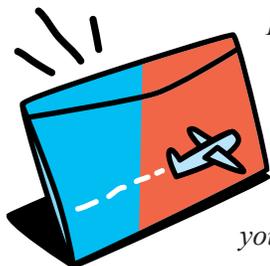




Remote



If you are a TRICARE Europe Prime beneficiary and are permanently assigned in remote locations of Europe, Africa, and the Middle East, you will use one of two types of Prime programs depending on your location.

TRICARE Global Remote Overseas (TGRO)

Most active duty members and their families permanently assigned in remote locations of Europe, Africa, and the Middle East are covered by TRICARE Global Remote Overseas (TGRO). TGRO is a worldwide program tailored to serve the unique needs of TRICARE beneficiaries living overseas in remote locations and is a partnership between TRICARE and International SOS, the largest remote site health care service in the world. This partnership allows us to deliver quality, consistent remote health care services to military families worldwide.

■ *All items on this fact sheet that apply to TGRO sites are marked with a green square.*

Non-TGRO Remote Site

Some active duty members and their families permanently assigned in remote locations of Europe, Africa, and the Middle East live in locations where TGRO is not offered.

■ *All items on this fact sheet that apply to non-TGRO remote sites are marked with a yellow square.*

The following is a description of each program, beginning with TRICARE Global Remote Overseas (TGRO). If you are not sure which program you are in, contact TRICARE Europe at DSN 496-6347, commercial 49-6302-67-6347, or at teoremotesite@europe.tricare.osd.mil.

TRICARE Global Remote Overseas

The TRICARE Global Remote Overseas program is for active duty members and their families who live in designated TGRO locations. While TRICARE Europe defines a Remote site as "more than 50 miles or a one hour drive from a U.S. military Medical Treatment Facility (MTF),"

TGRO Remote sites (those sites covered by the International SOS contract) are specifically designated by each service.

Active duty members must enroll in the TGRO program where it is available. Family members may choose between TGRO and TRICARE Standard coverage.



Standard is a program that offers greater flexibility in provider choice, but members have co-pays and deductibles. In some locations, active duty members and family members may also choose to enroll with a Military Treatment Facility (MTF). However, if you choose this option you must coordinate all care through the MTF.

TGRO Routine Care Appointments

Beginning on Jan. 1, 2005, you must coordinate all of your routine and specialty care with International SOS. Just as TRICARE Prime members who live near a Military Treatment Facility must first coordinate their care with their Primary Care Manager, you must first coordinate your care with International SOS.

If you fail to coordinate routine care with International SOS after Jan. 1, you will have to pay a substantial percentage of the bill:

- Active Duty claims may be denied.
- Active Duty family member claims will be processed at the Point-of-Service rate. Members will have to pay a deductible as well as cost-shares (\$300 single/\$600 family deductibles and 50 percent of the claim).

If you are stationed at a U.S. embassy, you may continue to see an Embassy Health Unit provider for part or all of your primary routine health care. You don't need to call International SOS in this case, but they must still coordinate all specialty care — even if the referral comes from your embassy health unit provider. Beneficiaries whose care is provided by military hospitals and clinics have the same requirement to have their care authorized by a primary care manager.

The key point is that everyone enrolled in TGRO must use an International SOS provider for all routine care .

■ TGRO: Emergency & Urgent Care

Of course, if you need emergency or urgent care, you do not need to first contact International SOS. Go to the nearest location where emergency services are available.

Active Duty personnel and their family members must contact International SOS as soon as possible. In addition, Active Duty members must contact their parent Service unit as soon as possible.

■ TGRO: Dental Care

If you're an active duty service member, you may seek dental care through the International SOS call center (44-20-8762-8133). Once you have made contact with the center, they will fax the dentist a guarantee of payment. You will not need to make any upfront payments or file any claims. When using a non-network dentist, you may have to make payment upfront at the time of the service and file the claim for reimbursement with WPS. See Fact Sheet 19, *TRICARE Europe Remote Dental Program for Active Duty Service Members*, for more details.

Family Member Dental Care: If you are an active duty family member, you may not seek care through the International SOS call center, but you may use an International SOS network dentist. Choosing a dentist who is a member of the International SOS network will ensure that you receive dental care from a credentialed, quality dentist. However, you will be responsible for upfront costs and submission of claim since International SOS dental services are only available for active duty members. Since you do not live near a military Dental Treatment Facility, you may want to consider enrollment in the TRICARE Dental Plan (TDP).

TRICARE Dental Program (TDP): The TRICARE Dental Plan (TDP) is a voluntary comprehensive dental plan available to all active duty family members of the Uniformed Services. See Fact Sheet 6, *TRICARE Dental Plan*, for more details, or go to www.ucci.com.

