

TRICARE BENEFICIARY BULLETIN – December 10

LEAD MUSIC (:03)

THIS IS THE TRICARE BENEFICIARY BULLETIN, AN UPDATE ON THE LATEST NEWS TO HELP YOU MAKE THE BEST USE OF YOUR TRICARE BENEFIT. I'M AUSTIN CAMACHO (:10)

ON TODAY'S SPECIAL BULLETIN, REAR ADMIRAL HUNTER DISCUSSES THE NEW TRICARE OVERSEAS PROGRAM. LAST MONTH, THE TRICARE MANAGEMENT ACTIVITY GRANTED ITS FIRST CONTRACT FOR A TRICARE OVERSEAS PROGRAM. AFTER A 10-MONTH TRANSITION PERIOD A SINGLE CONTRACTOR WILL COORDINATE HOST NATION HEALTH CARE FOR BENEFICIARIES OUTSIDE THE 50 STATES. TRICARE'S DEPUTY DIRECTOR, RADM CHRISTINE HUNTER, SAYS SHE'S VERY EXCITED ABOUT THE NEW OVERSEAS CONTRACT AND PLEASED WITH THE SELECTED CONTRACTOR, INTERNATIONAL SOS. (:32)

1:59 "In the past we have worked with International SOS assistance in our Global Remote Overseas contract so they have helped people get care when they're deployed or TAD or on leave in very remote areas of the world where we don't have any medical treatment facilities. This overseas contract brings that type of assistance into the vicinity of our Medical Treatment Facilities and helps us to organize the care that people get out in the community when specialty care or specialty hospitalization isn't available at some of the smaller MTFs we have overseas. So in the 10 months between now and when we start health care delivery all of our medical treatment facilities overseas are providing lists of

host nation providers that they've commonly used to International SOS who will go out and develop network relationships. In many cases, because they are a global business, they have relationships already We will firm those up into what we call standard network arrangements and provide guarantees of care. So, our medical treatment facilities will be able to say in a give year we expect to send out this much OB, this much cardiology, this much surgery, and they will seek and supplement those providers with experts in the local area who meet our Western standards of care and communication standards in English and those sorts of things, to bring that quality of care that we've come to expect everywhere to our patients.

In the past each one of those arrangements has been negotiated individually by the commander of the MTF and that was a process which sometimes had some discontinuity and was hard because, as the MTF commander would rotate or have a permanent change of station move those relationships had to be rebuilt. So on behalf of our beneficiaries, our patients, we want as much continuity as possible. We want reliability and responsiveness.” (2:00)

ADMIRAL HUNTER ALSO POINTED OUT THAT TRICARE NEVER WANTS OVERSEAS BENEFICIARIES TO HAVE TO PAY OUT OF POCKET.

4:10 “So there's something called the guarantee of payment which will be granted by International SOS to the host nation provider or hospital which serves in lieu of a patient having to put any money up front.” (0:12)

PART OF WHAT PROMPTED THE CREATION OF A TRICARE OVERSEAS CONTRACT WAS THE DESIRE TO PROVIDE RELIABLE ACCESS TO CARE FOR ALL OF THE 9 AND A HALF MILLION TRICARE BENEFICIARIES AROUND THE WORLD.

4:57 “Early on, we focused on domestic markets where we tried to ensure that all the specialties are available either at the medical facility or outside in the community, and always adding to those networks. Now overseas the relationship has been a little less consistent. It varies from place to place and from local nation to local nation. And we want the program to offer something that is consistent, predictable and reliable, so that as a family member or as a service member you know, when you get your care under the

military health system, either in a military treatment facility or in the TRICARE network, that you can count on it. Every time. (:39)

SHE ADDED THAT SOME IMPORTANT THINGS WILL NOT CHANGE. SERVICE MEMBERS AND FAMILY MEMBERS OVERSEAS, EXCEPT IN REMOTE LOCATIONS, WILL CONTINUE TO GET THEIR PRIMARY CARE AT MILITARY MEDICAL TREATMENT FACILITIES.

THAT'S TODAY'S TRICARE BENEFICIARY BULLETIN. WE'LL HAVE MORE NEWS YOU CAN USE NEXT WEEK. (:03)

TAIL MUSIC (:03)