

# TRICARE Commander's Spouses Conference

October 22, 2008



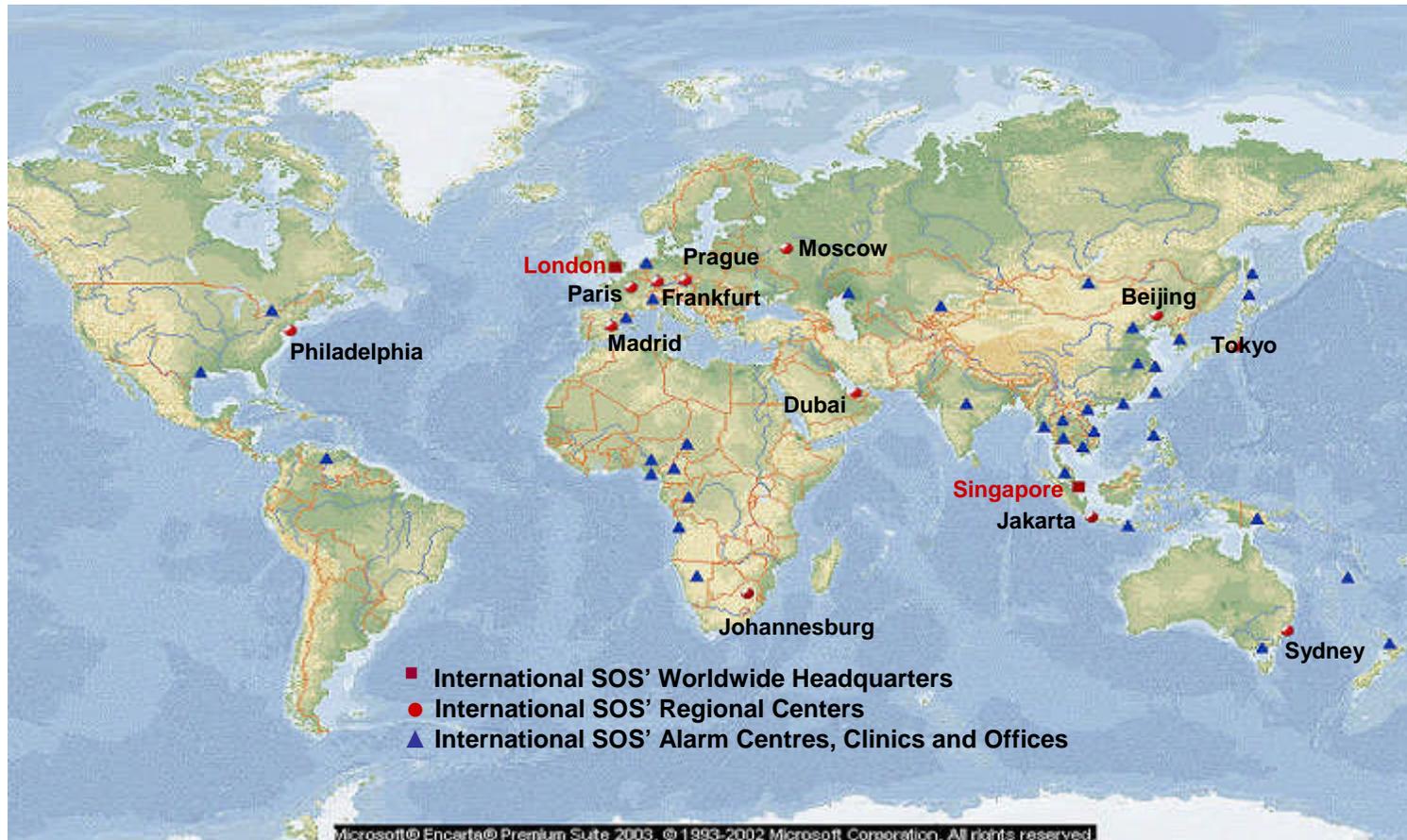
# International SOS Philadelphia

# Experience and Expertise

- Over 20 years experience
- 5,627 employees worldwide
- Medical, security, aviation, and technical specialists
  - 1,829 (35%) are medical professionals
  - Multi-lingual staff, over 90 languages and dialects are spoken
- Experts in each center managing and auditing a global network of medical correspondents and hospitals



