

Online Claims Filing and Reimbursement Options

When you use TRICARE Overseas Program (TOP) Standard outside a military hospital or clinic, you may have to pay up front and file your own claims. The fastest way to get money back is to file your claim online and sign up for direct deposit.

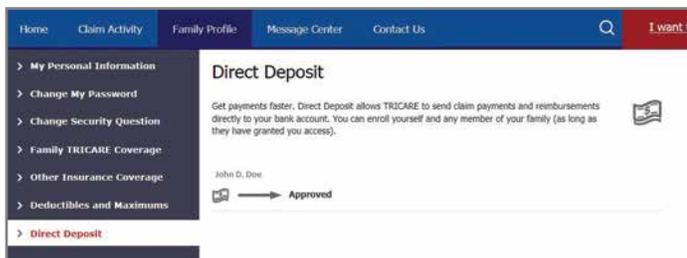
To file claims online, go to www.tricare-overseas.com and click on the “Beneficiaries” tab.

- Register for a secure login if you don’t already have one.
- Once registered, find the secure “Message Center” on the navigation bar and click “Create New Message.”

Follow the steps and send your claim. You will get a confirmation message with your claim number in your “Message Center” inbox.

Once logged in, you can also sign up for direct deposit payments of your claims.

To set up direct deposit, either go to the “General Information” drop-down menu on your landing page or to the “Family Profile” button on the blue navigation bar and choose “Direct Deposit.” You will see a list of family members you can sign up for direct deposit. Click on the green “Enroll in direct deposit” button to the right of the name of the person you want to sign up. If you want to sign up multiple family members, you will need to do each one separately.



Note: You won’t be able to see the “Enroll” button if you have incorrect information in your record. This can happen if you have records with a wrong name, date of birth or sponsor ID number. You must fix these issues before you can sign up.

To sign up, you must provide:

- The account holder’s name exactly as it appears on the bank account
- The account holder’s Social Security number
- The bank account routing number
- An expiration date if you choose to predetermine that date (not required)
- The effective date is four days after you enroll in direct deposit, unless you specify a later date

Would you like to save paper?

Email me instead! Would you like to receive an email notification and suppress paper copies of your EOBs each time a claim processes for you?



Did you know?

You can save time and trees by signing up for paperless explanation of benefits (EOB) statements. To stop paper EOB statements and get email alerts about your claims, log in at www.tricare-overseas.com.

To sign up for direct deposit, you must agree to get paperless explanation of benefits statements. This lets you see how much you were charged for your health care visit. It also shows the date of your visit, the payment amount and the date you got money back. Submit your request by selecting “Save Changes.” You will get a message that confirms your direct deposit request went through. You will then get an email anytime you get a payment by direct deposit.

For help with signing up for direct deposit or online claims filing, call your TOP Regional Call Center and choose option 2. You can also download a direct deposit registration guide at www.tricare-overseas.com. ★



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.

Submitting Proof of Payment

You must submit proof of payment for all overseas health care and pharmacy claims, including claims for care received when traveling overseas. Proof of payment is needed for TRICARE to protect the money you spend on health care.

You can use a canceled check or credit card receipt to show proof of payment. If you paid in cash, TRICARE may ask for proof of withdrawal from your bank or credit union and a receipt from your health care provider.

When submitting your *TRICARE DoD/CHAMPUS Medical Claim—Patient's Request for Medical Payment* form (DD Form 2642):

- Write if you paid the provider directly at the top of the form.
- Include an itemized bill or invoice.

- Include a written diagnosis describing why you got the medical care.
- If you have other health insurance (OHI), include the explanation of benefits statement from your OHI.

If you have questions about proof-of-payment requirements, call your TRICARE Overseas Program Regional Call Center and choose option 2 or go to www.tricare.mil/proofofpayment. ★

Having a Baby or Adopting a Child Overseas

When your child is born or adopted outside the U.S., you must take steps to make sure he or she is properly registered.

Applying for U.S. Citizenship

Most children born overseas to or adopted by U.S. citizens get U.S. citizenship. The closest U.S. Embassy or Consulate can give you an information packet that explains the requirements for recording your child's birth or adoption. To find a U.S. Embassy or Consulate, visit www.usembassy.gov.

After confirming that your child can get U.S. citizenship, the U.S. Consulate prepares a *Consular Report of Birth Abroad* (FS-240) and can help you get a passport and Social Security number for your child.

There is a fee for the *FS-240*. You cannot pay the fee by personal check. You may be required to pay with a money order or local currency. For cost information, check with the U.S. Embassy or Consulate.

Applying for a Social Security Card

To apply for your child's Social Security card when living outside the U.S., complete and sign an *Application for a Social Security Card* (Form SS-5-FS). This form is available at www.socialsecurity.gov/online/ss-5fs.html.

Your child's Social Security card will be mailed to you from the U.S. For more information on Social Security Administration services overseas, visit www.ssa.gov/foreign.



