



TRICARE AREA OFFICE – EURASIA AFRICA (TAO-EA)

TRICARE Overseas Program (TOP) POC Reference Guide

(updated April 2012)



TRICARE Overseas Program (TOP) Remote Site Health Care

TRICARE Area Office – Eurasia Africa

TRICARE Eurasia Africa

Unit 10310

APO AE 09136

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TRICARE POC Roles, Responsibilities & Duties

Reference: TRICARE Operations Manual 6010.56M, February 2008
Chapter 24, Section 12

<http://manuals.tricare.osd.mil/>

The TRICARE Overseas Program (TOP) Point Of Contact (POC) program is a liaison service that assists remote site beneficiaries by facilitating timely TRICARE claims filing and payment. As needed, the TOP POC shall assist with coordinating the return travel for active duty service members and TRICARE Prime enrolled active duty family members after a medical evacuation. The TOP POC program was established in 1991 and was expanded in 2010 for TRICARE POCs serving in remote sites covered by a government contract with International SOS – to provide a managed health care option to active duty and family members stationed in remote areas. As a TRICARE POC in a remote area, you will assist all uniformed services, TRICARE beneficiaries and active duty members regardless of service affiliation, with completion and filing (as needed) of TRICARE Overseas Prime, TRICARE Standard and TRICARE Dental Program (TDP) claims as well as return travel after a medical evacuation.

Appointment as a TRICARE POC

POCs are established by the Uniformed Services, the Defense Intelligence Agency (DIA) and the Defense Security Assistance Agency (DSAA), with final approval by TRICARE Area Office - Eurasia Africa. To become a POC you will need a written request from the Commanding Officer of the activity requesting the POC and this may be a military base or representatives of the other government agencies listed above. Requests for POC designation should include the POC's name, anticipated date of transfer/reassignment from the unit or location, 24-hour commercial phone number, e-mail address, unit(s) the POC is supporting, a valid and secure mailing address for pouch mail, and the last date the POC completed official TAO-EA TOP PR POC training if applicable. The request should indicate whether the individual is being designated as the primary POC or alternate POC (if any), along with the names of all the POCs in the organization. The request should also indicate whether the POC will be replacing a previously designated POC who is scheduled for reassignment or transfer. POC designation is generally limited to one

primary POC and one or two alternate POCs per organization. If more than two alternate POCs are desired, the organization must submit additional justification with the request.

The signed TOP PR POC request letter should be emailed or faxed to the TRICARE Area Office – Eurasia Africa.

Email: waldemar.pustul@europe.tricare.osd.mil

Fax: +49-(0)6302-67-6374

You will receive an appointment letter by TAO-EA which will also be forwarded to the Overseas Claims Processor – International SOS/Wisconsin Physicians Services (WPS) noting your designation as the TOP PR POC.

Once appointed you will have the authority to FAX TRICARE claims to WPS for priority processing. Please see Ch 4 for additional claims information and contacts.

EXAMPLE OF DESIGNATION REQUEST TO BECOME A TRICARE POC:

(Request must be on Organizational Letterhead)

!!! DO NOT INCLUDE SSN# IN THE REQUEST!!!

MEMORANDUM FOR TRICARE Area Office – Eurasia Africa, Unit 10310, APO AE 09136

FROM: Command/Unit

SUBJECT: DESIGNATION OF TRICARE OVERSEAS PROGRAM (TOP) POINT OF CONTRACT (POC)
FOR COMMAND/UNIT

1. Request approval of the following individuals as official TRICARE POCs for the U.S. Embassy (City, Country):

Primary: Name, Branch of Service (if applicable)
 Commercial phone #
 Fax #
 Address
 E-Mail Address
 DEROS

Note: If the Primary POC is being replaced please identify who that Primary POC is, < Name >

Alternate: Name, Branch of Service (if applicable)
 Commercial phone #
 Fax #
 Address
 E-Mail Address
 DEROS

Note: If the Alternate POC is being replaced please identify who that Alternate POC is, < Name >

Note: If only one member is being replaced please note that the other's identified (by name) are still current POCs.

2. (POC name) is the (job title) for the U.S. Embassy in (country) until (timeframe).

3. (POC name) is the TRICARE Overseas Point of Contact for medical claims for the US (DAO or Mil Grp Office) in (country).

4. Thank you for your assistance in this matter. If there are any problems with this request, please contact (POC) at (phone #).

(Signature block for OIC)

Enrollments

Reference: TRICARE Operations Manual 6010.56M, February 2008
Chapter 24, Section 5

How to Obtain an Enrollment Roster

The TAO-EA is able to provide POCs with a roster of members enrolled to their site. This roster should be used to ensure that only assigned members are enrolled. If you notice members on your roster who have been gone from your site for more than 60 days you should send a Prime Disenrollment Form to the Global TRICARE Service Center (GTSC) following the steps below. If you notice members who are assigned to your site but are not on your roster you should send/re-send the Prime Enrollment Application Form to the GTSC following the steps below.

To request a roster for your site the request needs to be via email and must come from the designated TRICARE POC and include the name of your site. Requests received from members other than the POC will be returned advising the member to contact the POC for assistance. This requirement is in place to protect beneficiary privacy.

Email: waldemar.pustul@europe.tricare.osd.mil

Completing a Prime Enrollment Application Form

Obtain an Enrollment Form, DD Form 2876, from the TRICARE Overseas website:
www.tricare-overseas.com/BeneficiarieForms.htm

1. Complete all blocks on the enrollment form. Carefully note the instructions on the form.
2. It is imperative to list the exact location of the place of duty on the sponsor/member block of the enrollment form – do not list the in-processing location!
3. Ensure all family members listed on the application are physically in country with the sponsor and that they are listed on the orders as command sponsored. Do not have sponsor list family members that are not currently in country. Family members who join the sponsor later may be added with their own Enrollment Form at the time they arrive.
4. Fax the enrollment form with a copy of orders attached to the GTSC at 001-215-354-5015. **If you have the capability to password protect the signed form and orders you may attach and email to TRICAREOverseasGTSC@InternationalSOS.com.** If on, the fax coversheet, you indicate you would like confirmation of receipt, the GTSC should contact you with that verification. You may also call the GTSC at +44-(0)20-8762-8384, option 4 or see www.tricare-overseas.com/contactus for country specific toll free numbers as available to verify receipt and/or processing.

Completing a Prime Disenrollment Form

A Disenrollment Form, DD Form 2877, may be obtained from the same web link as above.

1. If it is identified that you have a member enrolled to your location that has been gone for more than 60 days please forward a Prime Disenrollment Form to the GTSC for processing.
2. This form may also be completed if a family member is requesting voluntary disenrollment.
3. Follow the directions to complete this form and forward to the GTSC in the same manner as above.

Enrollment Portability

When a member is moving from a TOP Prime Remote location the POC or the member can send a Disenrollment Form along with a copy of the member's orders to the GTSC and they will begin the portability process. The member may also call the GTSC directly and they will obtain the necessary information to begin the portability process over the phone. If the ADSM is going from one TOP Prime Remote location to another and it is within 5 days of their estimated relocation/arrival date, the GTSC will enroll them over the phone to their new duty location.