# International SOS Worldwide



# Alarm Centers

- 26 Worldwide Alarm Centers
- Open 24 hours a day, everyday
- Full-time doctors, nurses & pharmacists
- Over 90 languages and dialects spoken
- Global network of preferred medical, legal and security providers



# Aviation Resources

- Regional Aviation Department secures flight paths & clearances
- In-house Aviation Medical specialists
- 10 dedicated SOS Air Ambulances strategically located for dedicated access to CIS, China, and Africa.
- Latest intensive care transport system
- 24-hour access to private & commercial aircraft
- Air Ambulance Provider Audits
- > 14,000 Medical Transports Per Year

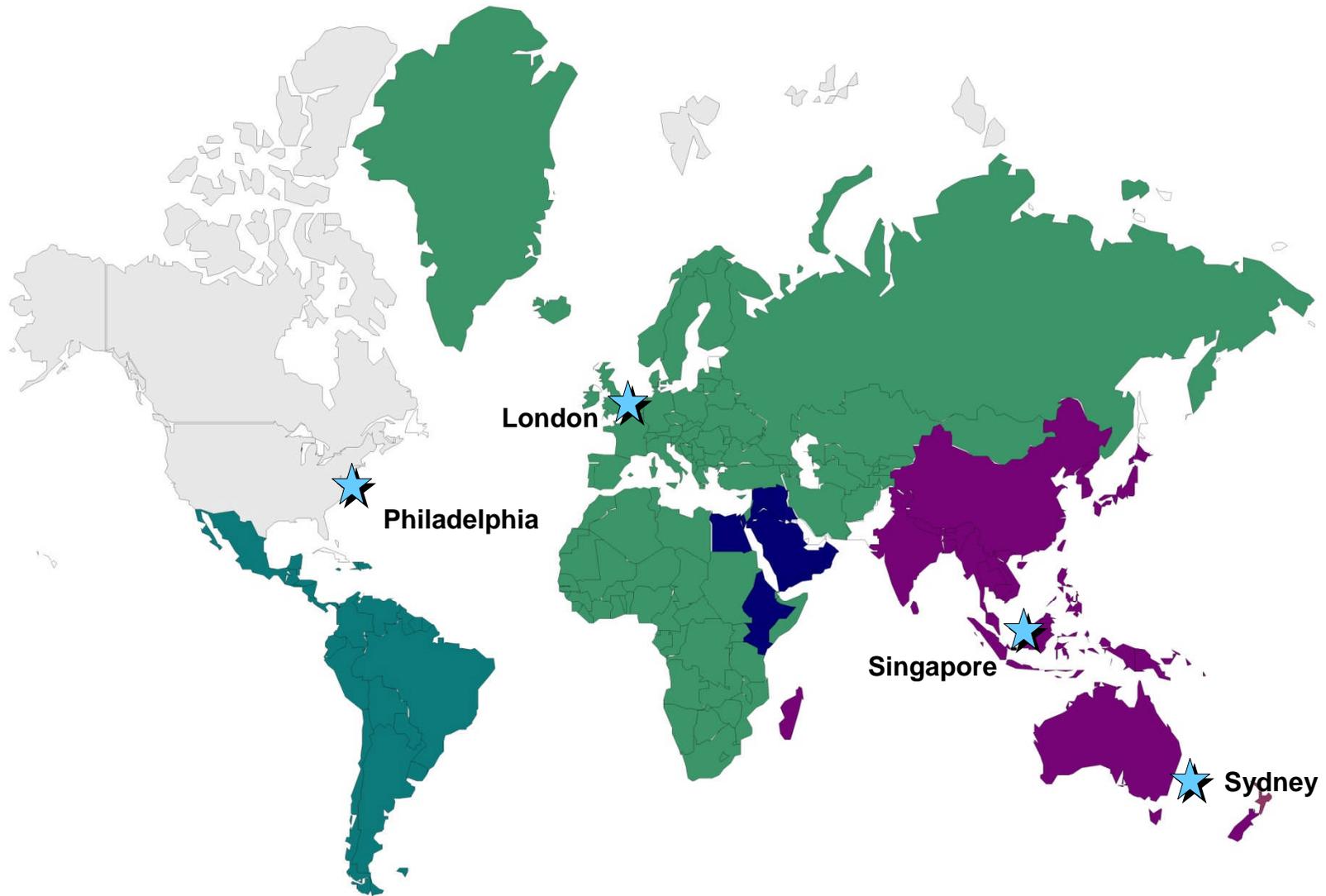


# *How Intl SOS can help you....*



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# TRICARE Global Remote Overseas

