

Quick Tips for the TRICARE® Overseas Program



Keep Your DEERS Information Up To Date!

It is essential to keep your information in the Defense Enrollment Eligibility Reporting System (DEERS) current for you and your family. Proper and current registration in DEERS is the key to receiving timely, effective TRICARE benefits including doctors' appointments, prescriptions, and payments of health care expenses. Below are several ways to update your information in DEERS.

In Person <i>(sponsors may add or delete family members or update contact information)</i>	<ul style="list-style-type: none"> • Visit a local uniformed services identification card-issuing facility. • Find a facility near you at www.dmdc.osd.mil/rsl. • Call to verify location and business hours.
Phone <i>(update contact information only)</i>	<ul style="list-style-type: none"> • +1-800-538-9552 • +1-866-363-2883 (TTY/TDD)
Fax <i>(update contact information only)</i>	<ul style="list-style-type: none"> • +1-831-655-8317
Mail <i>(update contact information only)</i>	<ul style="list-style-type: none"> • Defense Manpower Data Center Support Office 400 Gigling Road Seaside, CA 93955-6771 USA
Online <i>(update contact information only)</i>	<ul style="list-style-type: none"> • DEERS Web site: www.dmdc.osd.mil/appj/address/ • Beneficiary Web Enrollment Web site: www.dmdc.osd.mil/appj/bwe/

Use TRICARE Resources to Get the Most from Your Benefit

International SOS Assistance, Inc. administers the TRICARE Overseas Program (TOP) for the TRICARE Management Activity.

TRICARE Resources	<ul style="list-style-type: none"> • www.tricare.mil: Visit the TRICARE Web site for benefit and cost information or to locate a military treatment facility (MTF), Beneficiary Counseling and Assistance Coordinator, or Debt Collection Assistance Officer. You can also download TRICARE forms and much more. • www.tricare.mil/mediacenter: Visit the TRICARE Media Center to sign up for TRICARE e-mails or get breaking news and benefit changes.
TOP Regional Call Centers	<p>Call your TOP Regional Call Center to find out more about benefits, enrollment, and other useful TOP information. The TOP Regional Call Centers are staffed by customer service representatives 24 hours a day, seven days a week.</p> <p>When you call your TOP Regional Call Center, you will be prompted with the following menu of options:</p> <ul style="list-style-type: none"> Option 1: Medical Assistance (<i>directs you to the Medical Assistance team at your TOP Regional Call Center</i>) Option 2: Claims issues (<i>connects you to a claims customer service specialist</i>) Option 3: Health care finder/authorization assistance (<i>helps you find health care at an MTF overseas or find a local host nation provider in your community</i>) Option 4: Global TRICARE Service Center (<i>provides assistance with enrollment, transfers, and other TOP inquiries 24 hours a day, seven days a week</i>) Option 5: Provider concerns (<i>this option is for providers only and should not be used by beneficiaries</i>) Option 6: TOP Prime Remote Wellness Program (<i>designed to help TOP Prime Remote beneficiaries better manage chronic health conditions and improve their overall health and well-being</i>) <p>You can also visit www.tricare-overseas.com to find a provider, claims information, TOP programs, and a list of toll-free contact information.</p>



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Report Suspected Health Care Fraud or Abuse

Fraud is intentional deception or misrepresentation resulting in unauthorized benefit or financial gain. Abuse involves actions that are inconsistent with accepted, sound medical, business, or fiscal practices.

As a TRICARE beneficiary, you are often the first line of defense against health care fraud and abuse. You can report, anonymously or by name, any suspected fraudulent or abusive behavior by beneficiaries or providers using one of the options below. Please provide as much information as possible. Any information you provide will remain strictly confidential.

1. **By phone:** (toll free) +1-877-342-2503 or (direct) +1-215-354-5020
2. **By fax:** +1-215-354-2395
3. **By e-mail:** TOPProgramIntegrity@internationalsos.com
4. **Online:** Visit www.tricare-overseas.com/fraud.htm to download and complete a fraud and abuse report form
5. **By mail:**
ATTN: TRICARE Program Integrity
1717 W. Broadway
P.O. Box 7635
Madison, WI 53707
USA

Sign Up for E-mail Delivery of the *Overseas Health Matters Newsletter*

You can receive the *Overseas Health Matters Newsletter* via e-mail. To sign up for electronic delivery, visit www.tricare.mil/subscriptions, enter your e-mail address, and follow the online prompts. You can select additional topics for regular updates via e-mail as well.

Getting Emergency Care Overseas

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a “prudent layperson” (*someone with average knowledge of health and medicine*) to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb, or sight; when a person has severe, painful symptoms requiring immediate attention to relieve suffering; or when a person is at immediate risk to self or others. In an emergency, go to the nearest emergency care facility and then call the Medical Assistance number for the region where you are located. Contact the Medical Assistance line before leaving the facility, preferably within 24 hours or on the next business day. TOP Prime enrollees should follow up with their MTF primary care managers to coordinate further care.

Note: Prior authorization is not required for emergency care. If possible, active duty service members traveling overseas should contact the local TOP Regional Call Center before seeking care or before making payments.

How to Use Your TRICARE Pharmacy Benefit While Overseas

TOP offers comprehensive prescription drug coverage to fill your prescriptions overseas. To fill prescriptions, you will need a prescription and a valid uniformed services identification card or Common Access Card. Overseas pharmacy coverage is available through:

- **MTF pharmacies:** If near an MTF, fill the prescription at the MTF pharmacy, where you can receive up to a 90-day supply of most medications at no cost. Check with the MTF pharmacy for the availability of your prescription.
- **TRICARE Pharmacy Home Delivery:** Outside of the United States and U.S. territories (*American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands*), you can only use the mail order option to receive up to a 90-day supply of medication for one copayment if you have an APO/FPO address or are assigned to a U.S. Embassy. Be aware that mail may be subject to local customs regulations. Home delivery is your least-expensive option when not using an MTF.
- **Retail network pharmacies:** TRICARE retail network pharmacies are only located in the United States and U.S. territories.* When you fill a prescription at a retail network pharmacy, you do not need to submit a claim for reimbursement.
- **Host nation pharmacies:** If an MTF or retail network pharmacy is not available, you may visit a host nation pharmacy. Be prepared to pay up front and file a claim with the TOP claims processor for reimbursement.

* Currently, there are no TRICARE retail network pharmacies in American Samoa.