

## New Enrollment and Registration Process for the Extended Care Health Option

The Extended Care Health Option (ECHO) provides supplemental services to beneficiaries with qualifying mental or physical disabilities. ECHO offers integrated services beyond those offered by your TRICARE program option, such as TRICARE Overseas Program (TOP) Prime.

Under the new TOP contract that begins Sept. 1, 2016, International SOS Government Services, Inc. (International SOS) will manage ECHO registration. To register in ECHO, you will need the following documents:

- A completed *Family Member Medical Summary* (DD Form 2792), and *Special Education/Early Intervention Summary* (DD Form 2792-1)
- A copy of your Exceptional Family Member Program enrollment confirmation letter from your service branch
- A completed *TRICARE Overseas Program (TOP) ECHO Registration Form* (sponsor, beneficiary and provider sections). You can find the *TOP ECHO Registration Form* at [www.tricare-overseas.com](http://www.tricare-overseas.com) beginning Sept. 1.

You should also have any related medical records handy.

Submit your registration by:

- **Email:** [TRICAREOverseasGTSC@internationalsos.com](mailto:TRICAREOverseasGTSC@internationalsos.com). To protect your personal information, send password-protected documents with the password in a separate email. You can find out how to password-protect a document at [www.tricare-overseas.com](http://www.tricare-overseas.com).
- **Fax:** 1-215-354-5015
- **Mail:**  
TRICARE Overseas Program  
International SOS Government Services, Inc.  
TOP Prime, TOP Prime Remote, TYA  
and ECHO Enrollments  
P.O. Box 11520  
Philadelphia, PA 19116  
USA



Be sure to keep copies of all your documents for your records. To check the status of your ECHO registration, call your TOP Regional Call Center and choose option 4.

**Note:** ECHO benefits may be limited or unavailable in some overseas locations.

Visit [www.tricare.mil/echo](http://www.tricare.mil/echo) and download the *Extended Care Health Option* fact sheet for an overview of benefits, requirements, costs and contact information. You can also call your TOP Regional Call Center and choose option 4 to speak with a representative from the Global TRICARE Service Center. ★

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**An Important Note About TRICARE Program Information:** At the time of publication, 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 hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact the TRICARE Overseas Program contractor, your TRICARE Service Center or your local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

## Need Urgent Care While Traveling in the U.S.?

The Urgent Care Pilot lets TRICARE Overseas Program (TOP) Prime and TOP Prime Remote beneficiaries traveling in the U.S. get urgent care without a referral or prior authorization. The pilot began May 23, 2016.

Prior to the Urgent Care Pilot, TOP Prime and TOP Prime Remote beneficiaries had to first call their primary care managers (PCMs) or International SOS before getting urgent care to avoid paying higher costs. Now, when you need urgent care in the U.S., you can go straight to a TRICARE network or non-network urgent care provider. If you see a non-network urgent care provider, your costs may be higher. To find a provider, visit [www.tricare.mil/finddoctor](http://www.tricare.mil/finddoctor).

If you aren't sure if you need urgent care during your U.S. travel, call the Nurse Advice Line (NAL) at 1-800-TRICARE (1-800-874-2273) and choose option 1. The NAL lets you talk with registered nurses who can help you determine the level of care you need. The NAL can also help you find the closest urgent care center.

You should tell your PCM about your urgent care visit within 24 hours, especially if you may require follow-up care. You cannot use the Urgent Care Pilot or the NAL outside the U.S.

Visit [www.tricare.mil/urgentcarepilot](http://www.tricare.mil/urgentcarepilot) for more information about the Urgent Care Pilot. ★



## Retroactive Authorizations Available for TRICARE Overseas Program Prime Family Members

Beginning Sept. 1, 2016, family members in TRICARE Overseas Program (TOP) Prime have three business days after a nonemergency health care visit to request a primary care manager (PCM) referral for that care. This means if you got care on a Saturday without a PCM referral, you have through Wednesday to get a PCM referral.

Once you have your PCM referral, your claim is processed the same as if you had gotten the referral before getting care, as long as your care is covered by TRICARE. This process is called retroactive authorization.

If you aren't able to get a referral from your PCM within three business days of when you got care, your claim will process under the point-of-service (POS) option. The POS option lets you see any provider you

choose without a referral, but you pay more out of pocket. The POS option does not apply to active duty service members. For more information on the POS option, visit [www.tricare.mil/pointofservice](http://www.tricare.mil/pointofservice).

If you don't get a PCM referral within three business days, your request will need a higher level review from either the TRICARE Area Office or TRICARE Overseas Program Office for final determination.

**Note:** A referral is required for routine and urgent care when not seeing your PCM for care.

For more information, call your TOP Regional Call Center. ★

## Language Assistance Line Available Overseas

International SOS provides over-the-phone language assistance services in nearly 20 languages for TRICARE Overseas Program (TOP) beneficiaries. This service is currently available and will remain part of the new TOP contract that begins Sept. 1, 2016.