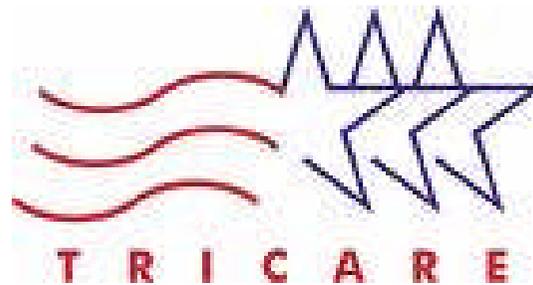


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# Background

## TRICARE Global Remote Overseas Contract:

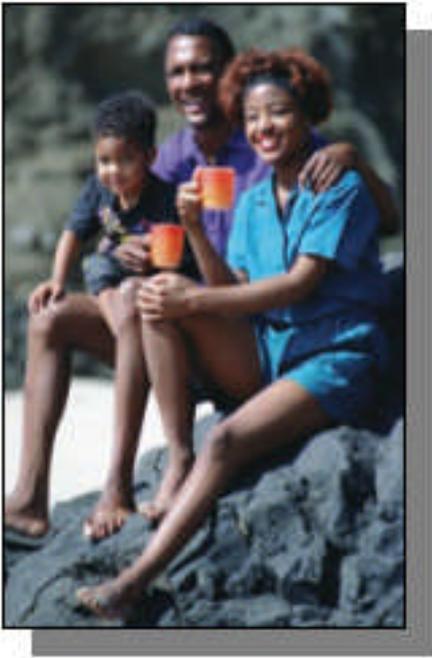
- Standardize TRICARE Overseas Prime (TOP) benefit
- Single concept of operations for accessing both medical and dental care overseas
- Improve access to primary care



# TRICARE Global Remote Overseas

- Coverage under TGRO
  - Routine, Urgent and Emergent Care for Active Duty (AD) and Active Duty Family Members (ADFM) permanently stationed in a TGRO Location.
  - Urgent and Emergent Care for Active Duty TDY/TAD, Reservist, On Leave, Liberty, Navy/Marine/Coast Guard Deployed.
  - Emergency care for ADFM traveling who do not have OHI.
- TRICARE Beneficiaries Excluded from TGRO
  - TRICARE Retirees / TRICARE For Life
  - TRICARE Standard
  - Direct Care for DoD affiliates

# TGRO Beneficiary Services



- *Cashless / Claimless* Services to TGRO Beneficiaries
- Case Management – Quality of Care
- Global Consistency of Approach in Delivering Healthcare Services
- SOS TRICARE Credentialed *Network*
  - Outpatient, Inpatient, and Specialist Care
- 24 x 7 Urgent Care Capacities
  - Urgent Medical Transports
- Governed by TRICARE Policies

# PHILADELPHIA ALARM CENTER

We're always open for you!

# Philadelphia TRICARE Contact Info

- Philadelphia Office Contact Info:
  - 1-800-834-5514
  - 1-215-701-2800
  - [phlopsmed@internationalsos.com](mailto:phlopsmed@internationalsos.com) (monitored 24/7)
  - [tricarephl@internationalsos.com](mailto:tricarephl@internationalsos.com)

# Who is in our Network?

- Primary Care Doctors (PCP)
- Specialists
- Dentists
- Laboratories
- Hospitals
- Specialty Clinics



# Using the System- PCP

## Primary Care Providers (PCP)

- Pediatricians
- Ob/Gyn
- General Practice
- Family Medicine
- Internist



# Using the System-PCP

- Call or email the 24 hour PCM call center for a referral or notification of appointment
  - 1-800-834-5514 / 1-215-701-2800
  - [phlopsmed@internationalsos.com](mailto:phlopsmed@internationalsos.com) or
  - [tricarephl@internationalsos.com](mailto:tricarephl@internationalsos.com)
- Many providers do not require our Guarantee of Payment letter, others do. This is doctor specific.

