SOS program?***

You will receive a wallet ID card and information that describes your benefits when your TRICARE POC enrolls you in the TRICARE Europe Remote Program.

You may contact International SOS at any time at 00-44-20-8762 8133 (collect or SOS will call you back) if you have questions (or are seeking general healthcare information or medical advice). You may also email them at *tricarelon@internationalsos.com*. International SOS doctors and nurses are available 24 hours a day, seven days a week.

❍ ***How can I find primary care providers, dentists, specialist, or hospitals in my area?***

You may call the International SOS Call Center toll-free or collect at any time, or use their online search service (**See page 45**).

❍ ***Can I still use my American Embassy provider?***

Yes — the International SOS program is designed to increase your health care options, not reduce them. Remember, if you use a civilian provider outside of the International SOS system, you may have to pay upfront and file a claim (**See pages 11-13**).

Frequently Asked Questions

❍ *Why did TRICARE choose International SOS?*

TRICARE chose International SOS, the largest remote site health care service in the world, from among many competitors. International SOS already has a lot of experience serving military members and their families in remote locations in the Pacific and Latin America. We are very excited — this contract is a major step towards standardizing and improving beneficiary care in countries where U.S. military treatment facilities do not exist.

❍ *What is a Remote Site?*

You are stationed at a Remote Site if you are more than 50 miles or more than a one hour drive from the nearest U.S. military medical treatment facility.

❍ *Can I expect quality care in remote parts of CENTCOM and EUCOM?*

Host nations have differing cultural practices and varying medical standards, but that does not mean you should expect lower quality care. TRICARE Europe and International SOS work hard to ensure that you receive quality, cost effective, and accessible medical care through your local provider network.

***See page 25 for more Frequently Asked Questions.**

TRICARE Service Centers in Europe

NOTE: When calling commercially from another European country, dial 00, then the country code, and drop the initial zero in the phone numbers below. When dialing from the states, use 011.

BELGIUM (Country Code 32)

Brussels NATO.....02-717-9503 • DSN prefix 368-9503
SHAPE (Casteau).....06-544-5974/853 • DSN 423-5974/853

GERMANY (Country Code 49)

Babenhausen.....06073-38-313/574 • DSN 348-3313/574
Bad Aibling.....08061-80-3851/3770 • DSN 441-3851/3770
Bamberg.....0951-300-7420/7897 • DSN 469-7420/7897
Baumholder.....06783-6-6570/6205 • DSN 485-6570/8089
Bitburg-Spangdahlem.....06561-69-3100 • DSN 452-3100
Büdingen.....06042-80-789/820 • DSN 321-4820/4789
Butzbach.....06033-9821-45/48 • DSN 345-4045/4048
Darmstadt.....06151-69-7379/6791 • DSN 348-7379/6791
Dexheim.....06133-69956 • DSN 334-5956
Friedberg.....06031-81-3112 • DSN 324-3112
Garmisch.....08821-759-656/816 • DSN442-2656/2816
Geilenkirchen.....02451-99-3400 /3401/3402 • No DSN
Giebelstadt (use *Würzburg*).....09334-87-7411 • DSN 352-7411
Grafenwoehr.....09641-83-7424/8307 • DSN 475-7424/8307
Hanau.....06181-500-6686/6610 • DSN 328-6686/6610
Heidelberg.....06221-17-2362/2363 • DSN 371-2362/2363
Hohenfels.....09472-83-4528/38 • DSN 466-4528/38
Illesheim.....09841-83-512/588 • DSN 467-4512/4588
Kaiserlautern (*Kleber*).....0631-411-6358/6092 DSN 483-6358
Katterbach.....09802-83-2619 • DSN 467-2619
Kitzingen.....09321-305-415 • DSN 355-8415

TRICARE Service Centers in Europe

Landstuhl.....06371-86-6374/8234 • DSN 486-6374/8234
Mannheim.....0621-730-4046/4708 • DSN 380-4046/4708
Ramstein.....06371-46-2616/2557 • DSN 479-2616/2557
Rhein-Main.....069-69719-265 • DSN 330-4265
Schweinfurt.....09721-96-6560 • DSN 354-6560
Sembach.....06302-67-6525/7015 • DSN 496-6525/7015
Stuttgart.....0711-680-8624/8625 • DSN 430-8624/8625
Vilseck.....09662-83-2026/3323 • DSN 476-2026/3323
Wiesbaden.....0611-705-5248/7316 • DSN 337-5248/7316
Würzburg.....0931-804-2200/3873 • DSN 350-2200/3873

GREECE (Country Code 30)

Souda Bay...0282-1021580/1590 • DSN 266-1580/1590/1591

ICELAND (Country Code 354)

Keflavik.....425-3256/3229 • DSN 228-3256/3229

ITALY (Country Code 39)

