

## Department Of Defense (DoD) TRICARE Demonstration Project for the Philippines—Also Known as “The Philippine Demonstration Project”

If you help beneficiaries living in the Philippines, you need to know about the “Department Of Defense (DoD) TRICARE Demonstration Project for the Philippines.”

The Philippine Demonstration Project covers beneficiaries who:

- Use one of the TRICARE Overseas Program (TOP) Standard options, including:
  - TOP Standard
  - TRICARE for Life
  - TRICARE Reserve Select
  - TRICARE Retired Reserve
  - TRICARE Young Adult Standard
- Show a Philippine **physical address on claims (filed by provider or self)** - A beneficiary’s address in the Defense Enrollment Eligibility Reporting System (DEERS) doesn’t matter; P.O. Boxes and RAO boxes cannot be used.
- Get care in a designated demonstration area (see Rollout Schedule below)

### Demonstration Elements

These beneficiaries must receive TRICARE-covered services from *approved* demonstration providers in the designated demonstration areas, unless they get a waiver. *Approved* providers file claims and, after receiving a TRICARE explanation of benefits, bill the beneficiary the appropriate deductibles and cost shares. The list of approved demonstration providers is posted on the TOP Web site at [www.tricare-overseas.com](http://www.tricare-overseas.com).

Standard option beneficiaries must get required prior authorizations (for example, before the ninth outpatient behavioral health visit).

*Note: If a beneficiary pays upfront for services from an approved provider, the beneficiary has to submit proof of payment when filing his/her own claim.*

### Waiver Requests

If a beneficiary sees a non-approved provider without a waiver, TRICARE denies the claim and the beneficiary is responsible for 100% of the costs. There are two types of waivers:

<b>Beneficiary Waivers</b>	<p>To use non-approved providers, beneficiaries submit written waiver requests to the overseas regional contractor; requests are considered on a case-by-case basis.</p> <ul style="list-style-type: none"> <li>• Beneficiaries should submit their requests before receiving care.</li> <li>• The overseas regional contractor also considers waiver requests submitted after care was received.</li> <li>• If a beneficiary doesn’t agree with the overseas regional contractor’s decision, he/she writes the overseas contractor a second time; the contractor forwards all related documentation to the Director, TRICARE Area Office (TAO)-Pacific for a final determination.</li> </ul> <p><i>Waiver example: A beneficiary is receiving ongoing care from a non-approved provider when the demonstration begins and wants to continue with that provider (until the episode of care ends).</i></p>
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<b>TOP Specialty Waivers</b>	If the TRICARE Overseas Program (TOP) contractor can't recruit enough approved providers in the selected demonstration areas, the contractor can request a waiver from the Director TAO-Pacific, allowing beneficiaries to use non-approved (certified) providers. This specialty waiver process ensures that TRICARE Standard beneficiaries are not held responsible for 100% of the charges if they use non-approved providers.
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*Note: Waivers don't apply to emergency care (which never requires prior approval).*

### Roll-out Schedule

The demonstration is scheduled to last three years with an effective date of January 1, 2013. It is being phased in over three years in three different areas.

Phase	Date	Cities
Phase I	January 1, 2013–December 31, 2015	Metro Manila*, Angeles City, Olongapo City, Orion, Bataan
Phase II	January 1, 2014–December 31, 2015	General Trias, Cavite, Naic, Cavite, Bacoor, Cavite, Imus, Cavite, Cavite City, Cavite
Phase III	July 1, 2014–December 31, 2015	Iloilo City, Iloilo

\* *Metro Manila is defined as the metropolitan region encompassing the City of Manila and its surrounding areas in the Philippines. It is composed of 17 cities, namely City of Manila, Caloocan, Las Piñas, Makati, Malabon, Mandaluyong, Marikina, Muntinlupa, Navotas, Pasay, Pasig, Parañaque, Quezon City, San Juan, Taguig, Valenzuela, and the Municipality of Pateros.*

### References

- Beneficiaries looking for more information on the Philippine Demonstration can visit [http://www.tricare-overseas.com/Beneficiary\\_PhilippineDemonstration\\_home.htm](http://www.tricare-overseas.com/Beneficiary_PhilippineDemonstration_home.htm) or [www.tricare.mil/Philippines](http://www.tricare.mil/Philippines). The approved provider list will be posted on the TRICARE Overseas Program contractor's website ([www.tricare-overseas.com](http://www.tricare-overseas.com)) at least 60 days prior to the start date of the demonstration.
- There are FAQs posted on [www.tricare.mil/FAQs](http://www.tricare.mil/FAQs). Search for "Philippines Demonstration"
- For Philippine Demonstration Project help, contact Global 24 Network Services:
  - Direct number: +632-687-8656
  - E-mail: support@GLOBAL24NS.com
- For information on the TRICARE Overseas Program, including country-specific contact information, visit the International SOS Assistance, Inc. website at [www.tricare-overseas.com](http://www.tricare-overseas.com).
- The TRICARE policy on the Philippine Demonstration can be found in the 2008 TRICARE Operations Manual, Chapter 18, Section 12