■ TGRO: Pharmacy

International SOS does not have a pharmacy network. For this reason, we recommend you use the TRICARE Mail Order Pharmacy program or pharmacy services available through your organization for your routine prescriptions. If you receive pharmaceuticals while receiving emergency or

inpatient care from an International SOS provider, the pharmaceuticals you receive will typically be rolled into your overall bill and you will not have to file a claim.

You will typically have to file a claim with WPS for pharmaceuticals obtained from outpatient visits at a participating International SOS network provider, unless the provider or facility has an in-house pharmacy. If the facility does have an in-house pharmacy, the costs of the pharmaceuticals you receive will be rolled into your overall bill, so you won't have to file a claim. However, if you are referred to an off-site pharmacy, you will have to pay up-front and file a claim for reimbursement. See www.tricare.osd.mil/pharmacy/tmop.cfm.

■ Non-TGRO Locations

If you live in a remote location where TRICARE Global Remote Overseas (TGRO) is not available, your local TRICARE POC (available at most remote sites) can help you file medical claims, and can receive payment checks for hand-delivery to you or your provider. If you do not know the name of your local POC or don't have one, contact TRICARE Europe at DSN 496-6347, commercial 49-6302-67-6347, or at teoremotesite@europe.tricare.osd.mil.

■ Non-TGRO: Emergency Care

If you are an Active duty member who requires emergency treatment or hospitalization, seek care at the nearest medical facility (military or civilian) that offers emergency services. Although you may not be in a TGRO location, you may still call International SOS for assistance if you have an emergency. Contact your unit as soon as possible after the care is received. All Active duty claims for civilian medical care received both overseas and in CONUS (from non-International SOS providers) must be sent to our claims processor, Wisconsin Physicians Service. See our web site at www.europe.tricare.osd.mil for detailed claims filing instructions.

Active duty family members who require emergency care should seek care at the nearest medical facility (military or civilian) that offers emergency services. Preauthorization for emergency care is not required for care received in your remote overseas area. All family member claims, whether enrolled in TRICARE Remote or using TRICARE Standard, must be sent to our claims processor, Wisconsin Physicians Service.

■ Non-TGRO: Medical Coverage

Depending upon where you are based and the host-nation medical capability where you live, you have different health care choices. Most of your family's primary medical treatment will take place within your local community. You may contact the nearest U.S. Embassy, Consulate, or military installation to see if they maintain a list of local host-nation providers with a history of high quality service to American patients.

If local host nation medical care is available (either inpatient or outpatient), you are encouraged to use these services. Wisconsin Physicians Service (WPS), TRICARE Europe's claim processor, will reimburse 100 percent of the cost of covered civilian care.

However, living in a remote area does not mean that you cannot access military treatment facilities. Military personnel and their families are authorized to request medical and dental appointments in a military medical facility outside the immediate area of their assignment. Contact the TRICARE Service Center nearest to you or the Centralized TSC for information and assistance with specialty appointments (see reverse).

■ Non-TGRO: Dental Care

If you are an active duty member, you may see any dental provider of your choice. Follow the same procedures with claims filing as with other medical claims (Note that you will need to pay upfront at the time of the service and file a claim for reimbursement with WPS). See Fact Sheet 20, *TRICARE Europe Remote Dental Program for Active Duty Service Members*, for more details.

Family Member Dental Care: If you are an active duty family member, you may want to consider enrollment in the TRICARE Dental Plan. The TRICARE Dental Plan is a voluntary comprehensive dental plan available to all active duty family members of the Uniformed Services. See Fact Sheet 6, *TRICARE Dental Plan*, for more details. Contact information is available on the next page.

■ Non-TGRO: Pharmacy

We recommend you use the TRICARE Mail Order Pharmacy program or pharmacy services available through your organization for your routine prescriptions. You will typically have to file a claim for all pharmaceuticals you

obtain from a host nation provider. If you are referred to an off-site pharmacy, you will have to pay up-front and file a claim for reimbursement. See our web site for more details. See mail order pharmacy contact information on reverse.

■ ■ What Applies to Both Programs?

● Theater Patient Movement Requirements Center

Contact the Theater Patient Movement Requirements Center (TPMRC) Europe for assistance with medical evacuation or relocation to a military treatment facility. TPMRC Europe, located at Ramstein AB, Germany, will assist you if you require transfer to a military treatment facility to help you obtain medical care not available or inadequate at your assigned location. Medical personnel at your location will determine if local medical care is available and acceptable.