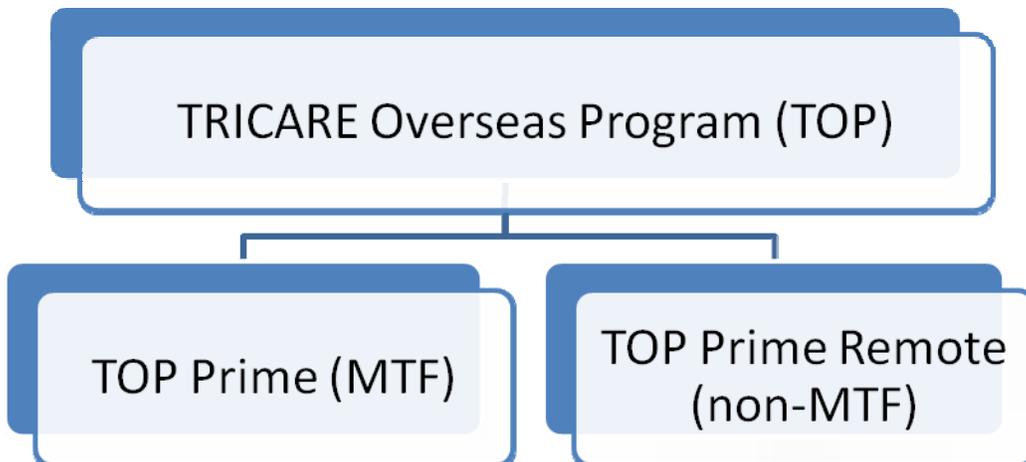
TRICARE Prime Enrollment Options

As a TRICARE POC you will be recognized as the TRICARE expert at your location, and you should be familiar with the following TRICARE enrollment options available in Eurasia Africa.

1. TRICARE Overseas Program (TOP) Prime – for those assigned to Military Treatment Facilities (MTF);
www.tricare.mil/mybenefit/home/overview/LearnAboutPlansAndCosts/TRICAREPrimeOverseas
2. TRICARE Overseas Program (TOP) Prime Remote – for those assigned to remote locations (usually defined as greater than 50 miles from a MTF);
www.tricare.mil/mybenefit/home/overview/LearnAboutPlansAndCosts/TRICAREGlobalRemoteOverseas
3. TRICARE Overseas Standard – no enrollment required. Not an option for active duty service members.
www.tricare.mil/mybenefit/home/overview/LearnAboutPlansAndCosts/TRICAREStandardOverseas
4. Contact the GTSC if you have any questions:

Commercial: +44-(0)20-8762-8384, option 4; email: TRICAREOverseasGTSC@InternationalSOS.com or see www.tricare-overseas.com/contactus for country specific toll free numbers as available.

Command sponsored family members have the option to choose between TOP Prime/ TOP Prime Remote and TOP Standard. Standard allows beneficiaries a greater freedom of choice but with additional out of pocket expenses such as deductible and percentage cost shares. See above TOP Standard link for Standard specific information. **Active duty service members must enroll in Prime/Prime Remote.** Standard members are responsible to pay civilian providers upfront, at the time of service and file their own claims to TRICARE for processing and reimbursement as appropriate. See Ch 4 for more information on claims filing.



International SOS

TRICARE has partnered with International SOS, the world's largest medical and security assistance company, to establish a network of quality healthcare providers in designated remote locations. Seeking healthcare from providers within the TRICARE network directs TRICARE beneficiaries to the best local care and ensures that Prime enrolled members will not incur upfront, out-of-pocket expenses. Enrollees at all remote locations must coordinate their care through Intl. SOS, otherwise, Point of Service (POS) fees may apply (see POS below).

Intl. SOS will also assist TRICARE beneficiaries with scheduling medical appointments if requested, locating network primary and specialty care providers and medically monitoring care. Additionally, if TRICARE beneficiaries have general healthcare inquiries or are seeking medical advice, they can speak with one of the Intl. SOS clinical staff 24 hours a day, seven days a week. For more information contact Intl. SOS at +44-(0)20-8762-8384, option 3 or see www.tricare-overseas.com/contactus for country specific toll free numbers as available.

Access to International Network Providers

Intl. SOS has special relationships and agreements with select providers in host-nation countries who agree to see TRICARE Overseas Program (TOP) Prime and Prime Remote beneficiaries.

How to access Intl SOS provider:

1. Contact Intl. SOS for an authorization at +44-(0)20-8762-8133 (direct) or +44-(0)20-8762-8384, option 3 or see www.tricare-overseas.com/contactus for country specific toll free numbers as available. Intl. SOS is available 24 hrs/day, 7 days/week.
2. Provide requested information concerning healthcare request
3. Visit the TRICARE-Intl. SOS Provider Search tool at www.tricare-overseas.com/ProviderSearch/SearchContent.aspx
4. Seek care at the referred provider's office

Point of Service (POS) Option

www.tricare.mil/mybenefit/home/Costs/HealthPlanCosts/TRICAREPrimeOptions

The POS option allows all Prime active duty family member (ADFM) enrollees, including Prime Remote beneficiaries, the freedom to seek and receive non-emergent health care services from any authorized civilian provider, outside of the Intl. SOS network, without having to contact Intl. SOS. POS claims apply a \$300 individual or \$600 family deductible as well as 50% cost share to the beneficiary's responsibility for TRICARE covered service. Services that are not covered by TRICARE will deny applying 100% of the costs to the beneficiary's responsibility.

*To avoid POS charges the beneficiary must coordinate all routine and specialty care with Intl. SOS. If the beneficiary fails to coordinate care with Intl. SOS, they will be responsible to pay a substantial amount of the bill.

Active duty claims for non-emergent care are not subject to POS and will be completely denied.

For members stationed at a U.S. Embassy, they should continue to see an Embassy Health Unit provider for part or all of their primary, routine health care. However, Intl. SOS **MUST** be contacted to coordinate all specialty care – even if the referral comes from the Embassy Health Unit provider, in order to avoid POS costs. The key point is that everyone enrolled in the TOP Prime Remote program must use an Intl. SOS network provider for all routine and specialty care obtained outside of the Embassy Health Unit. Intl. SOS network provider may differ from the Health Unit providers.

POS Claims are subject to:

Outpatient deductibles (\$300/individual and \$600/family)
50% patient cost shares after deductible has been met for outpatient care
Deductible is not applied for inpatient charges; only 50% cost share is applied

EMERGENCIES (not subject to POS charges)

No authorization is required for emergency services so no POS costs apply. Care must be received at an emergency department or diagnosis must be an emergency diagnosis.

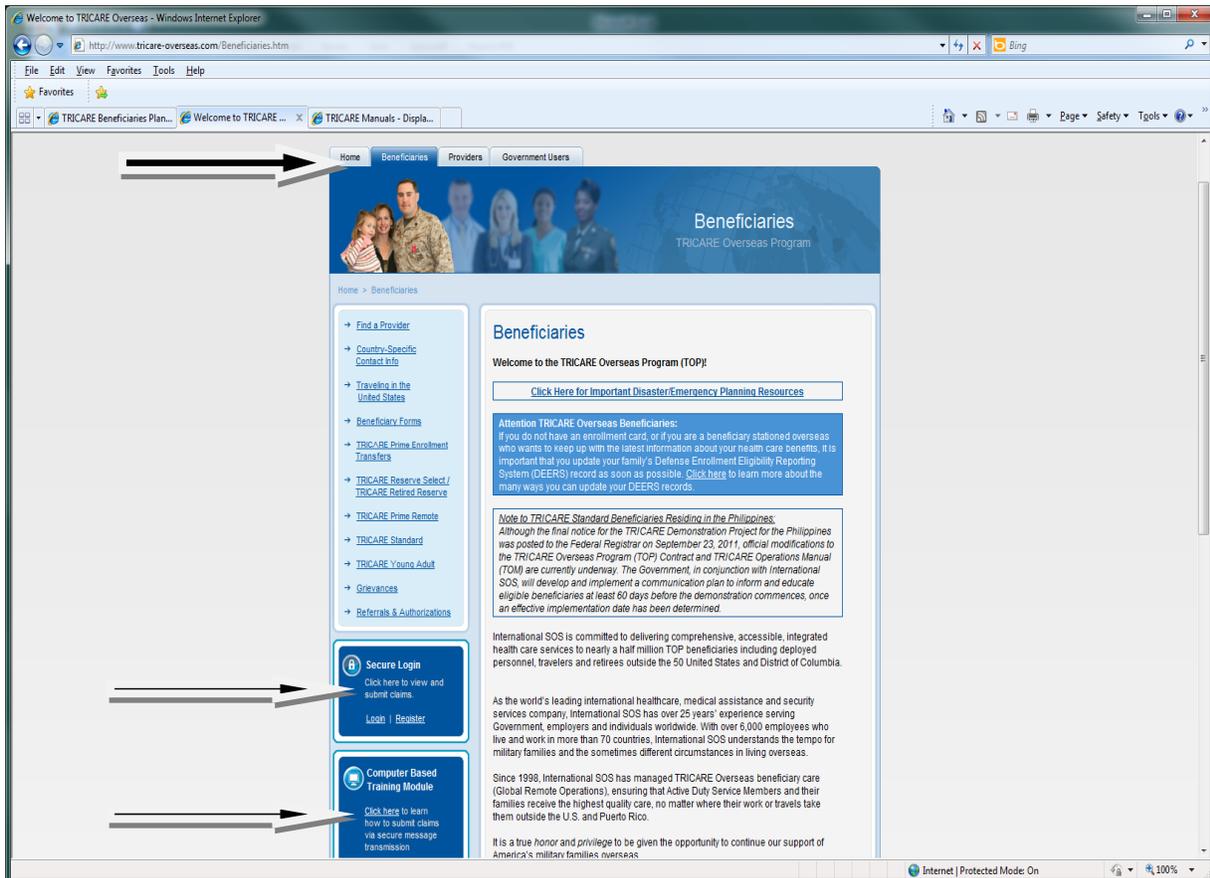
- Immediately access the nearest emergency services available
- No requirement to contact Intl. SOS before seeking emergency care
- Prime enrollees (ADSMs & ADFMs) should contact Intl. SOS as soon as possible after reporting to the emergency department. Intl. SOS will initiate contact with the provider to arrange for cashless, claimless service
- Active duty members should contact their parent Service unit as soon as possible after receiving care