Getting TRICARE Coverage

Overseas, new children are automatically covered under TRICARE Overseas Program (TOP) Standard. To make sure your child keeps TRICARE eligibility, register him or her in the Defense Enrollment Eligibility Reporting System (DEERS). If you don't register your child in DEERS within one year of their date of birth or adoption, he or she will lose all TRICARE eligibility until registered. Once registered in DEERS, you can choose to keep your child in TOP Standard or enroll him or her in a TOP Prime option, if eligible. For more information, go to www.tricare.mil/enroll. ★

Using the TRICARE Pharmacy Program Overseas

TRICARE offers drug coverage and several options for filling prescriptions. You may fill prescriptions at a military, host nation or TRICARE retail network pharmacy, or through TRICARE Pharmacy Home Delivery (if available).

What Do I Need To Fill a Prescription?

You will need a prescription, a valid uniformed services ID card or Common Access Card and up-to-date information in the Defense Enrollment Eligibility Reporting System to fill prescriptions overseas. This includes filling prescriptions at TRICARE retail network pharmacies in the U.S. territories (Guam, the Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands). Currently, there are no TRICARE retail network pharmacies in American Samoa.

Host Nation Pharmacies

Host nation pharmacies are non-network. If you use a host nation pharmacy, you will pay for the drug up front and file a claim with the TRICARE Overseas Program (TOP) claims processor to get money back. Filling prescriptions at a host nation pharmacy may be the most expensive pharmacy option.

Your options for filling your prescription depend on the type of drug your provider prescribes. The chart that follows shows TRICARE Pharmacy Program costs. For more information, visit www.tricare.mil/pharmacy or www.tricare-overseas.com. ★

TRICARE Pharmacy Program Costs

Pharmacy Types	Formulary Drug Costs		Non-Formulary (Tier 3) Drug Costs
	Generic (Tier 1)	Brand Name (Tier 2)	
Military pharmacy	\$0	\$0	Not available
TRICARE Pharmacy Home Delivery (overseas, some limitations may apply)	\$0	\$20	\$49
TRICARE retail network pharmacy	\$10	\$24	\$50
Non-network pharmacy (in the U.S. and U.S. territories: American Samoa, Guam, the Northern Mariana Islands, Puerto Rico and the U.S. Virgin Islands)	\$24 or 20% of the total cost, whichever is greater, after the annual deductible is met		\$50 or 20% of the total cost, whichever is greater, after the annual deductible is met
Non-network pharmacy overseas (host nation pharmacies outside the U.S. and U.S. territories)	Active duty family members using TOP Standard and TRICARE Reserve Select Members: 20% cost-share after the annual deductible is met Retirees, their families and all others using TOP Standard and TRICARE Retired Reserve members: 25% cost-share after the annual deductible is met		

International SOS Government Services, Inc. Awarded the New TRICARE Overseas Program Contract

The Defense Health Agency awarded the new TRICARE Overseas Program contract to International SOS Government Services, Inc. (International SOS). This means you will continue to work with International SOS for your health care needs, including getting referrals and prior authorizations, enrollment in TRICARE programs, claims processing and customer service. The new contract begins September 1, 2016. ★

Standard Health Matters



What documents are required to register a pre-adoptive child in the Defense Enrollment Eligibility Reporting System (DEERS)?

You must have a record of adoption or a letter of placement of your child into your home by a recognized placement or adoption agency or the court to register your child in DEERS.

If I am a Department of Defense employee in the National Guard or Reserve and eligible for the Federal Employees Health Benefits (FEHB) Program, can I buy TRICARE Reserve Select (TRS)?

No, you do not qualify to buy TRS if you are eligible for (or enrolled in) the FEHB Program.

Do Retired Reserve members under age 60 in the “gray area” (the period between retiring from the National Guard or Reserve and collecting retirement pay) qualify to buy TRICARE Retired Reserve (TRR)?

Retired Reserve members qualify to buy TRR as long as they qualify for non-regular retirement, are under age 60 and are not eligible for (or enrolled in) the FEHB Program. Upon turning age 60 and collecting retirement pay, Retired Reserve members are disenrolled from TRR and may be eligible for other TRICARE programs as retirees.

Are certain health care services not available overseas?

Some services, such as home health care, hospice care and skilled nursing facilities, are only offered in the U.S. and U.S. territories (where available). For complete covered services information, including limitations overseas, visit www.tricare.mil/coveredservices. ★

Learn About New Global Health Issues on Health.mil

If you're moving or traveling to a new overseas location, explore the “Health Readiness” section of www.health.mil. You can find up-to-date information from the Military Health System and the Defense Health Agency on topics such as environmental exposures, global health engagement, pandemic diseases and much more. The site also includes a section on the Zika virus at www.health.mil/zika. ★

TRICARE OVERSEAS PROGRAM CONTACT INFORMATION

International SOS Government Services, Inc.

www.tricare-overseas.com

Eurasia-Africa

TOP Regional Call Center¹
 +44-20-8762-8384 (overseas)
 1-877-678-1207 (stateside)
tricarel@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)
 +1-215-354-2358 (fax)

TOPProgramIntegrity@internationalsos.com

Quality Assurance, Grievances, Appeals and Compliments/Commendations

www.tricare-overseas.com/Beneficiaries_Grievances_Appeals.htm
TOPGlobalQualityAssu@internationalsos.com

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