Aviano.....0434-66-5133/5405 • DSN 632-5133/5405
Camp Darby.....050-54-7883 • DSN 633-7883
Gaeta.....0771-709-709/751 • DSN 627-7709/7710
Ghedi.....030-903-3068 • DSN 632-4915
La Maddalena.....0789-798-275/276 • DSN 623-8275/8276
Naples.....081-811-6330/6331 • DSN 629-6330/6331
Sigonella.....095-56-4848/4877 • DSN 624-4848/4877
Vicenza.....0444-51-8304/7294 • DSN 634-8304/7294

PORTUGAL (Country Code 351)

Lajes.....295-57-2622 • DSN 535-2262

TRICARE Service Centers in Europe

SPAIN (Country Code 34)

Rota USN Hospital
Commercial 956-82-1225/3552 • DSN 727-1225/3552

TURKEY (Country Code 90)

Incirlik.....0322-316-6628/8763 • DSN 676-6628/8763

UNITED KINGDOM (Country Code 44)

Croughton.....01280-70-8721 • DSN 236-8721
Lakenheath.....01638-52-8688/8719 • DSN 226-8688/8719
London.....01895-61-6328 • DSN 235-6328
Menwith Hill.....01423-77-7733 • DSN 262-7733
St Mawgan.....01637-87-6111 • 234-3568
Upwood.....01480-84-4502/4561 • DSN 268-4502/4561

Other Countries

Bahrain.....973-17-85-4858/4323 • DSN 318-439-4858/4323
Stavanger, Norway (*serviced by Lakenheath TSC*).....
.....(47)-5195-0563/0564 • DSN 224-0563/0564

TRICARE Europe Office (TEO)

DSN: 496-7433 FAX: 496-6372
CIV: 0049-6302-67-7433 *or* (888)777-8343 (option #1) *in CONUS*
Mailing Address: TRICARE Europe Office
Unit 10310, Sembach AB, Germany
APO AE 09136-0005
E-mail: *TEUROPE@europe.tricare.osd.mil*
TEO Web Site: *www.europe.tricare.osd.mil*

Important Contact Information

International SOS — Remote Site Only

If you are stationed in a remote location, you may contact International SOS at any time at **00-44-20-8762 8133 (either call collect or ask them to call you back)** if you have questions, or if you need general healthcare information or medical advice. You may also email them at *tricarelon@internationalsos.com*. International SOS doctors or nurses are available 24 hours a day, seven days a week. You may also search the International SOS provider network online at *www.internationalsos.com/private/tricare/europe/*.

TRICARE Europe Central TSC (CTSC)

Primarily for remote site personnel, this center can provide information on and assistance with TRICARE Program benefits and forms, Preferred Provider Network, Point of Contact Program, claims problems, or any other TRICARE-related issue.

TRICARE Europe CTSC
Unit 10310
APO AE 09136-0003
Email: *TEUROPE @europe.tricare.osd.mil*
CIV: 0049-6302-67-7433/7434 or DSN 496-7433/7434
FAX: 0049-6302-67-6374 or DSN 496-6374
Toll-free from CONUS: 1-888-777-8343
Toll-free in theater (AT&T): 866-TEurope (or 866-838-7673)

Important Contact Information

How to Call Us Toll-Free In Theater

If you need to contact us toll-free from Europe, Africa, ar the Middle East, you may use AT&T's toll-free international access services (see previous page). To find your international access code, visit *www.att.com/browse*. On this page, choose "*International Dialing Instructions & Access (Country + City) Codes*" located under the "*Directory Information*" subheading.

Once you dial your international access code, **wait to speak with an operator**. If you dial our toll-free number direct from the AT&T automated telephone menu before speaking to an operator, you may be charged for the call.

WPS: TRICARE Europe Medical Claims Processor

Send all active duty claims to:

TRICARE Europe
WPS - Active Duty Claims Processing
P.O. Box 7968
Madison, Wisconsin 53707-7968, USA

Send all ADFM & Overseas TRICARE Standard claims to:

TRICARE Europe
WPS - Claims Processing
P.O. Box 8976
Madison, Wisconsin 53708-8976, USA

Send all correspondence (questions on claims, etc.) to:

TRICARE Europe
WPS - Correspondence
P.O. Box 7992
Madison, Wisconsin 53707-7992, USA
WPS may be reached by phone at 608-301-2310; or on the web at www.tricare4u.com

TRICARE Dental Plan (TDP)

TRICARE Europe Dental Plan Coordinator:
See TRICARE Europe Office address, page 29
Email: *TDP@europe.tricare.osd.mil*
DSN: *496-6358 FAX: 496-6372*
CIV: *0049-6302-67-6358*

Claims Submission and Written Inquiries:
United Concordia Companies, Inc. (UCCI)
TDP OCONUS Dental Unit
P.O. Box 69418
Harrisburg, PA 17106-9418
Customer Service (in the US): 888-418-0466 (toll free)
Phone number: (717) 975-5017 (toll call)