- If follow up care is needed after the emergency visit, authorization must be obtained by Intl. SOS or POS charges will be applied
- Intl. SOS contacts:
 - o +44-(0)20-8762-8133 (direct) or +44-(0)20-8762-8384, option 3 (24 hrs/day, 7 days/week)
 - o www.tricare-overseas.com/contactus for country specific toll free numbers as available
 - o Email: www.tricarelon@internationalsos.com

TRICARE Overseas Claims Portal

Welcome to the TRICARE claims portal. This internet application will provide you with important and timesaving TRICARE features and the ability to research TRICARE claims (submitted to Intl. SOS/WPS for payment).

Government users who register with the claims portal will be able to view claim status and patient eligibility as well as request duplicate Explanations of Benefits. **Beneficiaries should also be encouraged to register so they may track their own claims as well as email claims for processing. Beneficiaries also have the Computer Based Training Module that will provide a video regarding steps for emailing claims through this secure portal.**

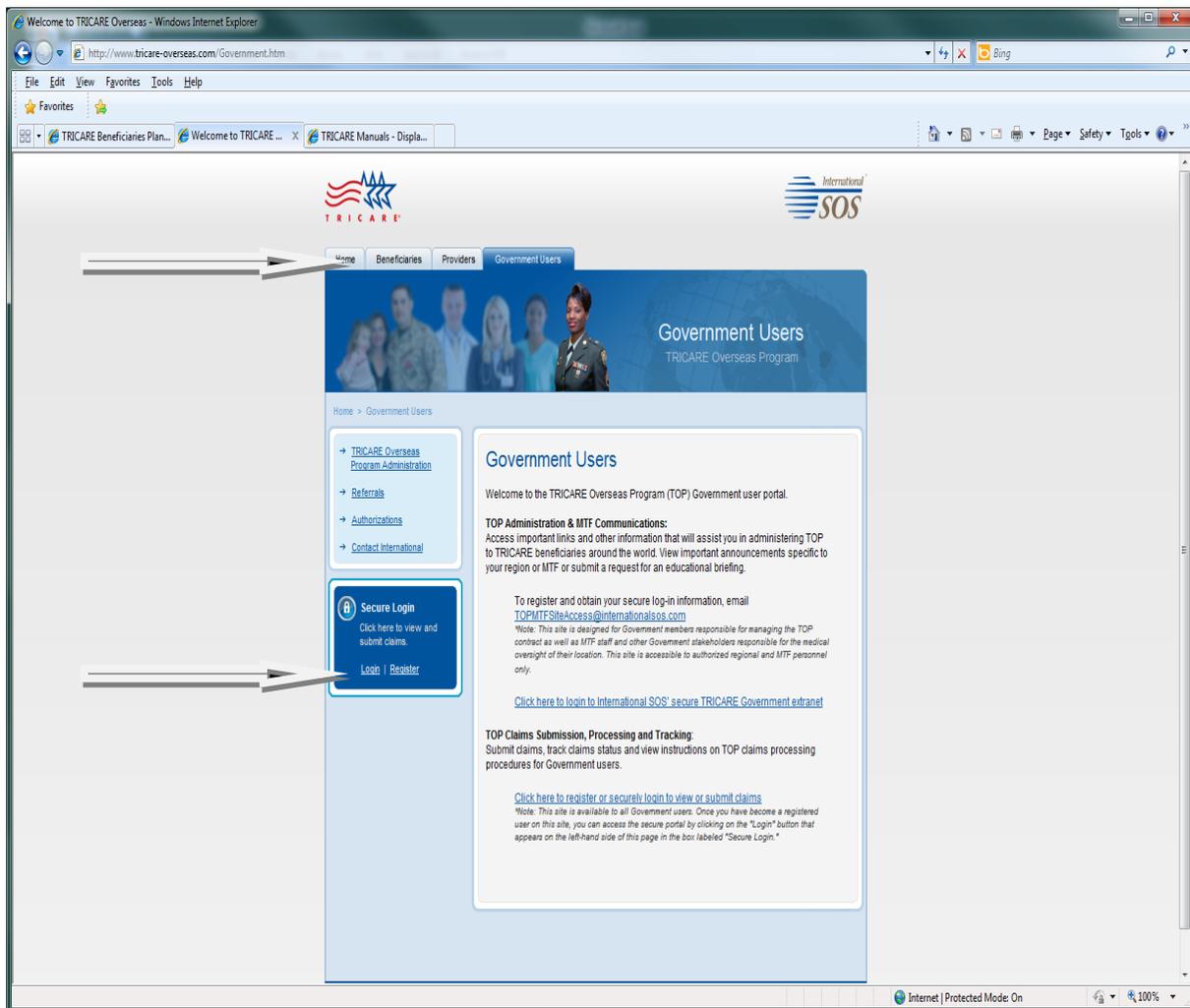


Claims Portal Registration

You must register as a government user in order to be granted access to the system. Intl. SOS/Wisconsin Physicians Service (WPS) manages access to this website.

