

Your TRICARE Coverage Moves with You

TRICARE Overseas Program (TOP) Prime and TOP Prime Remote coverage is portable. You can easily transfer your TOP Prime or TOP Prime Remote enrollment when you move within your overseas area, to a new TRICARE overseas area or to the United States. Active duty service members (ADSMs) and their families may transfer their TOP Prime or TOP Prime Remote enrollment as often as needed.

If you are an ADSM or active duty family member (ADFM) moving to a new location, the easiest way to transfer your TRICARE Prime enrollment is to call your current TOP Regional Call Center to begin the process. If you are moving to a new region (either overseas or stateside), your information will be sent to your new TOP Regional Call Center or stateside

regional contractor, who will follow up with you to complete the enrollment transfer after you arrive at your new location. Your new regional contractor will also assign a primary care manager (PCM) best suited to your needs and the location of your work or home. If you are moving within your current overseas region, your TOP Regional Call Center will help you transfer to a new PCM.

This enrollment transfer option is only available to ADSMs and ADFMs with TRICARE Prime, TRICARE Prime Remote, TRICARE Prime Remote for Active Duty Family Members, TOP Prime or TOP Prime Remote.

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TRICARE Covers Clinical Preventive Services

Preventive care can help you maintain good health through early detection and treatment of disease. TRICARE covers many preventive medical services including health screenings. As a TRICARE Overseas Program (TOP) beneficiary, you can receive the following preventive medical services for no out-of-pocket costs, as long as you receive the services from your primary care manager or from a network host nation provider. Referrals are not required for clinical preventive services. To find a network provider, visit www.tricare-overseas.com.

Breast cancer screening: TRICARE covers clinical breast exams and mammograms beginning at age 40. Women younger than age 40 who are at higher risk for breast cancer should talk to their health care providers about when and how often they should have mammograms and physical exams, which may also be covered by TRICARE. Some women at higher risk of breast cancer may also have an MRI covered by TRICARE.

Cervical cancer screening: TRICARE covers a Pap smear annually for women starting at age 18 (younger if sexually active) or less often (though not less than every three years) at patient and provider discretion. Human papillomavirus (HPV) DNA testing is covered as a cervical cancer screening only when performed with a Pap smear, and only for women age 30 and older.

Colorectal cancer screening: TRICARE covers colorectal cancer screening beginning at age 50 for beneficiaries at average risk. Frequency varies according to risk and screening type (i.e., fecal occult blood testing, proctosigmoidoscopy or

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An Important Note about TRICARE Program Information: At the time of printing, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

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Note: ADSMs must enroll in a TOP Prime or TOP Prime Remote option overseas. ADFMs must be command-sponsored to enroll in a TOP Prime or TOP Prime Remote option overseas.

If you need care before your transfer is processed, contact the TOP Regional Call Center or regional contractor for the region you are moving from for referral and prior authorization information. If you prefer to call your new TOP Regional Call Center or regional contractor upon arrival at the new location, then your contractor can transfer your TRICARE Prime enrollment at that time. For TOP Regional Call Center contact information, see the back page of this issue. For stateside regional contractor information, see the chart on this page. For more information about moving with TRICARE, visit www.tricare.mil/moving.

Note for beneficiaries moving to the United States:

ADFM who make a permanent change of station move to the United States remain enrolled in TOP Prime or TOP Prime Remote for a maximum of 60 days from the date of leaving your overseas area. If you do not enroll in stateside TRICARE Prime or TRICARE Prime Remote within 60 days after leaving your overseas area, you are automatically disenrolled and your coverage converts to TRICARE Standard and TRICARE Extra. Before you move, notify your TOP Regional Call Center. This action protects you from incurring unnecessary costs for unexpected health care needs while traveling to your new U.S. location. Call the TOP Regional Call Center and select option 4 for the Global TRICARE Service Center or send an e-mail to TRICAREOverseasGTSC@internationalosos.com. ★

