



TRICARE in Central/South America and the Caribbean

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TRICARE Area Office – Latin America and Canada
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Overview

- Regional Overview
- DEERS
- Eligibility and Enrollment
- TGRO Services
- Dental
- Pharmacy
- Useful Websites/Contacts





Regional Snapshot

- 42 Countries
- North to South Pole
- 12 Million Square Miles
- 52,000 Beneficiaries
- MHS / Line Infrastructure Limited
 - Puerto Rico
 - Guantanamo Bay
 - JTFB- Honduras
 - Military Groups
 - Defense Attache Offices
 - Offices of Defense Cooperation





DEERS

- DEERS
Defense Enrollment Eligibility Reporting System
- Computerized database
- Registration
- Responsibility





What is TRICARE Prime?

- Managed Care Program
 - HMO, not PPO
- Trade-off
 - Give up freedom
 - Lower or no cost
- Requires enrollment
 - Active Duty Members must enroll
 - Choice for family members
- In TGRO locations, network administered by International SOS





TRICARE Prime Eligibility Overseas

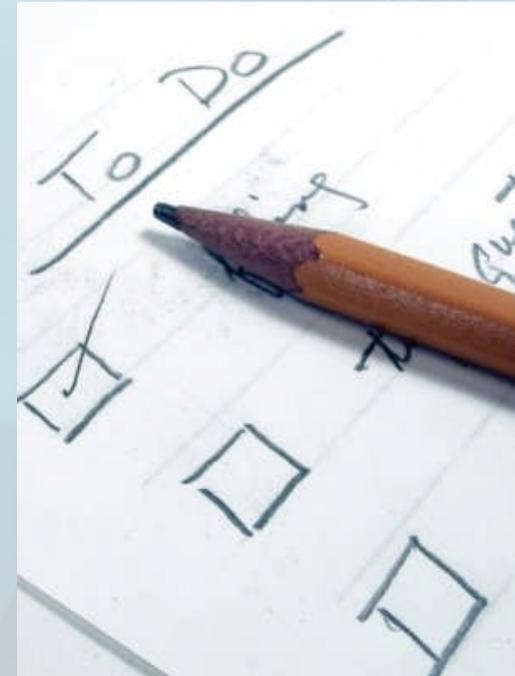
- Active duty service member and command-sponsored dependents on PCS orders
- Active duty service members on TDY orders (case-by-case basis)
- Active duty dependents authorized to relocate to a specific overseas location on sponsor's PCS orders without the sponsor
- All others – TRICARE Standard
 - including Retirees





What Do I Need to Enroll?

- Completed enrollment form
 - Signed, dated
 - DEROS for current assignment
- Copy of current orders
- If family members are enrolling, may need proof of command-sponsorship at overseas duty location





The Enrollment Form

1. Sponsor's Information
2. Sponsor's Duty Station
3. PRD/DEROS
4. Home Address (APO/FPO or State Dept preferred)
5. Service

TRICARE OVERSEAS PROGRAM PRIME ENROLLMENT APPLICATION

SPONSOR INFORMATION
CAN BE COMPLETED BY ANY ADULT BENEFICIARY. SEE REVERSE FOR DIRECTIONS. PLEASE PRINT CLEARLY.

Overseas Area (Circle One) TRICARE Europe TRICARE Pacific TRICARE Latin America and Canada

1 1. Sponsor Name (last, first, middle initial)	2. Sponsor Social Security Number	3. Sex	4. City and Country	5. Date of Birth (dd/mm/yy)	6. Rank	7. Telephone Numbers Home: _____ Duty: _____
2 8. Duty Address (Unit, Office Symbol, Station, APO/FPO)	3 9. DEROS/PRD (Required*)	4 10. Mailing Address	5 11. Sponsor Branch of Service (Must be Active Duty) Air Force Navy USCG NOAA/USFWS			
12. E-Mail Address (if available) Please Print Clearly	13. Sponsor Status (circle One) Active Component Activated Guard/Reserve Flyer/PRP Transitional Survivor Other			14. Preferred Military Treatment Facility Site/ PCM (if applicable)		

FAMILY MEMBER INFORMATION
LIST ALL FAMILY MEMBERS WHO ARE EITHER COMMAND SPONSORED, OR RESIDED WITH THE SPONSOR IN COUNTRY AT THE TIME OF ACTIVATION, WHO ARE APPLYING FOR ENROLLMENT IN A TRICARE OVERSEAS PRIME OPTION. PLEASE PRINT CLEARLY. (Please do not list members not physically residing with you.)