# Using the System-Specialist

## Specialist Care

- Fax or email the 24 hour PCM call center (International SOS) for notification/ authorization
- Would appreciate 48 - 72 hours notification of routine appointments for pre-authorization and issuance of Guarantee of Payment Letter (GOP)
- If continued treatments are needed, a treatment plan must be submitted for review and authorization. Guarantee of Payment for 1 consultation does not guarantee future consultations.

# Using the System – Physicals

## ADFM Routine Physicals

Comprehensive Health Promotion and Disease Prevention Examinations  
For ages 24 months or older: One comprehensive disease prevention clinical evaluation and follow up during age intervals: 2-4; 5-11; 12-17; 18-39; 40-64.

## ADSM Military Required Physicals

Service requirements, such as military physicals, are not covered by TRICARE but rather through their unit.

# Specialty Care

## Physical Therapy

- GOP for small increments of therapy with periodic updates needed. Treatment plan required with progress and goals for ongoing authorization.

## Mental Health

- After the initial 8 sessions of therapy, an Outpatient Mental Health Form must be completed prior to proceeding with more sessions
- TLAC will be notified of all ADSM mental health requests

# Using the System-Hospitalization

## Hospitalization

- Whenever possible, call International SOS immediately, upon admission to the hospital
- If not possible, please contact International SOS before discharge from the hospital
- Intl SOS will medically monitor all hospitalizations
- Scheduled hospitalization/surgery must be preauthorized and require estimated costs.



# Obtaining Care in CONUS

**\*\*Make sure to carry your military ID cards and current TRICARE Prime cards when traveling, as the information necessary for providers to file claims is located on the back of the Tricare Prime card.\*\***

## **Active Duty Service Members**

- Active duty service members are required to obtain prior authorization for all non-emergent civilian care.
- ADSM should go to the nearest MTF for all care. If there is no MTF nearby, contact Intl SOS for authorization of non-emergent care

## **Active Duty Family Members**

- When traveling in CONUS, active duty family members do not require preauthorization for any covered benefits, with the exception of inpatient mental health.
- A specialty provider may require a referral to be sure that you have seen a primary care physician first. This is not a TRICARE requirement, as long as the care is a covered benefit.

# Obtaining Care in CONUS

[www.tricare.mil](http://www.tricare.mil)

**TRICARE**

[Tropical Storm/Hurricane Updates](#)

### TRICARE Benefit Information

Learn about eligibility; plans; and medical, dental, vision and prescription coverage.

[Enter Here >](#)

### TRICARE Management Activity

Information about TRICARE operations, policy and guidance, manuals and contracting.

[Enter Here >](#)

#### Announcements [Previous](#) | [Next](#)

The Military Health System hosts "Dot-Mil-Docs" every Thursday at 3 p.m. (EST) at [www.blogtalkradio.com/Dot-Mil-Docs](http://www.blogtalkradio.com/Dot-Mil-Docs).

#### Additional Resources

**Military Health System**  
Check out the new MHS website!  
» [Enter Here](#)  
» [Read Dr. Casscells' blog](#)  
» [Read MG Granger's blog](#)

