

Active Duty DENTAL CARE in TRICARE Global Remote Overseas (TGRO) and other Remote Locations

How to use your overseas dental benefit when you are assigned to remote areas in Europe, Africa or the Middle East

Active Duty members in remote areas needing dental treatment should contact International SOS at 0044 20 8762 8133. ISOS will then assist the patient in finding and scheduling a dental appointment.

If a patient needs to seek emergency dental care they should always try to contact ISOS before seeking care. ISOS has representatives on duty 24/7 throughout the year.

Needed routine dental care is best accomplished at a military dental treatment facility if that is possible. However, if that is not possible, then the active duty member should seek care through ISOS. If the care is going to cost less than \$500 then ISOS will automatically approve the request for the Guarantee of Payment (GOP) from the provider. **If the care is going to cost more than \$500, then a treatment plan and a panoramic x-ray need to be submitted to International SOS and they in turn submit the treatment plan to the TRICARE Area Office (TAO) – Europe for review and approval.** After the review and approval the necessary paperwork is returned to International SOS for their response to the provider about the approval or denial of the request for the guarantee of payment.

Occasionally an active duty member in a remote location will want to try to get orthodontic treatment while they are assigned to these areas. Orthodontic treatment is usually considered to be an elective procedure and therefore very few orthodontic requests for care are approved. However, patients who are interested in this type of treatment can request from ISOS and their provider that an orthodontic treatment plan be accomplished. Before requesting this treatment the patient would need to have sufficient retainability at their location in order for the orthodontic treatment to be completed during that assignment, and the member should be in a non-deployable position. Normally ISOS will approve the ortho treatment



plan request and then the following items would need to be sent to ISOS by email or mailed to TAO-Dental:

- Study casts or photos of the teeth (straight on, R & L lateral, max and man occlusal)
- Appropriate x-rays (Orthopantograph and Lateral Cephalometric)
- Lateral Cephalometric tracing
- Written diagnosis and treatment plan to include the cost and length of treatment

After the review of the orthodontic treatment plan the approval or denial is sent to International SOS and then the information is sent to the provider. Normally discussions between the TAO-Dental Office and the patient will take place concerning these requests.

A record of any dental care received from a civilian provider should be recorded in the active duty dental record.

Address questions concerning this program to the TAO - Europe Dental Office.

TRICARE Area Office – Europe Dental Office at:
DSN: 496-6358, Commercial in Germany: 06302-67-6358,
outside of Germany: 0049-6302-67-6358
E-mail address: TDP@europe.tricare.osd.mil

Mail orthodontic treatment planning items to:

German address:
TRICARE Europe Implants
Unit 10310
Bldg. 214, Fourth Floor, Rm 422
Sembach Flugplatz
67681 Heuberg, Germany

Military address:
Tricare Europe Implants
Unit 10310
APO AE 09136