How to Register for Access

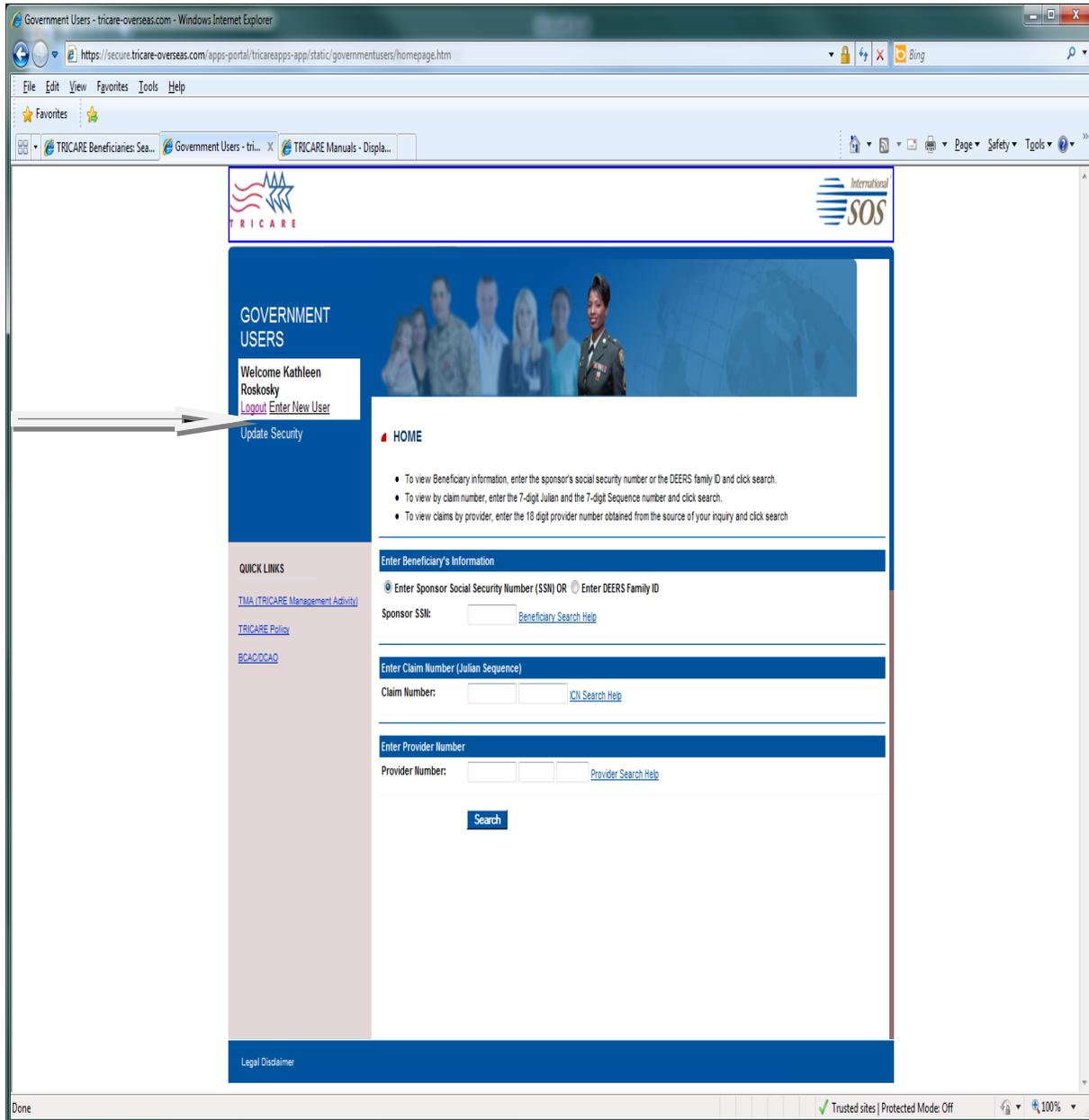
1. Log on to www.tricare-overseas.com
2. Click on the Government User tab and use the “Secure Login” on the left side of the page. As a TRICARE POC you are authorized to be a Government User



3. Intl. SOS/WPS will provide system access
4. Once system access is established you will be able to use the claims portal to research claim status on overseas claims submitted to Intl. SOS/WPS for payment and even those claims currently in processing. Please safeguard your user ID and password and DO NOT share such information.

Accessing the Claims Portal

1. Once you have successfully logged in, you will be forwarded to the claims portal home page



2. You have the option of searching the claims portal by sponsor's social security number (SSN), DEERS Family ID number, claim number, or provider number
3. Enter the chosen information and click on "Search"
4. To see the information of another beneficiary, simply click on "Enter New User" located on the left hand side of the screen.
5. To check the status of beneficiary claims, click on "Claim Status"

Government Users - tricare-overseas.com - Windows Internet Explorer

https://secure.tricare-overseas.com/apps-portal/tricareapps-app/static/governmentusers/homepage.htm

File Edit View Favorites Tools Help

TRICARE Beneficiaries: Sea... Government Users - tri... X TRICARE Manuals - Displa...

TRICARE International SOS

GOVERNMENT USERS

Welcome Kathleen Roskosky
[Logout](#) [Enter New User](#)

- Beneficiary Home
- Claim Status
- Other Health Insurance
- Eligibility & Deductible
- Out-Of-PocketExpenses
- Update Security

QUICK LINKS

- [TMA \(TRICARE Management Activity\)](#)
- [TRICARE Follow](#)
- [BCAD/DCAO](#)

HOME

[Claim Status Search](#)

Determine the status of a claim or receive information about the payment of a previously processed claim. Also, view a web generated TRICARE Explanation of Benefits (EOB) on a processed claim.

[Patient Eligibility](#)

Verify information such as whether the beneficiary is eligible for TRICARE, if enrolled and where to file claims, if the deductible has been met, or if catastrophic cap has been satisfied.

[Other Health Insurance](#)

Want to know what is on file for your other health insurance? You can also update our records if there have been any changes.

[Out Of Pocket Expenses](#)

Check your current dollar amounts toward your out-of-pocket expense limits.

[Legal Disclaimer](#)

Trusted sites | Protected Mode: Off 100%

Note that there are other options that will be useful

Patient Eligibility

Other Health Insurance

Out of Pocket Expenses

These option links are also available on the left side of the page

6. Once this has been done, the “Select a Beneficiary” screen will appear. A list of patients will be displayed. Select the patient you wish to inquire about. Note: A member’s name may not appear if there are no claims on the system under that name.

GOVERNMENT USERS

Claim Search - Select a Beneficiary

- Select the Beneficiary whose claim you are searching for, then click Next.
- [Claim Status Help](#)

QUICK LINKS

[TMA](#)
(TRICARE Management Activity)
[TRICARE Policy](#) [BCAC/DCAO](#)

Select a Beneficiary

	Name	Date of Birth
<input type="checkbox"/>	John Doe	01/01/2001
<input type="checkbox"/>	Jane Doe	02/02/2002
<input type="checkbox"/>	Mary Doe	03/03/2003

7. On the “Claim View Information” page under “Search Criteria” section you may enter either the service date range or choose a full calendar year. When choosing the service date range ensure you back date far enough to cover the date of service you are looking for. Some providers submit claims with multiple dates so it is beneficial to be generous with your start date.

GOVERNMENT USERS



CLAIM VIEW INFORMATION

- Claims are only viewable for 30 months after the processed date.
- Claims with [sensitive diagnosis codes](#) are not displayed
- Click on the claim number to display a detailed explanation of the claim.
- Click on the  icon under the EOB heading to see a copy of the TRICARE Explanation of Benefits and get detailed remarks on how your claim processed.
- Click on the  icon under the Letters heading to view any documents that correspond to the claim submission.
-  The documents on this page require Adobe Acrobat for viewing. Please [download it here](#).

No data was found for your query.

Search Criteria

Date of Service Start: * / /  Ex. mm/dd/yyyy

Date of Service End: * / /  Ex. mm/dd/yyyy

-or-

Found nothing to display.

8. Once all required data has been entered, click “New Search”

Note: Claims with a sensitive diagnosis will not be visible when searching by sponsor/member number. Sensitive diagnosis may include reproductive health (pregnancy), rape, mental health, HIV, substance abuse, sexually transmitted diseases, and abuse.

Claims Status Details

The list of claims on the system, within the search criteria entered, will show. Claims may be sorted by clicking on any of the underlined topic headings. Click the individual claim number for the Claim Detail. This page will give you a breakdown of each charge that was billed and the summary total of the claim. To see individual line items click “View Additional Claim Details”. If there is more than one line item, you will have an option to click on the next line item. The summary of all services will be the totals of all line items.

Click the  icon next to “View EOB” to view the TRICARE Explanation of Benefits (EOB). The EOBs may be printed from the browser’s print feature.

Claims

www.tricare.mil/mybenefit/home/Medical/Claims

Active duty service member (ADSM) and active duty family members (ADFM) enrolled with Intl. SOS should very seldom be in the situation to file their claims with Intl. SOS/WPS (except for pharmacy). However, if the provider of care is not an Intl. SOS “network” provider, it may be required for the member to pay upfront for the care and file their own claims for reimbursement. **This does not meet the contractual requirements for authorized care, and instances that require TOP enrollees to pay for care upfront should always be escalated to the TAO-EA for visibility and contractual documentation.**

Claims Submission Guidelines

All TRICARE beneficiary paid claims must be submitted on a TRICARE DoD/CHAMPUS Claim Form – Patients Request for Medical Payment (DD Form 2642). Claims to be paid to providers must be submitted by the provider on a CMS 1500 or UB 04 form. Itemized invoice with the provider’s letterhead should be submitted with all claims forms. Some providers may be using the Claim Development Worksheet. The use of this Worksheet by providers must first be approved by Intl. SOS.

