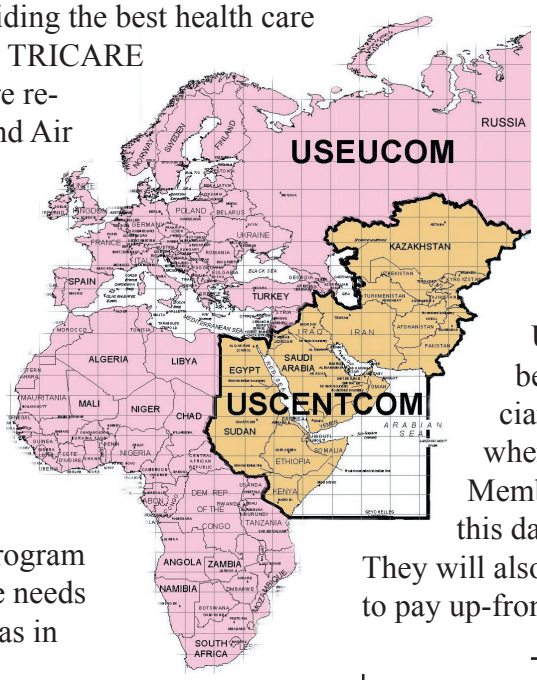
TRICARE Global Remote Overseas

TRICARE Europe

"Your Passport to Quality Health" — Fact Sheet

What Is TRICARE?

TRICARE is a regionally managed health care program for active duty and retired members of the uniformed services, their families, and survivors. The Department of Defense introduced TRICARE in response to the challenge of maintaining medical combat readiness while providing the best health care for all military beneficiaries. TRICARE brings together the health care resources of the Army, Navy and Air Force and supplements them with networks of civilian health care professionals to provide better access and high quality service while maintaining the capability to support military operations.



The TRICARE Global Remote Overseas (TGRO) program is tailored to serve the unique needs of beneficiaries living overseas in remote locations.

TGRO Program Eligibility

The TGRO 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 designated by each service. Active Duty members must enroll in the TGRO program if it is available, but family members may choose between TGRO and TRICARE Standard coverage. Standard is a program that offers great flexibility in provider choice, but members have co-pays and deductibles.

TRICARE Remote POC

Most U.S. Embassies and military Health Units in overseas remote locations have a TRICARE POC who helps TRICARE beneficiaries answer questions, assist them with enrollment, and help with claims as necessary. Our POCs are particularly important for beneficiaries who use providers outside of the International SOS provider network. POCs are also integral in our effort to educate beneficiaries about International SOS and TRICARE.

International SOS optional?

Using International SOS will no longer be optional for TGRO-enrolled beneficiaries as of Jan. 1, 2005 in remote areas where the TGRO program is available. Members who do not use the program after this date will have to pay a point of service fee. They will also have no assurance of quality, may have to pay up-front, and may have to file a claim.

TRICARE Europe/International SOS Does:

- **Cover Urgent, Emergent, and authorized routine health care**
- **Cover Air Ambulance MEDEVAC**

TRICARE Europe/International SOS Does Not:

- **Make routine appointments with MTF's**
- **Coordinate transportation for routine medical appointments at MTFs**
- **Establish a location as a remote site (this is a Service Responsibility)**

Health Care For Active Duty members Deployed or On Leave Overseas

When our Active Duty service members are on temporary duty assignments in Europe, Africa, or the Middle East from the U.S. or from another overseas location, they remain enrolled in the TRICARE region where they permanently reside.

If they are deployed in a remote overseas area, they may use International SOS only for emergency or urgent medical care.

As a general rule, health care for deployed service members is limited to emergency or urgent procedures, operations, or treatments. Active Duty members may also use International SOS for emergency or urgent medical care when on leave in a TGRO remote location.

How Our Beneficiaries Access Care

When a member needs to seek care from a host nation provider, they must contact International SOS. Members may review available primary care and dental providers in their location at ***www.europe.tricare.osd.mil/benefit/remote***.

When beneficiaries visit an International SOS provider, they must present their Remote member identification card. This will ensure that they receive cashless and claimless care.

Preferred Provider Networks

International SOS has special relationships and agreements with select providers in host-nation countries who agree to see U.S. personnel and families. If you would like a new provider added to the SOS network, contact the TRICARE Europe Remote Site Office.

Aeromedical Evacuation

One of the critical links of the TRICARE Europe health care network is the Aeromedical Evacuation System. The Theater Patient Movement Requirements Center-Europe (TPMRC) at Ramstein Air Base, Germany, coordinates regularly scheduled flights to transfer patients from around Europe, Africa, and the Middle East to the closest military medical treatment facility where appropriate specialty care is available. TPMRC also coordinates their activity with International SOS. Here are the most important points to remember for an aeromedical evacuation request:

❶ Contact TPMRC to initiate a Patient Movement Request (PMR) prior to movement. TPMRC must be notified of all evacuations (routine and emergency) of military members and their families.

❷ Orders, transport, per diem, visa (if applicable), and lodging are funded and arranged by member's local unit (Army & Navy) or servicing MTF (Air Force).

❸ All travel for routine appointments is the responsibility of the member's unit (Army & Navy) or the servicing MTF (Air Force).

❹ TRICARE does not fund routine patient movement. This travel is regulated by the Joint Federal Regulation and is managed by the unit or MTF.

International SOS:
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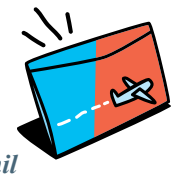
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