15. Family Member Name (last, first, middle initial)	16. Date of Birth (dd/mm/yy)	17. Relation to Sponsor	18. Date of Arrival in Country	19. Current City & Country of Residence	20. Military Treatment Facility (if applicable)	21. PCM Selection

22. SIGNATURE: "I have read the instructions on the reverse side of this form and understand the Privacy Act Statement listed there. I further request enrollment for myself and my listed family members in the TRICARE Overseas Program Prime option."

SIGNATURE _____ DATE _____

(Rev. Jan 2007) Please return this completed application to the appropriate TRICARE Office **WITH A COPY OF YOUR ORDERS** (details on back)

COPY OF ORDERS REQUIRED



TLAC Enrollment Process

- Beneficiary completes enrollment form
 - Available online at <http://www.tricare.mil/mybenefit/Forms.do>
- Beneficiary or POC faxes signed, completed form with copy of current orders to TAO
- TAO checks DEERS for eligibility
- TLAC Prime enrollment effective date is the date sponsor/spouse signs enrollment form



TLAC Enrollment Process (continued)

- Welcome Packages are mailed out each Friday
 - Welcome Letter
 - Prime ID Cards
 - ISOS cards are sent from TAO
 - TRICARE cards from DEERS
 - TLAC InfoPak
- Enrollees should carry TRICARE Prime ID and ISOS cards at all times



TRICARE Prime Cards



TRICARE Latin America & Canada



An AEA Company

Name: **SAMPLE, BOB Q**
 Status: Active Duty Sponsor
 Member #: 123456789
 Expiration: 31 Dec 2004
Must present valid military ID with this card.

MEMBER CARD

CALL ISOS FOR THESE MEMBER SERVICES

- 1) 24-hour advice from ISOS providers
- 2) Referral for routine medical and dental care
- 3) Arrangement of medical appointments and hospitalization
- 4) Guarantee of payment of medical claims

Contact ISOS as soon as possible for all emergency situations

(215) 701-2800 (Collect)
800-834-5514 (Toll Free)

for non-emergency situations or inquiries, email ISOS at:
tricarephl@internationalsos.com
 or call the TAO at 888.777.8343, option #3 (toll free)

TRICARE /
ISOS Prime
Enrollment
Card
 (Use OCONUS)



TRICARE: The World's Best Health Care
 for the World's Best Military
TRICARE PRIME

Name: **John Q. Sample**
 Status: **Active Duty Sponsor**
 Primary Care Manager: _____
 Primary Care Manager Phone: _____
 Effective Date: **01 Jan 2000**

Valid with presentation of current military ID card
 Contact your personnel office if any of the above
 information is incorrect.



DEERS
TRICARE
Prime Card
 (Use CONUS)



Leaving TLAC - Portability

- Portability allows TRICARE Prime beneficiaries to transfer from one TRICARE region to another without a break in Prime coverage
- When you leave TLAC:
 - Complete Change Request Form, indicate PCS Transfer
 - 60 days to transfer to new region
 - Must complete transfer form at new duty station
 - 61 days: TRICARE Standard

TRICARE Overseas Program Prime - Change Request Form

SPONSOR NAME (Last Name, First, Middle initial):		SPONSOR SSN:	
CURRENT UNIT:			
CURRENT ADDRESS & PHONE #		FORWARDING ADDRESS, Email Address & PHONE # (if applicable)	
GAINING UNIT/LOCATION:			

Change of Status Request (Check appropriate box)

<input type="checkbox"/> Permanent Change of Station (PCS)	Flight Date:
<input type="checkbox"/> Extension of Term of Service (ETS)	
<input type="checkbox"/> Transitional Assistance for Military Personnel (TAMP)	Port Call Date:
<input type="checkbox"/> Retirement	Effective Date of Status Change:
<input type="checkbox"/> Early Return of Family Members	

Reason For Request: PCM Change Request Disenrollment Request

Family Member Information				
	Last Name, First Name MI	Date of Birth	Effective Date	Primary Care Manager Selection (if applicable)
1.				
2.				
3.				
4.				
5.				
6.				