All required forms (listed below) may be downloaded from www.tricare-overseas.com.

1. DD Form 2642 – For all beneficiary pay claims
www.tricare-overseas.com/beneficiarieforms.htm
2. CMS 1500 – For all provider pay claims (non-institutional)
www.tricare-overseas.com/Provider_Claims_Sub_Guidelines.htm
3. UB 04 – For all provider pay claims (institutional)
www.tricare-overseas.com/Provider_Claims_Sub_Guidelines.htm
4. Claim Development Worksheet – For provider pay claims (must be approved by Intl. SOS prior to use)
www.tricare-overseas.com/Provider_Claims_Dev_WorkSheet.htm

How to Submit a Claim for an ADSM, Reserve, or Guard Member

1. Member may email claim through secure Claim Portal registration
2. POC has the option of faxing claims to Intl. SOS/WPS
3. Mailing address for **ADSM** claims:
TRICARE Overseas Program – Active Duty Claims

P.O. Box 7968
Madison, WI 53707-7968

How to Submit a Claim for any non ADSM (family members, retirees, etc.)

1. Member may email claim through secure Claim Portal registration
2. POC has the option of faxing claims to Intl. SOS/WPS
3. Mailing address for **ADFM and all others** TRICARE claims:
TRICARE Overseas Program
P.O. Box 8976
Madison, WI 53708-8976

NOTE: The overseas claims processor, Intl. SOS/WPS, has jurisdiction to process **ALL** claims for care received overseas, including traveling members who reside in the U.S. Intl. SOS/WPS also processes **ALL** claims for **TOP** Prime/Prime Remote enrollees, no matter whether the care was received OCONUS or CONUS.

T R I C A R E EURASIA AFRICA
P O C REFERENCE GUIDE



Aeromedical Evacuation

In remote locations, the sending facility/Health Unit/Embassy assists in coordinating the evacuation. The TRICARE POC would provide assistance from a TRICARE/medical benefit perspective.

How to Coordinate an Air Ambulance Evacuation

1. Contact International SOS – Intl. SOS must route all requests for evacuation through the Theater Patient Movement Requirements Center (TPMRC) or the Joint Patient Movement Requirements Center (JPMRC).

OR

2. **If you have problems contacting Intl. SOS**, contact TPMRC directly – TPMRC consider Commercial Air Ambulance (CAA) for Urgent/Priority only when Military Air is not available. A launch request must be submitted through TPMRC – Europe.

TRICARE will only cover CAA for Urgent/Emergent moves (Urgent/Priority)

1. POC/Provider/Embassy contacts TPMRC (should know patient's diagnosis and general condition)
2. Patient Movement Request (PMR) completed by TPMRC
3. Clinically validated
4. Administratively validated
5. Movement planned

Contacts

International SOS:

1. +44-(0)20-8762-8133: direct to the London Alarm Center, no phone tree. Collect calls may be made to this number
2. +44-(0)20-8762-8384, option 3: phone tree option for the London Alarm Center
3. See www.tricare-overseas.com/contactus for toll free numbers where available

NOTE: If toll free numbers do not exist or are unavailable members may ask the Intl. SOS Alarm Center representative to call them right back. This will help keep member's phone charges to a minimum.

4. Email: tricarelon@internationalsos.com

TPMRC:

1. DSN: 314-480-8040/2264
2. Commercial: +49-(0)6371-47-8040/2264

3. DSN Fax: 314-480-8045/2345
4. Commercial Fax: +49-(0)6371-47-8045/2345
5. Email: tpmrceurope@ramstein.af.mil (non-emergent only)

T R I C A R E EURASIA AFRICA
P O C REFERENCE GUIDE



Benefit Programs

Dental

www.tricare.mil/mybenefit/home/Dental/DentalProgram
<https://employeeedental.metlife.com/dental/public/EmpEntry.do>

Family members of AD military, as well as non-activated Guard/Reserve members and their families may enroll in the TRICARE Dental Plan (TDP). This member purchased dental insurance plan is currently operated by United Concordia Companies, Inc. (UCCI). They help to offset the out-of-pocket expenses for overseas civilian dental care.

On May 1, 2012, MetLife will become the dental carrier for the TRICARE Dental Program. All current TRICARE Dental Program enrollees will be notified about the transition to MetLife and will receive a welcome packet with a new TRICARE Dental Program Benefits Booklet

How to Enroll

1. Online: Beneficiary Web Enrollment site
<https://www.dmdc.osd.mil/appj/bwe/indexAction.do;jsessionid=NBP7PP6Mx1N6kMpX9G38M12mnL8kNPLVW1vry57xWmZzlxGmJLhm!-888658516>
2. By Mail: Enrollment/Change Authorization form with mailing address available from
<https://employeeedental.metlife.com/dental/public/EmpEntry.do>
3. By Phone:
 - a. OCONUS 1-855-MET-TDP2 (1-855-638-8372)
 - b. CONUS 1-855-MET-TDP1 (1-855-638-8371)
 - c. MetLife TDD/TTY Service for the Hearing Impaired 1-855-MET-TDP3 (1-855-638-8373)

Brochures and Handbooks

Marketing materials with additional information are available from the TRICARE Smart Site www.tricare.mil/tricaresmart/default.aspx as well as from the appropriate TMA web pages www.tricare.mil on the right side of the page under the title "Downloads". POCs as well as beneficiaries should be familiar with where to download brochures, handbooks, flyer, Fact Sheets, etc. for additional information.

How to Submit a Dental Claim

1. Claim submission documents should be available from
<https://mybenefits.metlife.com/tricare>
2. Read all instructions thoroughly
3. Include the dentist bill or statement of charges
4. Include non-availability and referral form for orthodontia
5. Mail bill(s) to:

MetLife TRICARE Dental Program
P.O. Box 14182
Lexington, KY 40512
Fax to: 001-855-763-7334
Email: OCONUSdentalclaims@metlife.com

6. Claim payment:
 - a. Orthodontia claims in OCONUS locations will typically be paid directly to the dentist.
 - b. All other services, MetLife will make payment for covered services to either the dentist or beneficiary, depending on which party submitted the claim
 - c. If the beneficiary submits the claim and states that payment should be made directly to the dentist, the beneficiary must sign the portion of the claim submission document that assigns payment to the dentist (block 21 of the claim form)
 - d. If MetLife is unable to determine which party forwarded the claim, payment will be issued to the dentist
 - e. All claims submitted by beneficiaries will be in paid in U.S. dollars.
7. To check on the status of the claim members may contact MetLife directly

Pharmacy

The TRICARE Pharmacy Home Delivery Program (previously TMOP) is available for prescriptions taken on a regular basis. You can receive up to a 90 day supply (for most medications) of your prescription by using Home Delivery.

Prescriptions are usually filled for maintenance medication such as: blood pressure, allergy, or cholesterol medications. Generic drugs are mandatory when available. Registration information may be obtained from

www.tricare.mil/mybenefit/home/Prescriptions/FillingPrescriptions/TMOP/Register. The Express Scripts website has additional information and can be found at www.express-scripts.com/TRICARE/

Only US licensed provider prescriptions can be filled by the Home Delivery Program!

Prescriptions may be mailed to any address in the United States and its territories, including temporary and APO/FPO addresses. If you are assigned to an embassy and do not have an APO/FPO address, you must use the embassy address. Prescriptions cannot be mailed to private foreign addresses. Refrigerated medications cannot be shipped to APO/FPO addresses.