Toll Free (use the following AT&T access codes overseas):

Bahrain.....800-001
Belgium.....**0-800-100-10**
Egypt (Cairo).....510-0200
Egypt (outside Cairo).....**02-510-0200**
Germany.....0-800-2255-288
Greece.....**00-800-1311**
Iceland.....00800-22255288

Important Contact Information

Toll Free TDP numbers cont. (use the following AT&T access codes overseas):

Italy.....**172-1011**
Netherlands.....0800-022-9111
Netherlands Antilles.....**001-800-872-2881**
Norway.....800-190-11
Portugal.....**800-800-128**
Saudi Arabia.....1-800-10
Spain.....**900-99-00-11**
Switzerland.....0-800-890011
Turkey.....**00-800-12277**
United Kingdom (BT).....0800-89-0011
United Kingdom (AT&T).....**0800-013-0011**
United Kingdom (Mercury).....0500-89-0011

Theater Patient Movement Requirements Center (TPMRC)

For urgent, priority and routine patient movement
DSN: 480-8040/2264 FAX: 480-8045/2345
CIV: 0049-6371-47-8040/2264
Email: *tpmrceurope@ramstein.af.mil* (**DO NOT use email for urgent or priority requests**)

DEERS Support Office

Use the following contact information to update DEERS data:
DEERS Support Office ATTN: COA
400 Gigling Road
Seaside, CA 93955-6771
Hours of operation: 0600-1530, Pacific Time, M-F
PH: 1-800-538-9552 FAX: (831) 655-8317
addrinfo@osd.pentagon.mil
www.tricare.osd.mil/DEERSAddress/

Other TRICARE Health Service Regions

Region 1 • Northeast.....(888) 999-5195
Connecticut, Delaware, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Rhode Island, Vermont, Virginia (northern),Washington DC, West Virginia (northeast)

Region 2 • Mid-Atlantic.....(800) 931-9501
North Carolina, Virginia (southern)

Region 3 • Southeast.....(800) 444-5445
Florida (except Panhandle), Georgia, South Carolina

Region 4 • Gulf South.....(800) 444-5445
Alabama, Florida (Panhandle Area), Louisiana (eastern), Mississippi, Tennessee

Region 5 • Heartland.....(800) 941-4501
Illinois, Indiana, Kentucky, Michigan, Ohio, West Virginia (southwest), Wisconsin

Region 6 • Southwest.....(800) 406-2832
Arkansas, Louisiana (western), Oklahoma, Texas (excluding southwest corner)

Region 7/8 • Central.....(888) 874-9378
Arizona (except Yuma), Colorado, Idaho (southern), Iowa, Kansas, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Dakota, South Dakota, Texas (southwest corner), Utah, Wyoming

Region 9 • Southern California.....(800) 242-6788
California (southern), Arizona (Yuma only)

Region 10 • Golden Gate.....(800) 242-6788
California (northern)

Region 11 • Northwest.....(800) 404-2042
Oregon, Washington, Idaho (northern)

Region 12 • Hawaii/Alaska.....(800) 242-6788

Region 12 • TRICARE Pacific.....(888) 777-8343

Region 14 • Latin America/Canada.....(888) 777-8343

Note: TRICARE recently reorganized. While there are now only three stateside regions and one OCONUS region, the regional contact numbers listed here remain valid. New numbers are not yet available. Visit www.tricare.osd.mil for the latest information.

What Does That Mean?!?

Here are some common TRICARE abbreviations you may encounter:

- **BCAC** — Beneficiary Counseling and Assistance Coordinator
- **CONUS** — the continental United States
- **CTSC** — Centralized TRICARE Service Center
- **DCAO** — Debt Collection Assistance Officer
- **DEERS** — Defense Eligibility Enrollment Reporting System
- **DTF** — Military dental treatment facility
- **HBA** —Health Benefits Advisor
- **HCIL** — Health Care Information Line™
- **MSC** —Medical Services Coordinator
- **MTF** — Military Medical Treatment Facility
- **NAS** — Non-Availability Statement
- **OCONUS** — Outside the continental United States (overseas)
- **PCM** — Primary Care Manager
- **PLC** — Patient Liaison Coordinator
- **PPN** — Preferred Provider Network
- **TEO** — TRICARE Europe Office
- **TEOB** — TRICARE Explanation of Benefits (medical & dental)
- **TDP** —TRICARE Dental Program
- **TFL** — TRICARE for Life Program
- **TOP** — TRICARE Overseas Program
- **TOL** — TRICARE Online
- **TSC** —TRICARE Service Center
- **UCCI** — United Concordia Companies, Inc. (TDP contractor)
- **WPS** —Wisconsin Physician Services (overseas claims processor)