



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS  
UNIT 10310, Bldg 214  
APO AE 09136

TRICARE  
AREA OFFICE  
EURASIA AFRICA

29 October 2009

MEMORANDUM FOR UNIT COMMANDERS

FROM: TRICARE AREA OFFICE – EURASIA AFRICA  
Unit 10310  
APO AE 09136

SUBJECT: TRICARE Global Remote Training Course

1. The TRICARE Area Office – Eurasia Africa will hold its bi-annual TRICARE Global Remote (TGRO) Point of Contact training course 08-10 December 2009 at the Vivamarinha Hotel in Lisbon, Portugal.
2. For most commands, the TGRO Points of Contact (POC) are volunteers who serve in these key roles as a collateral duty. The POCs are the vital links in ensuring that military members and their families obtain safe, quality healthcare without having to pay in advance. Additionally, POCs are the cornerstones of knowledge that help prevent service members from facing critical claims and billing issues. Sadly, many POCs receive minimal training for such an important role.
3. In order to ensure seamless medical services it is imperative that your TGRO POC obtain the appropriate training to guide your TRICARE beneficiaries through the process of accessing and ensuring payment for their healthcare. We have a proven training course which will greatly assist your POC in managing healthcare for your unit.
4. We will fund the use of the conference room facilities and trainers. Individual units fund the transportation, hotel and per diem for their respective member. We understand travel dollars are limited and that you must make choices among the various TDY/TAD training opportunities. We sincerely hope that you choose to send your TGRO POC to this valuable training seminar.
5. My point of contact is LCDR Thomas Jenkins, MSC, USN at DSN 496-6306 or Commercial: (49) 6302-67-6306 or [tomas.jenkins@europe.tricare.osd.mil](mailto:tomas.jenkins@europe.tricare.osd.mil)

  
CHARLES D. WILLIAMS, Col, USAF, MC, FS  
Executive Director  
TRICARE Area Office-Eurasia Africa