

TRICARE BENEFICIARY BULLETIN – January 8

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. IN NOVEMBER, 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. AND JUST LIKE TRICARE COVERAGE IN THE US, OVERSEAS CARE IS BUILT AROUND MILITARY TREATMENT FACILITIES, ACCORDING TO TRICARE'S DEPUTY DIRECTOR, RADM CHRISTINE HUNTER (:31)

6:00 "We should remind people that all of our service members and family members overseas, except in remote locations where there is no medical treatment facility, they get their primary at the medical treatment facility so if they need a routine checkup or initial evaluation for any new problem that should be at the military hospital or clinic where they

usually get their care. When a referral is required to specialty care that isn't available at that location we will then send out into the community. The contractor will make that care available to us, will make the arrangements and referral for that care, and will provide that guarantee of payment so the service member doesn't have to produce any special paperwork when they go to the hospital or the clinic to be seen. If there is an emergency there are assistance centers all over the world, there's a toll free number that the service member will call saying "I've had an emergency" or they can give their card to the personnel at the hospital and we can immediately check eligibility and then authorize that care. And follow through: get daily reports and provide those back to the provider that is taking care of you. (1:21)

ADMIRAL HUNTER SAYS THAT ANOTHER ADVANTAGE OF THE
NEW OVERSEAS CONTRACT WILL BE AN INCREASE IN THE
NUMBER OF HOST NATION PROVIDERS TRICARE BENEFICIARIES
WILL BE ABLE TO USE. (:10)

7:28 "In some areas we have done a very nice job and we have a well developed network of providers and in that case we're seeking to bring all of those providers over into the new business arrangement. We respect what host nation providers have given us. In the areas where we haven't got as good a coverage and we'd like to get better coverage, the hospital commander will provide a list of who they have and what they've had difficulty with, and International SOS will go out and seek to develop a greater array of relationships with different hospitals and different clinics." (:36)

THE NEW CONTRACT, WHICH WILL BE MANAGED BY
INTERNATIONAL SOS, WILL ALSO IMPROVE TRICARE'S ABILITY
TO REACT TO LARGE SCALE HEALTH ISSUES. (:05)

8:29 "If there really is an epidemic or an outbreak we can issue what we would call a blanket waiver which says people can get care. And we do that in the case of a natural disaster. So for example if there were fires or floods or hurricanes we can issue a general waiver that says please get care wherever it's available and the rules about needing to authorize that in advance, we will help you out with that and we'll take care of that in retrospect. But in general circumstances these assistance centers, the International SOS assistance centers all over the world – their staff speaks 90 languages – and they can help with those kinds of referrals. So, I'm in a place I'm not familiar with and I have a need for

urgent care which may be not an emergency, or I'm in my usual place but care's not readily available because they're overwhelmed, they can get me a referral. (:56)

THE NEW TRICARE OVERSEAS PROGRAM CONTRACTOR,
INTERNATIONAL SOS, WILL HAVE ALL SYSTEMS IN PLACE IN
ABOUT 10 MONTHS FROM WHEN THE CONTRACT WAS
AWARDED. SO HEALTH CARE DELIVERY UNDER THE NEW
PROGRAM IS EXPECTED TO BEGIN IN EARLY SEPTEMBER. (:15)

9:44 "We want to be sure that everything is in place before we get started, and so we usually start down this process saying it will be approximately 10 months. Some of the things that take time are the electronic interfaces between computer systems, both for moving health care information and for moving billing information. We want to be sure that the patient's privacy is completely protected, all of the security precautions are in place, and so the setup and cross checking and testing of that before we go live is extensive. (:35)

AND ADMIRAL HUNTER SAYS THAT SHE WILL WATCH THE
PROCESS VERY CLOSELY TO MAKE SURE THERE ARE NO
UNEXPECTED PROBLEMS BEFORE THE TRICARE OVERSEAS
PROGRAM GETS STARTED. (:10)

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

TAIL MUSIC (:03)