If you need to use the language assistance service during a medical appointment, you or your provider will call your TOP Regional Call Center and choose option 1. All network purchased care sector providers have been notified of this service.

To use this service, you will need to share your full name, Social Security number or Department of Defense Benefits Number and date of birth.

For toll-free country-specific contact information, visit [www.tricare-overseas.com/contactus](http://www.tricare-overseas.com/contactus). ★

## Coming Soon: New TRICARE Overseas Program Website Design

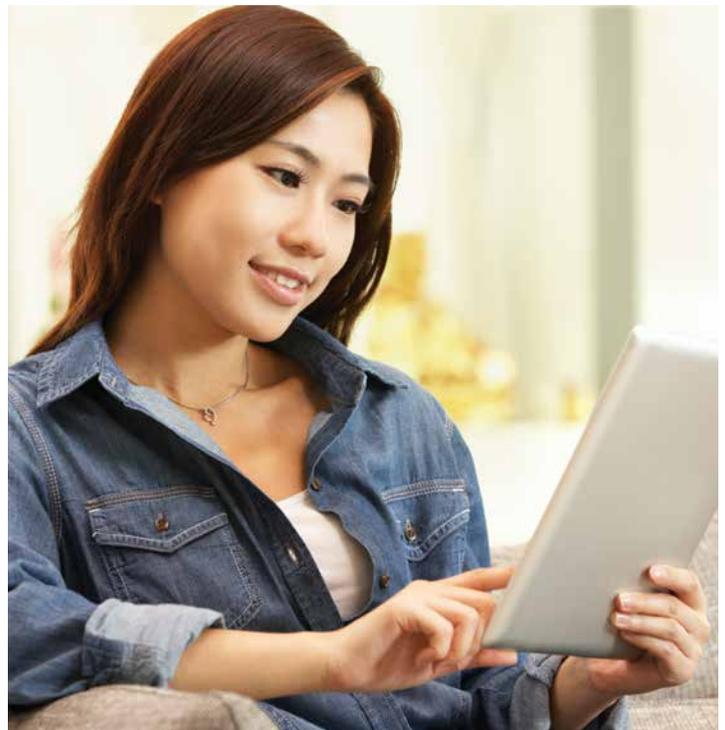
The TRICARE Overseas Program (TOP) website at [www.tricare-overseas.com](http://www.tricare-overseas.com) will feature a new design when the new TOP contract begins Sept. 1, 2016.

The site will be mobile-friendly and easy to navigate. It will continue to serve as a gateway to TRICARE information posted on [www.tricare.mil](http://www.tricare.mil). Additionally, you will find timely policy updates and other news items that affect TOP beneficiaries.

You will be able to:

- Download TOP newsletters, webinars, country-specific wallet cards and more.
- Sign up for TRICARE alerts and news releases.
- Read frequently asked questions.
- Watch video tutorials on the claims-submission process.
- Find a provider.

You can also use the website to easily find information on enrollment and eligibility, claims and TRICARE program options. To see the new website design, visit [www.tricare-overseas.com](http://www.tricare-overseas.com) on Sept. 1. ★



## Report Your Other Health Insurance

**T**RICARE beneficiaries with other health insurance (OHI) must disclose their OHI coverage information. It's important to make sure your OHI is reflected accurately in the Defense Enrollment Eligibility Reporting System (DEERS).

For all non-active duty service members, TRICARE is the last payer to all health care benefits and insurance plans, except for Medicaid, TRICARE supplements, the Indian Health Service and other programs and plans as identified by the Defense Health Agency. Overseas, OHI includes national health insurance and traveler's and host nation insurance programs. OHI applies to health care services received from civilian providers and at military hospitals and clinics.

You can report your OHI through the following:

- **Online:** Fill out the overseas *TRICARE Other Health Insurance Questionnaire* at [www.tricare.mil/forms](http://www.tricare.mil/forms).

- **By phone:** Call your TRICARE Overseas Program Regional Call Center.
- **In person:** Visit your military hospital or clinic or TRICARE Service Center.

Follow your OHI's rules for filing claims and file your claims with your OHI first. If there is an amount your OHI doesn't cover, you or your provider can file the claim with TRICARE to get money back. It's important to meet your OHI's requirements. If your OHI denies a claim for failure to follow its rules, such as getting care without prior authorization, TRICARE may also deny your claim. Visit [www.tricare.mil/ohi](http://www.tricare.mil/ohi) for more information about using your TRICARE benefit when you have OHI.

**Note:** TRICARE is the sole payer for active duty service members. ★

## Get the Right Vaccines for Your Child

**R**egular childhood vaccines have greatly reduced how often people get deadly diseases like rubella, diphtheria, tetanus, smallpox and polio. Some of these diseases have been almost eliminated in the U.S.

Events like the recent measles outbreaks occur mainly because of low vaccination rates. Some communities have large numbers of unvaccinated people, whether by choice or because vaccines are not easily available in their countries. Because international travel is now fast and easy, diseases can spread quickly. The current routine U.S. childhood vaccine schedule recommends more than 20 shots in a child's first 18 months after birth. These vaccines protect children against 14 vaccine-preventable diseases.