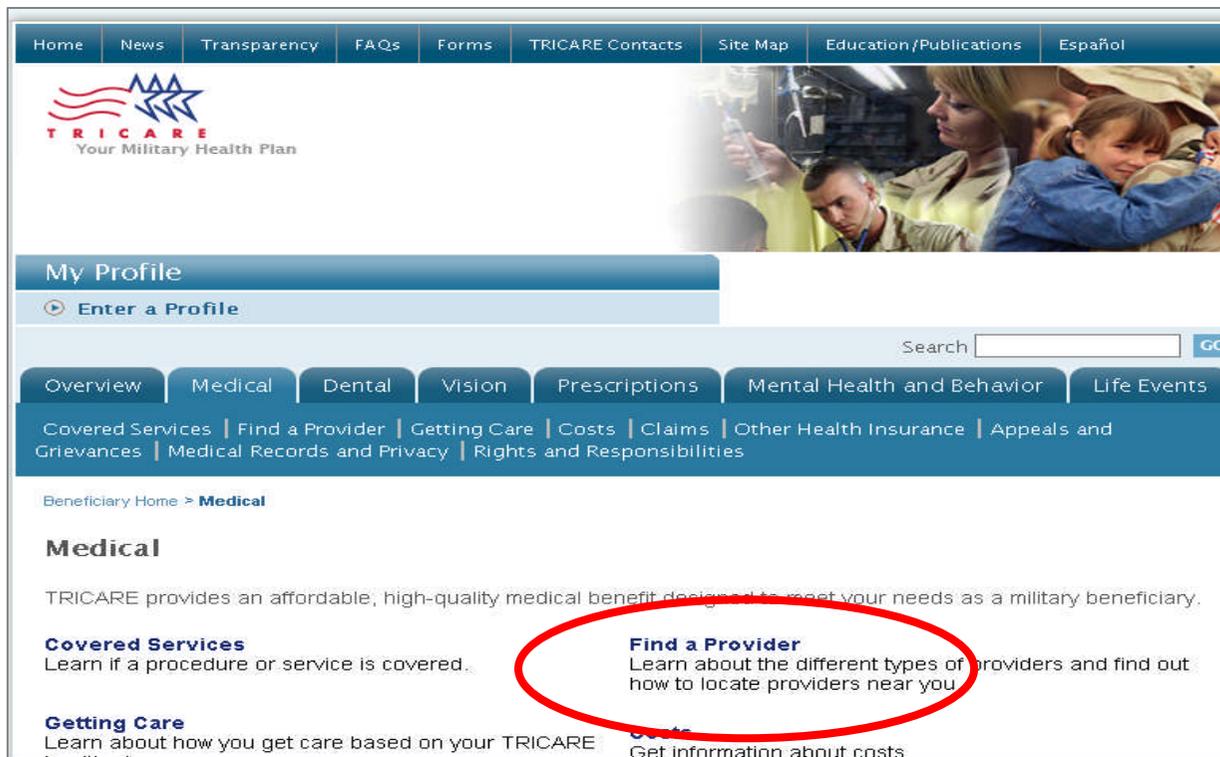
**Press Room**  
The latest TRICARE news and information.  
» [Enter Here](#)  
» [Receive benefit updates](#)

**TRICARE Transparency**  
Learn about TRICARE costs, plans, management and customer satisfaction.  
» [Enter Here](#)

**TRICARE Online**  
Access MTF appointments, trusted health information, and military staff applications.  
» [Enter Here](#)

# Obtaining Care in CONUS

[www.tricare.mil](http://www.tricare.mil)



The screenshot displays the TRICARE website interface. At the top, a navigation bar includes links for Home, News, Transparency, FAQs, Forms, TRICARE Contacts, Site Map, Education/Publications, and Español. Below this is the TRICARE logo with the tagline 'Your Military Health Plan' and a background image of a woman and child. A 'My Profile' section contains an 'Enter a Profile' button. A search bar with a 'GO' button is positioned to the right. A horizontal menu lists categories: Overview, Medical, Dental, Vision, Prescriptions, Mental Health and Behavior, and Life Events. Below the menu, a list of services is provided: Covered Services, Find a Provider, Getting Care, Costs, Claims, Other Health Insurance, Appeals and Grievances, Medical Records and Privacy, and Rights and Responsibilities. The 'Medical' section is active, showing a heading 'Medical' and a paragraph: 'TRICARE provides an affordable, high-quality medical benefit designed to meet your needs as a military beneficiary.' Below this, three links are listed: 'Covered Services' (Learn if a procedure or service is covered...), 'Find a Provider' (Learn about the different types of providers and find out how to locate providers near you...), and 'Getting Care' (Learn about how you get care based on your TRICARE...). The 'Find a Provider' link is circled in red.

# MEDEVACS



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# MEDEVACS:URGENT

## Urgent Medevac to CONUS

- **Contact International SOS first**
- Intl SOS will contact TLAC and Southcom keeping all parties informed.
- Intl SOS will contact the treating physician and obtain a medical report.
- Intl SOS will arrange receiving care in coordination with TLAC.