To Obtain Home Delivery Program Access:

1. Register online: www.express-scripts.com/TRICARE

2. Register by mail: Download the registration form from the “Downloads” section (right side of page) on www.tricare.mil/mybenefit/home/prescriptions/fillingprescriptions/tmop/register. Include the written prescription and the appropriate copayment when you mail your registration to Express Scripts.
Mail the registration form to:
Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954
3. Register by phone: Call 1-877-363-1303 to request a registration form
4. A provider may fax or call in prescriptions directly to Express Scripts (up to a 90 day supply). See above TRICARE.mil website for additional information.
Fax number: 001-602-586-3911
Call number: 001-877-636-1303

To Refill a Prescription

1. Log onto www.express-scripts.com/TRICARE
 - a. Enter your user name and password
 - b. Follow the prompts to refill your prescription
2. Via phone: 001-877-363-1303 (refill # listed on prescription bottle)
3. Via mail: When you receive your first prescription you should also receive a Prescription Refill form. Use this form and mail to:
Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

Filling a Prescription for Over 90 Days – Deployment Prescription Program

Normally Express-Scripts may fill prescriptions only for 90 days at a time. However, for those members deployed in support of a contingency operation they may request to have prescriptions filled for up to 360 days (maintenance medications). To request a prescription be filled for up to 360 days, contact must be made with the Pharmacy Operations Center (POC) located in Fort Sam Houston, TX. Only the POC can authorize an override to Express Scripts.

The following procedures must be followed:

1. Contact Pharmacy Operations Center
 - a. Phone: 001-866-ASK 4 PEC (866-275-4732) option #5; see <http://pec.ha.osd.mil/TMOP/International%20PEC%20toll%20free%20numbers.php> for the international toll free number listing
 - b. Fax: 001-210-221-8131
 - c. Email: pds.ameddcs@amedd.army.mil

2. Email or fax cover sheet must have a clear request for the Deployment Prescription Program with the prescription as an attachment. If faxing make sure an email address is provided for beneficiary contact
3. Member should receive a response from the POC within 1-2 business days

Naval Ophthalmic Support & Training Activity (NOSTRA) Eye Wear Orders

The NOSTRA mission is to support readiness of the Armed Forces by providing timely fabrication and worldwide delivery of quality eyewear.

NOSTRA provides free glasses to remote active duty members as well as retirees.

How to Order Glasses

1. Go to: www.med.navy.mil/sites/nostra
2. Click on "How to Order"
3. Select "How to Order: Remote Locations" on the left side of the page
4. Follow instructions

http://www.med.navy.mil/sites/ostroa/order/Pages/default.aspx - Windows Internet Explorer

http://www.med.navy.mil/sites/ostroa/order/Pages/default.aspx

File Edit View Favorites Tools Help

TRICARE Pharmacy Progra... Welcome to TRICARE Over... http://www.med.navy... X

Naval Ophthalmic Support & Training Activity Sign In | FAQ | TRICARE | Customer Feedback | Contact Us

How To Order

Naval Ophthalmic Support & Training Activity Command Info **How To Order** Frames and Lenses Patient Services Contact Us Privacy Policy Visitor Information

Naval Ophthalmic Support & Training Activity > How To Order

Ordering Optical Products

This section on ordering eyewear is not only a means for patients who do not have access to a military treatment facility to learn how to fill out the **DD771**, but for those military members who are not opticians to learn how to order, fit and dispense eyewear to deploying personnel.

We also have information regarding how to order via the Spectacle Request Transmission System.

You can use these pages as guidelines for how and where to mail or e-mail orders, and to receive information on setting up accounts through SRTS.

Once you have placed your order, if you need to make inquiries regarding the status of your order, please see the [Contact Us](#) page, or the [FAQ](#) page at this site.

Fitting and Dispensing

Everyone who has ordered prescription military eyewear has had some difficulty filling out the order form, **DD 771**. Finding all the necessary information on every SF 600 is rare. This article is designed to help the Independent Duty and General Duty corpsman serving with operational units. More importantly, it will reduce the chance of anyone having the order returned for incomplete information.

DD-771

The **DD-771** is the approved form for ordering eyewear for those who do not have SRTS capability. We have added instructions and several "dropdown" boxes to make this form more convenient.

Eligibility

Eligibility for all optical products varies widely by service, by duty status and job assignment. (i.e., NEC/MOS/AFSC) Please refer to the eligibility charts before ordering.

[Retiree Eligibility and Ordering Information](#)

Trusted sites | Protected Mode: Off 100%

Resources & Tools

Air Force: www.af.mil

Air Force Reserve Command: www.afrc.af.mil

Air National Guard: www.ang.af.mil

Appeals- TMA Office:

TRICARE Management Activity
Appeals, Hearings and Claims Collection Division
16401 E. Centretch Parkway
Aurora, CO 80011-9066

Army: www.army.mil

Army One Source: www.myarmyonesource.com

Army National Guard: www.nationalguard.mil

Army Reserves: www.armyreserve.army.mil

BCAC/DCAO Tools and Resources: www.tricare.mil/customerservicecommunity/resources.aspx

BCAC/DCAO Directory: www.tricare.mil/bcacdcao

Beneficiary Web Enrollment (BWE): www.dmdc.osd.mil/appj/bwe

Certificates of Credible Coverage:

Phone: 1-800-538-9552, say “proof of insurance” when prompted

Fax: 1-831-655-8317

Written Requests:

Defense Manpower Data Center (DMDC) Support Office

ATTN: Certificate of Credible Coverage

400 Gigling Rd

Seaside, CA 93955-6771

Computer/Electronic Accommodations Program (CAP):

www.cap.mil or www.cap.mil/wsm (for wounded service members)

1-703-681-8813, Fax: 1-703-681-9075

cap@tma.osd.mil

Computer/Electronic Accommodations Program Technology Evaluation Center (CAPTEC):

1-703-693-5160

TTY: 1-703-693-6189,

1-574-381-5625 (video phone)

captec@tma.osd.mil

Coast Guard: www.uscg.mil

Coast Guard Employee Office of Work Life: 1-800-872-4957

Coast Guard Health Benefits Assistance Line: 1-800-9-HBA-HBA/1-800-942-2422

Coast Guard Reserve: www.uscg.mil/reserve

Continued Health Care Benefits Program (CHCBP):

1-800-444-5445

www.humana-military.com (click CHCBP located at the bottom right corner of the page)

CHCBP Enrollment Form

www.tricare.mil/mybenefit/Download/forms/CHCBP_Enrollment_Form.pdf

Mail to:

Humana Military Healthcare Services, Inc.

Attn: CHCBP

P.O. Box 740072, Louisville, KY 40201

Send CHCBP Claims To:

PGBA

P.O. Box 7031

Camden, SC 29020

Defense Enrollment Eligibility Reporting System (DEERS) RAPIDS Site Locator:

www.dmdc.osd.mil/rsl

Defense Manpower Data Center (DMDC)/DEERS Support Office (DSO): www.dmdc.osd.mil

Toll-free: 1-800-538-9522,

TTY/TTD: 1-866-363-2883

Fax address changes to DEERS at: 1-831-655-8317

Online: <https://www.dmdc.osd.mil/milconnect>

Mail to:

DMDC Support Office

ATTN: COA

400 Gigling Rd

Seaside, CA 93955-6771

DMDC Support Office (Beneficiaries & MHS Support Staff): 1-800-372-7437

DMDC Support Office (BCACs/DCAOs only): Research & Analysis 1-831-583-2500; DSN 1-878-3522/3523

DMDC Support Office (Eligibility): 1-800-538-9552

DoD Hotline/Force Health Protection & Readiness (FHP&R) Program: 1-703-681-3279, dial 0

Defense Medical Information System (DMIS) Codes: www.dmisid.com

Family Support and Hotline Information:

Navy 1-800-372-5463

Marine Corps

1-800-336-4663

(East of the Mississippi River, excluding Wisconsin)

1-800-353-1624

(West of the Mississippi River, including Wisconsin)

Coast Guard 1-800-872-4957 ext. 932

Army 1-800-833-6622

Air Force 1-800-435-9941

National Guard Bureau 1-888-777-7731

Deployment Health Support Hotline 1-800-497-6261

Defense Logistics Agency (DLA) 1-800-222-0364 / 1-314-264-7702

Express Scripts, Inc.:

General Correspondence

Phone: 1-877-363-1303

Online: www.express-scripts.com/TRICARE

Mail:

Express Scripts, Inc.