Some parents worry that the number of vaccines children get might overload their immune systems. However, babies are exposed to millions of germs during their early lives, starting at birth. According to the American Academy of Pediatrics, infants and children are exposed to many germs every day just by playing, eating and breathing. Their immune systems fight those germs, also called antigens, to keep their bodies healthy. The amount of antigens children fight every day (2,000–6,000) is much more than any combination of vaccines on the current schedule.



You can keep your children healthy by making vaccines part of their regular medical care. Talk with your child's health care provider if you're not sure which vaccines your child should get. TRICARE covers many vaccines at little to no cost to you. For more information, visit [www.tricare.mil/vaccines](http://www.tricare.mil/vaccines). You can also visit the Defense Health Agency Immunization Healthcare Branch's website at [www.vaccines.mil](http://www.vaccines.mil) for answers to your vaccine questions. ★



## I recently had a child overseas and am moving back to the U.S. If my child is not enrolled in TRICARE Overseas Program (TOP) Prime before I move back to the U.S., do I still have 120 days to enroll him or her?

If you are an active duty service member (ADSM) or active duty family member, your child will be covered under TOP Prime for 120 days. Once the sponsor changes his or her enrollment from TOP Prime to TRICARE Prime in the U.S., follow the rules for enrollment in the U.S. The sponsor must enroll the child in TRICARE Prime within 60 days of the child's birth. Otherwise, the child will be covered under TRICARE Standard and TRICARE Extra until the sponsor switches to TRICARE Prime. Non-ADSMs moving from overseas to the U.S. have only 60 days to enroll a child in TRICARE Prime in the U.S.

**Note:** If your child is born overseas, you must get a birth certificate before you can travel. Before you can enroll your child in any TRICARE Prime option, he or she must be registered in the Defense Enrollment Eligibility Reporting System (DEERS).

## If I have TOP Prime or TOP Prime Remote, can I get urgent care without a referral or prior authorization while traveling in the U.S.?

Yes. If you use TOP Prime or TOP Prime Remote, you can get an unlimited number of urgent care visits each fiscal year (Oct. 1–Sept. 30) when traveling in the U.S. under the Urgent Care Pilot. This pilot does not apply in overseas locations. For more information, go to [www.tricare.mil/urgentcarepilot](http://www.tricare.mil/urgentcarepilot) or see *Need Urgent Care While Traveling in the U.S.?* in this newsletter.

## Are applied behavior analysis (ABA) services available overseas?

Applied behavior analysis (ABA) services for beneficiaries diagnosed with autism spectrum disorder are covered under the Comprehensive Autism Care Demonstration. Overseas, in very limited locations and circumstances, your child may be able to receive ABA services from board-certified behavior analysts who are certified by the Behavior Analyst Certification Board. This means that ABA services are only authorized in countries that have providers with these certifications. The ABA benefit is not available in overseas nations where there are no board-certified behavior analysts within the TRICARE specialty care access standards. Tiered model services (for example, assistant behavior analysts and behavior technicians) are not authorized in any overseas area. For more information on ABA services overseas, call your TOP Regional Call Center.

## TRICARE OVERSEAS PROGRAM CONTACT INFORMATION

International SOS Government Services, Inc.

[www.tricare-overseas.com](http://www.tricare-overseas.com)

### Eurasia-Africa

**TOP Regional Call Center<sup>1</sup>**  
+44-20-8762-8384 (overseas)  
1-877-678-1207 (stateside)  
[tricarel@internationalsos.com](mailto:tricarel@internationalsos.com)

**Medical Assistance<sup>1</sup>**  
+44-20-8762-8133

### Latin America and Canada

**TOP Regional Call Center<sup>1</sup>**  
+1-215-942-8393 (overseas)  
1-877-451-8659 (stateside)  
[tricarephl@internationalsos.com](mailto:tricarephl@internationalsos.com)

**Medical Assistance<sup>1</sup>**  
+1-215-942-8320

### Pacific

**TOP Regional Call Centers<sup>1</sup>**  
Singapore:  
+65-6339-2676 (overseas)  
1-877-678-1208 (stateside)  
[sin.tricare@internationalsos.com](mailto:sin.tricare@internationalsos.com)

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

**Medical Assistance<sup>1</sup>**  
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](mailto:TOPProgramIntegrity@internationalsos.com)

### Quality Assurance, Grievances, Appeals and Compliments/Commendations

[www.tricare-overseas.com/Beneficiaries\\_Grievances\\_Appeals.htm](http://www.tricare-overseas.com/Beneficiaries_Grievances_Appeals.htm)  
[TOPGlobalQualityAssu@internationalsos.com](mailto:TOPGlobalQualityAssu@internationalsos.com)

1. For toll-free contact information, visit [www.tricare-overseas.com](http://www.tricare-overseas.com). Only call Medical Assistance numbers to coordinate overseas emergency care.