# MEDEVACS-URGENT

- Intl SOS will monitor the patient until departure
- Intl SOS will arrange the entire transfer from bed to bed.
- Intl SOS will confirm safe arrival and notify TLAC and Southcom.

# MEDEVACS Non-URGENT

## *Non-urgent* Out of Country Request:

- All supporting documentation and the Out of Country Medical Request Form must be faxed to Intl SOS
- Request will be reviewed by Intl SOS medical team and recommendation made.
- TLAC will review recommendation for approval and make the arrangements
- Once approved, TLAC coordinates with Intl SOS on any follow up care that will be needed OCONUS for Intl SOS to arrange and coordinate

# TRAVEL BENEFIT

## TDY/TAD

- ONLY urgent / emergent care will be approved
- Approval is for the immediate need
- MUST have COPY OF ORDERS if on Annual Training
- If deployed on a ship NAME of ship is REQUIRED



# DENTAL

## Family Members

All authorization is handled through United Concordia (UCCI) except orthodontic care, which is preauthorized by TMA TLAC Dental Director

[www.ucci.com](http://www.ucci.com)

1-800-866-8499

1-717-975-5017



# DENTAL

## Active Duty members

- Routine consult every 6 months
- Dental expenses greater than \$500USD, must have pre-authorization. In order to expedite the pre-authorization, you must submit a treatment plan, x-rays, cost and dental models depending on the treatment requested.
- Authorization for treatment plans may take several weeks and is dependant on complete treatment plan and supporting materials submission.
- Not covered:
  - Cosmetic procedures such as bleaching are not covered
  - Sealants
  - Fluoride
  - Orthodontic care cannot be initiated OCONUS

# Network

- TLAC and Intl SOS have mutually agreed on right-sizing some of the networks throughout Latin America/Caribbean
  - Avoid diluting network to insure provider familiarity with the program
  - Maintain current credentialing
- New Providers will only be added after it is determined that there is a need and they have been credentialed
- Credentialing process may take several months, depends on the cooperation of the provider

# Network

## Disadvantages in failing to use the System

- Providers are not familiar with billing procedures
- Not always willing to provide a medical report and copies of X-rays, labs, etc.
- Difficult to evaluate the quality of care being provided
- Out of pocket expense
  - ADSM will not be reimbursed
  - ADFM Point of Service Charge
- Slows down any OCMR request

# NETWORK

- Credentialing
- Site surveys

# Credentialing Process

All non-Institutional providers are credentialed based upon Western Standards and host-nation laws

- Medical/Professional training
- Licensure
- English language proficiency (PCP)
- Malpractice History
- Professional Reputation
- Standing in community



# Credentialing

## Institutional Providers

- Intl SOS performs on-site inspection of facility
  - Identifies Life-Safety issues
  - Identifies safety of blood supply
  - Verifies proper sterilization procedures in place



# Credentialing

## Institutional Providers (cont).

- Intl SOS performs on-site inspection of facility
- Verifies presence of essential medical equipment
- Inspects Operating Rooms, Wards, ICUs
- Verifies appropriateness of staffing levels
- Inspects Emergency Room facilities

# NETWORK:

## Site Surveys completed in the last year

- Barbados
- Jamaica
- Venezuela
- Guatemala



# Upcoming Network Site Surveys

- Colombia
- Nicaragua
- Panama
- El Salvador
- Honduras
- Trinidad & Tobago
- Ecuador



# Provider Claims

- If you hear of a provider complaining about payment issues, please advise them to contact us directly and/or let us know so that we can address it.
- Problems that slow down Claims Processing:
  - Incomplete claims
    - > MISSING: SSN, complete patient name, date of service, amount due, payment information, diagnosis
  - Lack of pre-authorization for specialty consults and diagnostics
  - Enrollment issues

# Feedback

- Town Hall meetings which provide feedback on services and network during our site surveys
- Invaluable POC feedback
- Intl SOS Surveys
  - All survey responses are reviewed by Quality Assurance team for potential process improvements

***ANY QUESTIONS ???***

***We are here to help,***

***please call us.***



*An AEA Company*

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