U.S. TRICARE Regional Contractor Contact Information

TRICARE North Region	TRICARE South Region	TRICARE West Region
Health Net Federal Services, LLC +1-877-TRICARE (+1-877-874-2273) www.hnfs.com	Humana Military, a division of Humana Government Business +1-800-444-5445 Humana-Military.com	TriWest Healthcare Alliance +1-888-TRIWEST (+1-888-874-9378) TriWest.com

TRICARE Covers Clinical Preventive Services

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flexible sigmoidoscopy, colonoscopy). If you have an increased risk of colon cancer due to family medical history or other risk factors, talk to your doctor about starting screenings at an earlier age.

Immunizations: TRICARE covers age-appropriate vaccinations, including annual flu shots, as recommended by the Centers for Disease Control and Prevention. The HPV vaccine is covered for females ages 11–26, and the series of shots must be completed before reaching age 27. The vaccine is covered for males ages 11–21 and some men ages 22–26. Immunizations for personal overseas travel are not covered.

Prostate cancer screening: TRICARE covers annual prostate exams and prostate-specific antigen tests for men age 50 and older. TRICARE also covers these screenings for certain men as young as age 40 who have family histories of prostate cancer.

Well-child care: The TRICARE well-child benefit covers children from birth until reaching age 6. The benefit includes comprehensive health promotion and disease-prevention exams, vaccines, and developmental and behavioral exams. Your child can receive preventive-care well-child visits as frequently as the American Academy of Pediatrics® recommends, but no more than nine visits in two years.

Note: If you are at risk for a specific condition or disease, talk to your doctor about your individual and family medical history to determine when you should begin preventive screenings.

Visit www.tricare.mil/preventivecare for additional information. You can also find information about the TOP Prime Remote Wellness Program at www.tricare-overseas.com/TPR-wp.htm. ★

Obtain Required Referrals To Avoid Higher Out-of-Pocket Costs

You may be able to expand your choice of health care providers by using the TRICARE Prime point-of-service (POS) option.¹ The POS option is available to active duty family members (ADFM) overseas who are enrolled in TRICARE Overseas Program (TOP) Prime or TOP Prime Remote. With the POS option, you may choose to pay additional out-of-pocket costs to receive nonemergency health care from any host nation provider without referrals, unless local TOP restrictions require seeing only certified providers. To find a host nation provider in your area, contact the TOP Regional Call Center or visit www.tricare-overseas.com.

The POS option results in higher out-of-pocket costs. TRICARE reimburses 50 percent of the negotiated or allowable charge after you meet the POS deductible. POS costs do not apply to your annual catastrophic cap.

If you do not wish to use the POS option, here are a few tips to keep in mind when you are seeking routine care:

- Seek care from your primary care manager (PCM) if you are using TOP Prime. If you need specialty care, your PCM will submit a referral to obtain authorization from the TOP contractor, International SOS Assistance, Inc.
- If you are covered under TOP Prime Remote and do not have an assigned PCM, contact your TOP Regional Call Center for assistance with coordinating care.

Note: Prior authorization requirements still apply when using the POS option. ★

1. The POS option does not apply to active duty service members, newborns and adopted children during the first 120 days after birth or adoption, the first eight outpatient behavioral health care visits per fiscal year (October 1–September 30) to network providers for a medically diagnosed and covered condition, emergency care, clinical preventive care received from a network host nation provider or beneficiaries with other health insurance.

Non-Covered Services and Coverage Limitations

Below are some medical, surgical and behavioral health care services that may not be covered except under special circumstances. If you are an ADFM and you meet the requirements to have one of these services covered by TRICARE, you will need prior authorization from International SOS. This list is **not** all-inclusive.