Once it is determined that you (the patient) require aeromedical evacuation, the attending physician will need to coordinate the request for air evacuation with TPMRC. The attending physician will also need to obtain and coordinate an accepting physician at your destination. Once TPMRC receives an aeromedical evacuation request, an on-call Flight Surgeon will assess your evacuation request and assign one of the following categories of patient movement:

○ *Urgent* (to save life, limb or eyesight) — evacuate as soon as possible.

○ *Priority* — evacuate within 24 hours.

○ *Routine* — within 72 hours or an acceptable period agreed by attending physician and Flight Surgeon; individual may be moved by commercial means.

There are two important things to keep in mind when requesting TPMRC (medical evacuation) support:

○ The TPMRC does not control or fund travel for medical and dental care. You must coordinate your travel and funding through your Service.

○ Please ensure you and your family members consider your schedules carefully before requesting appointments. It is extremely difficult to change appointment dates and times once they have been made.

● Mental Health Care

You must receive preauthorization for civilian inpatient mental health care. For OCONUS mental health care or information on mental health referrals, contact the TRICARE Europe Central TSC (see reverse).

- **Cosmetic, Plastic, and Morbid Obesity Surgery**

Beneficiaries seeking these types of surgeries or treatments must contact TRICARE Europe before any procedure is performed by a civilian provider. Preauthorization is required to ensure TRICARE coverage.

- **"Stork Nesting" Program**

This program is available if you cannot receive obstetrical care where you live. It allows a pregnant woman to reside temporarily on or near a military medical facility with obstetric services.

Contact Information

- **Centralized TRICARE Service Center:**

The TRICARE Europe CTSC is staffed with service representatives primarily to help remote site personnel.

Email: TEUROPE@europe.tricare.osd.mil

CIV: 0049-6302-67-7433/7434

FAX: 0049-6302-67-6374/DSN 496-6374

Toll-free from CONUS: 1-888-777-8343

Address: Unit 10310; APO AE 09136-0003

- **International SOS:**

If you are stationed in a remote location and enrolled in TGRO, you may contact International SOS at any time at **00-44-20-8762 8133 (either call collect or ask them to call you back)** if you have questions, or if you need general healthcare information or medical advice. You may also email them at: tricarelon@internationalsos.com. You may also search the International SOS provider network online at: www.internationalsos.com/private/tricare/europe/.

- **TRICARE Remote Online:**

Read more about TRICARE Europe Remote programs at: www.europe.tricare.osd.mil/benefit/remote

- **Theater Patient Movement Requirements Center:**

Email: tpmrceurope@ramstein.af.mil (non-emergency only)

DSN: 480-8040/2264 **FAX:** 480-8045/2345

CIV: 0049-6371-47-XXXX

- **TRICARE Claims**

The TRICARE Europe claims processor is Wisconsin Physician Services (WPS), located in Madison, Wisconsin. Please use your overseas address on claim forms. Although WPS pays all beneficiary claims in Europe, there are differ-

ent box numbers for Active Duty and all other TRICARE eligible beneficiary claims (See Fact Sheet 8, Filing Claims, for more information):

Active Duty Civilian Care Claims: Send ALL Active Duty claims to:

*TRICARE Europe
WPS - Active Duty Claims Processing
P.O. Box 7968
Madison, WI 53707-7968*

- **Active Duty Family Member Civilian Care Claims:**

The claims processor handles ALL claims for active duty family members enrolled in TRICARE Europe Prime, whether care is received in CONUS or overseas. Please submit ALL Active Duty Family members claims to:

*TRICARE Europe
WPS-Claims Processing
P.O. Box 8976
Madison WI 53708-8976*

- **TRICARE Dental Plan**

Family members of active duty military stationed overseas, as well as Reservists and their family members stationed overseas, may enroll in the TRICARE Dental Plan (TDP). This paid dental insurance plan, operated by United Concordia Companies, Inc. (UCCI), helps offset out-of-pocket expenses for overseas civilian dental care. You may contact UCCI at (717) 975-5017 (not toll-free) or 1-888-418-0466 toll free by using your country's AT&T access code or E-mail them at oonus@ucci.com, or visit them online at www.ucci.com. Claims and inquiries may be sent to:

*United Concordia Companies, Inc. (UCCI)
TDP OCONUS Dental Unit
P.O. Box 69418
Harrisburg, PA 17106-9418*

For more information on the TRICARE Dental Plan, also see Fact Sheet 6, *TRICARE Dental Plan*.

- **TRICARE Mail Order Pharmacy**

CIV: 001-866-DOD-TMOP (866-363-8667)

Web site: www.express-scripts.com