P.O. Box 60903

Phoenix, AZ 85082-0903

Filing Claims

Send claims to:

Express Scripts, Inc.

P.O. Box 66518

St. Louis, MO 63166-6518

International Toll-Free Access

Dial the in-country access code listed below

Germany: 00+800-3631-3030

Italy: 00+800-3631-3030

Japan-IDC: 0061+800-3631-3030

Japan-Japan Telecom: 0041+800-3631-3030

Japan-KDD: 010+800-3631-3030

Japan-Other: 0033+800-3631-3030

South Korea: 002+800-3631-30303

Turkey: 0811-288-0001 (once prompted, input 877-363-1303)

United Kingdom: 00+8003631-3030

Note: Beneficiaries residing overseas who are located in areas outside of these six countries should call their point of contact number, which will provide access to the Express Scripts Contact Center.

Pharmacy Operations Center

Phone: 1-866-ASK-4PEC (1-866-275-4732)

(for specific in-country, toll-free service, where established)

Online: www.pec.ha.osd.mil

Pharmacy Claim Filing Information

Phone: 1-877-363-1303

Online: www.tricare.mil/pharmacy/claims

Health Insurance Portability and Accountability Act (HIPAA):

E-mail: hipaatcsimail@tma.osd.mil

Website: www.tricare.mil/hipaa

Health Net Federal Services, LLC:

www.healthnetfederalservices.com

1-877-TRICARE/1-877-874-2273

Humana Military Healthcare Services, Inc:

www.humana-military.com

1-800-444-5445

Institute for Patient-and-Family-Centered Care: www.ipfcc.org

Marine Corps: www.usmc.mil

Marine Corps Reserves: www.marines.mil/unit/marforres

Medical Affairs Brand USPHS: 1-800-368-2777, Option 2

Medicare and Medicaid Services: www.medicare.gov

1-800-MEDICARE/1-800-633-4227

Member Choice Center (MCC): 1-877-363-1433 (toll-free)

Military One Source: www.militaryonesource.mil

1-800-342-9647

TTY/TTD 1-866-607-6794

Refer to the "Contact Us" page for international dialing instructions

MMSO (Military Medical Support Office):

1-888-MHS-MMSO/1-888-647-6676

www.tricare.mil/tma/MMSO

MMSO Medical Eligibility Verification Form:

www.tricare.mil/tma/mmso/pdf/MMSOFormMedicalEligibility.pdf

National Guard and Reserve:

National Guard and Reserve Contact Information

North Region

Healthnet Federal Services, Inc.

TRS/TRR Enrollment

P.O. Box 870162

Surfside Beach, SC 29587-9762

1-877-874-2273

www.hnfs.net

West Region

TriWest Healthcare Alliance

P.O. Box 42048

Phoenix, AZ 85080-2048

1-888-TRIWEST/1-888-874-9378

www.triwest.com

South Region

Humana Military Health Services, Inc.

P.O. Box 105389

Atlanta, GA 30348-5389

1-800-444-5445

www.humana-military.com

Overseas (Includes All Areas)

International SOS Assistance, Inc.

TOP TRS/TRR Enrollment

P.O. Box 11689

Philadelphia, PA 19120

1-877-451-8659

www.tricare-overseas.com

National Guard Family Program: www.guardfamily.org

Navy: www.navy.mil

Navy Reserve: www.navyreserve.com

National Oceanic and Atmospheric Administration: www.noaa.gov

PGBA: www.mytricare.com

Pharmacoeconomic Center: www.pec.ha.osd.mil

Pharmacy:

TRICARE Pharmacy Program

Stateside

1-877-363-1303

U.S. Territories - Home Delivery or Assistance with ESI Only

Germany	00+800-3631-3030
Italy	00+800-3631-3030
Japan-IDC	0061+800-3631-3030
Japan-Japan Telecom	0041+800-3631-3030
Japan-KDD	010+800-3631-3030
Japan-Other	0033+800-3631-3030
South Korea	002+800-3631-3030
Turkey	0811-288-0001 (once prompted, input 877-363-1303)
United Kingdom	00+800-3631-3030
All other areas outside of the US	1-866-ASK-4PEC/1-866-275-4732
TDD Toll-Free	1-877-540-6261
E-Mail	DOD.customer.relations@express-scripts.com

Postal Mail:

Express Scripts Inc.
PO Box 52150
Phoenix, AZ 85072

Mail Claims To:

Express Scripts, Inc.
ATTN: Claims Department
P.O. Box 66773
St. Louis, MO 63166-6773

Mail Prescription Claims To:

Express Scripts, Inc.
ATTN: Claims Department
P.O. Box 52132
Phoenix, AZ 85082

Mail Overseas Prescription Claims To:

TRICARE Overseas Program
ATTN: Claims Department

TRICARE Overseas Program
P.O. Box 7985
Madison, WI 53707-7985

Pharmacy Appeals:

Express Scripts, Inc.
P.O. Box 60903
Phoenix, AZ 85082-0903

Pharmacy Home Delivery:

www.express-scripts.com/TRICARE
1-877-363-1303 (toll-free if in the U.S.)
Express Scripts, Inc.
P.O. Box 52150
Phoenix, AZ 85072-9954

Pharmacy Locator: www.express-scripts.com/TRICARE/pharmacy

Overseas Pharmacy Claims (other than U.S. Territories)

Stateside

TRICARE Management Activity (TMA)
Military Medical Support Office (MMSO)
ATTN: RC Retail Pharmacy Reimbursement
P.O. Box 886999
Great Lakes, IL 60088-6999
Fax: 1-847-688-6460

Overseas (All ADSMs)

Wisconsin Physicians Service
TRICARE Active Duty Claims
P.O. Box 7968
Madison, WI 53707-7968
See www.tricare-overseas.com/contactus for country specific toll free numbers

Eurasia-Africa

Non-active duty Wisconsin Physicians Service
P.O. Box 8976
Madison, WI 53707-8976
1-877-678-1207, option #2 or see www.tricare-overseas.com/contactus
for country specific toll free numbers

Latin America and Canada

Non-active duty Wisconsin Physicians Service
P.O. Box 7985
Madison, WI 53707-7985
1-608-301-2311, option #2

Pacific

Non-active duty Wisconsin Physicians Service
P.O. Box 7985
Madison, WI 53707-7985

1-608-301-2311, option #2

Rapids Site Locator: www.dmdc.osd.mil/rsi/

Reserve Affairs:

<http://ra.defense.gov/>

Family Readiness: <http://ra.defense.gov/programs/fepp/family.html>

Service Points of Contact (SPOC)

Active Duty Service Members

1-888-MHS-MMSO/1-888-647-6676

United States Public Health Service (USPHS)

1-800-368-2777, option #2

General Inquiries

[Insert branch of Service] Point of Contact

Military Medical Support Office (MMSO)

PO Box 886999

Great Lakes, IL 60088-6999

Social Security Administration

1-800-772-1213

TTY/TDD 1-800-325-0778

www.ssa.gov

TMA Privacy and Civil Liberties Office:

5111 Leesburg Pike, Suite 810,

Falls Church, VA 22041

www.tricare.mil/tmaprivacy/default.cfm

1-703-681-7500

privacymail@tma.osd.mil

TPR and Remote Reserve Component LOD Care Questions:

MMSO: 1-888-647-6676

www.tricare.mil/tma/MMSO

TRICARE Authorized Providers: www.tricare.mil/mybenefit/home/Medical/FindingAProvider