- Dental care that is not medically necessary in treating a medical—not dental—condition (You may get coverage for dental care from the TRICARE Dental Program.)
- Eyeglasses or contact lenses
- Education and training, except for diabetes programs accredited by the American Diabetes Association
- Gastric bypass
- Hearing aids
- Laser or LASIK surgery
- Genetic testing
- Counseling services that are not medically necessary (e.g., educational, job-related, stress management)
- Artificial disk replacements
- Artificial insemination/assisted reproductive technology

Note: Active duty service members do not receive prior authorizations for non-covered services from International SOS. Their military treatment facilities coordinate their care.

To learn more about covered services or exclusions, visit www.tricare.mil/coveredservices. ★

Reminder: Submit Proof of Payment with All Claims for Care Overseas

Proof of payment is required for all overseas health care and pharmacy claims, including claims for care received when traveling overseas. Proof of payment is necessary for TRICARE to validate claims and safeguard benefit dollars. You can help ensure that your overseas claims are processed accurately and in a timely manner by indicating at the top of your *TRICARE/DoD CHAMPUS Medical Claim—Patient’s Request for Medical Payment* form (*DD Form 2642*) if you paid the provider directly.

When submitting your *DD Form 2642*, you should also include an itemized bill or invoice, diagnosis describing why you received medical care and/or an explanation of benefits from your other health insurance, if applicable. A canceled check or credit card receipt showing payment for medical supplies or services often satisfies the requirement. If you paid for care or supplies in cash, TRICARE may ask for proof of withdrawal from your bank or credit union and a receipt from your provider.

If you have questions regarding proof-of-payment requests, claims submissions or the status of a submitted claim, contact your TRICARE Overseas Program Regional Call Center and select option 2 for claims assistance. For more information, visit www.tricare.mil/claims. ★

TRICARE Launches Philippine Demonstration in 2013

Starting Jan. 1, 2013, TRICARE Management Activity will begin a demonstration project for TRICARE Overseas Program (TOP) Standard beneficiaries who live in the Philippines and receive care in designated demonstration areas. Within these designated areas, TOP Standard beneficiaries will be required to see approved demonstration providers who have agreed to comply with certain TRICARE requirements and business processes in order to receive payment from TRICARE for health care claims. A phased approach will be used to implement the Philippine Demonstration in multiple locations.

International SOS Assistance, Inc., the TOP contractor, and its subcontractor Global 24 Network Services will administer the Philippine Demonstration. TOP Standard beneficiaries who get care from approved demonstration providers will receive quality health care with lower out-of-pocket costs. Deductibles and cost-shares will still apply, but beneficiaries will not be required to make upfront payments. Also, these approved demonstration providers have agreed to file claims with the TOP claims processor on the beneficiary’s behalf. For more information and for a list of approved demonstration providers, visit www.tricare.mil/philippines or www.tricare-overseas.com. ★

TRICARE OVERSEAS PROGRAM CONTACT INFORMATION

International SOS Assistance, Inc.

www.tricare-overseas.com

Eurasia-Africa

TOP Regional Call Center¹
 +44-20-8762-8384 (overseas)
 1-877-678-1207 (stateside)
tricarelon@internationalsos.com

Medical Assistance¹
 +44-20-8762-8133

Latin America and Canada

TOP Regional Call Center¹
 +1-215-942-8393 (overseas)
 1-877-451-8659 (stateside)
tricarephl@internationalsos.com

Medical Assistance¹
 +1-215-942-8320

Pacific

TOP Regional Call Centers¹
 Singapore:
 +65-6339-2676 (overseas)
 1-877-678-1208 (stateside)
sin.tricare@internationalsos.com

Sydney:
 +61-2-9273-2710 (overseas)
 1-877-678-1209 (stateside)
sydricare@internationalsos.com

Medical Assistance¹
 Singapore: +65-6338-9277
 Sydney: +61-2-9273-2760

Report Fraud and Abuse

1-877-342-2503 (toll-free)
 +1-215-354-5020 (direct)
 +1-215-354-2395 (fax)

TOPProgramIntegrity@internationalsos.com

1. For toll-free contact information, visit www.tricare-overseas.com. Only call Medical Assistance numbers to coordinate overseas emergency care.