TRICARE Contracts Toolkit: www.tricare.mil/contractstoolkit

TRICARE Dental Program (TDP)/TRICARE Dental Program Overseas:

MetLife Contact Information

By Phone:

Stateside: 1-855-MET-TDP1/1-855-638-8371

Overseas: 1-855-MET-TDP2/1-855-638-8372

TDD/TYY: 1-855-MET-TDP3/ 1-855-638-8373

Online: <https://mybenefits.metlife.com/tricare>

Enrollment

Online:

Forms & Enrollment: www.tricare.mil/bwe

Costs & Premiums: www.tricare.mil/costs

By Mail:

MetLife TRICARE Dental Program (TDP)

P.O. Box 14185

Lexington, KY 40512

Claims

Stateside:

MetLife TRICARE Dental Program (TDP)
P.O. Box 14181
Lexington, KY 40512
Fax: 1-855-763-1333

Overseas:

MetLife TRICARE Dental Program (TDP)
P.O. Box 14182
Lexington, KY 40512
Fax: 1-855-763-1334
E-Mail: OCONUSdentalclaims@metlife.com

TRICARE Fact Sheets:

www.tricare.mil/factsheets

Subscribe at www.tricare.mil/factsheets/mail/mailsub.cfm

TRICARE For Life: www.tricare4u.com

1-866-773-0404, TDD 1-866-773-0405

TFL Overseas: CONUS: 1-866-773-0404; TDD 1-866-773-0405

See website for additional overseas contact information

Send claims to:

WPS/TRICARE For Life
P.O. Box 7890
Madison, WI 53707-7890

Written correspondence:

WPS/TRICARE For Life
P.O. Box 7889
Madison, WI 53707-7889

TRICARE Forms: www.tricare.mil/forms

TRICARE Formulary Search Tool: www.pec.ha.osd.mil/formulary_search.php

TRICARE Media Center: www.tricare.mil/mediacenter

TRICARE Online: www.tricareonline.com

TRICARE Overseas:

TRICARE Area Office (TAO) Eurasia-Africa (Africa, Europe and the Middle East)

www.tricare.mil/tma/eurasiaafrica

Commercial: +49-6302-67-6314

Commercial Fax: +49-6302-67-6378

DSN: 314-496-6314

DSN Fax: 314-496-6378

teoweb@europe.tricare.osd.mil

TOP Regional Call Center:

+44-(0)20-8762-8384 or see www.tricare-overseas.com/contactus for
country specific toll free numbers

Medical Assistance: +44-(0)20-8762-8133

Toll-Free from the U.S.: 1-877-678-1207

Email: tricarelon@internationalsos.com

TRICARE Area Office (TAO) Latin America and Canada (Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands)

www.tricare.mil/tma/tlac

Commercial: 1-210-292-8520

Commercial Fax: 1-210-292-3224

DSN: 554-8582

taolac@tma.osd.mil

TOP Regional Call Center:

1-215-942-8393

Toll-Free: 1-877-451-8659

Medical Assistance: 1-215-942-8320

Email: tricarelon@internationalsos.com

TRICARE Area Office (TAO) Pacific (Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific Remote Countries)

www.tricare.mil/tma/pacific

Singapore: 1-877-678-1208, option #4,

Sydney: 1-877-678-1209, option #4

(toll-free if calling from the U.S.)

Commercial: +81-611-743-2036

Commercial Fax: +81-611-743-2037

DSN: 315-643-2036

DSN Fax: 315-643-2037

tpao.csc@med.navy.mil

TOP Regional Call Center:

Singapore: +65-6339-2676

sin.tricare@internationalsos.com

Sydney: +61-2-9273-2710

sydtricare@internationalsos.com

Medical Assistance:

Singapore: +65-6338-9277

Sydney: +61-2-9273-2760

TRICARE Prime Remote (TPR): www.tricare.mil/tpr

TPR Enrollment Forms:

North Region www.tricare.mil/tronorth/EligibilityEnrollmentForm

South Region www.tricare.mil/trosouth/EligibilityEnrollmentForm

West Region www.tricare.mil/trowest/TPRWaiverRequest

TRICARE Products/Educational Materials: www.tricare.mil/tricaresmart/default.aspx

TRICARE Providers: www.tricare.mil/providers

TRICARE Regional Offices (TRO):

TRO South

Humana Military Healthcare Services

Customer service: 1-800-444-5445

www.tricare.mil/trosouth
trosouthcs@tros.tma.osd.mil

TRO North

Health Net Federal Services

Customer service: 1-877-874-2273

www.tricare.mil/tronorth
tronorth@tma.osd.mil

TRO West

TriWest Healthcare Alliance

Customer service: 1-888-874-9378

www.tricare.mil/trowest
trow-southwest@trow.tma.osd.mil

TRICARE Reserve Select:

www.tricare.mil/mybenefit/home/overview/LearnAboutPlansAndCosts/TRICAREReserveSelect

TRICARE Retired Reserve:

www.tricare.mil/mybenefit/home/overview/LearnAboutPlansAndCosts/TRICARERetiredReserve

TRICARE Retiree Dental Program

Delta Dental Plan of California

1-888-838-8737

www.ddpdelta.org/

TRICARE Service Centers: www.tricare.mil/contactus/

TRICARE Website:

www.tricare.mil

Subscribe for email updates at:

www.public.govdelivery.com/accounts/USMHSTMA/subscriber/new

TRICARE Young Adult (TYA):

www.tricare.mil/mybenefit/home/overview/LearnAboutPlansAndCosts/TRICAREYoungAdult?p=TYA

TriWest Healthcare Alliance:

www.triwest.com

1-888-TriWest/1-888-874-9378

U.S. Army Wounded Warrior Program:

1-877-393-9058

www.wtc.army.mil/aw2

Uniformed Services Employment and Reemployment Rights Act (USERRA): www.dol.gov/vets

U.S. Public Health Service Beneficiary Medical Program:

1-800-368-2777, Option 2

www.usphs.gov

Uniformed Services Family Health Plan (USFHP): www.usfhp.com or www.usfhp.net

Uniformed Services Family Health Plan (USFHP) Designated Providers:

Johns Hopkins Medical Services Corporation (Serving central Maryland, Washington DC, and parts of Pennsylvania, Virginia and West Virginia)

USFHP Customer Service Department
6704 Curtis Court
Glen Burnie, MD 21060
Toll-free: 1-800-808-7347
www.hopkinsmedicine.org/usfhp

Brighton Marine Health Center (Serving Massachusetts [including Cape Cod], Rhode Island and northern Connecticut)

US Family Health Plan
77 Warren Street
Brighton, MA 02139
1-800-818-8589
www.usfamilyhealth.org

Martin's Point Health Care (Serving Maine, New Hampshire, Vermont, upstate and western New York and the northern tier of Pennsylvania)

891 Washington Avenue
P.O. Box 9746
Portland, ME 04104-5040
1-800-322-0280
www.martinspoint.org

Pacific Medical Centers (PacMed Clinics) (Serving the Puget Sound area of Washington State)

Pacific Medical Center (Beacon Hill)
1200 12th Avenue South
Seattle, WA 98144
1-888-4-PACMED/1-888-472-2633
www.pacmed.org

CHRISTUS Health (Serving southeast Texas and Southwest Louisiana)

US Family Health Plan
P.O. Box 924708
Houston, TX 77292
1-800-678-7347
<http://christus.usfhp.com/>

Saint Vincent Catholic Medical Centers of New York (Serving New York City, Long Island, Southern Connecticut, New Jersey, and Philadelphia and area suburbs)

US Family Health Plans
450 West 33rd St.
Mezzanine
New York, NY 10001
1-800-241-4848
www.svcmc.org

U.S. State Department: www.usembassy.state.gov

US Family Health Plan (USFHP): www.usfhp.com

1-800-748-7347

Wisconsin Physicians Service (WPS):

1717 W. Broadway
P.O. Box 8190
Madison, WI 53708-8190
member@wpsic.com

Women, Infants, and Children (WIC) Overseas: www.tricare.mil/wic