VOLUNTARY DISENROLLMENT FROM PRIME - You are choosing to disenroll from TRICARE Prime and will be covered by TRICARE Standard. You may be subject to a one-year lockout. Please Initial: _____

All beneficiaries are required to transfer enrollment to their new region within 60 days after their departure date. If enrollment has not been transferred within the 60-day grace period, coverage will automatically change to TRICARE Standard. Please Initial: _____

Signature (Sponsor or Spouse): _____ Date: _____



Disenrollment

- Disenrollment
 - Complete sections
 - Must initial to indicate acceptance of potential lockout

Lockout Warning:

For E5 or above, may be locked out of TRICARE Prime for 12 months

TRICARE Overseas Program Prime - Change Request Form

SPONSOR NAME (Last Name, First, Middle initial):		SPONSOR SSN:	
CURRENT UNIT:			
CURRENT ADDRESS & PHONE #		FORWARDING ADDRESS, Email Address & PHONE # (if applicable)	
GAINING UNIT/LOCATION:			

Change of Status Request (Check appropriate box)

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SIGNATURE (Sponsor or Spouse): _____ Date: _____



TGRO Beneficiary Services

- International SOS (ISOS) is current contractor
- Cashless / Claimless Services
 - Network Providers
- Case Management
- Quality Care
- 24x7 Assistance
- Medical Evacuation





What's Covered? What's Not Covered?

- TRICARE covers most medically necessary care
 - When in doubt, call ISOS
- TRICARE does not cover:
 - Eyeglasses or contacts
 - Cosmetic surgery
 - Complications for non-covered surgeries
 - Procedures deemed “experimental”
 - Procedures or medication not approved by FDA



How Are Requests For Care Processed?

- Beneficiary requests services through ISOS
- ISOS reviews case
- If care is available and recommended locally, ISOS arranges care
 - If beneficiary chooses not to have care locally, then he/she is responsible for their travels costs if they still choose to receive CONUS care
- If care is not available or recommended locally, ISOS notifies the TAO for guidance
- TAO reviews case and Out-of-Country Medical Request (OCMR)
- If possible, TAO arranges appointments at an MTF in CONUS for care



How Are Requests For Care Processed? (continued)

- Member contacts Service to secure funding for Medical TDY
 - TAO will provide, on request
- Member's unit cuts orders for travel using fund cite from Service
- Non-Medical Attendants are approved on a case-by-case basis only when recommended by the receiving provider
- CONUS referrals follow TRICARE access standards
 - Routine – scheduled within 30 days
 - Urgent – scheduled within 7 days
 - Actual times depend on MTF scheduling
 - War conditions



Point-of-Service (POS) Option

- TRICARE Prime is Managed Care
- Remember trade-off
- If family members choose to seek care without authorization from the TGRO Call Center, they may use the Point-of-Service Option.
 - \$300 individual deductible/\$600 family deductible
 - Followed by 50% cost share
 - Not protected by the Catastrophic Cap
- Active Duty Members cannot use POS!
 - All care must be authorized, or it is their responsibility





Travelling Overseas Outside Your Area

- Must contact ISOS to coordinate ALL care
 - Active duty and family members
 - Authorization is required for family members, since this is not CONUS
 - May have to pay and claim



Travelling to CONUS

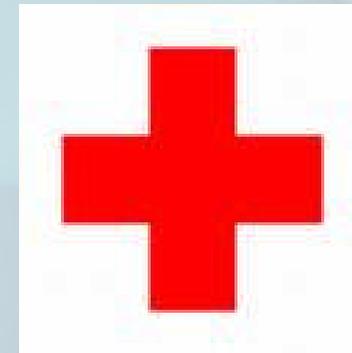
- Always take your:
 - Military ID Card
 - ISOS Card
 - Prime ID Card





Emergency Care in CONUS

- Emergency – Care that involves loss of life, limb, or eyesight.
- Go the nearest emergency room
- Military Treatment Facility, if available
- Civilian Facility if no Military Facility available
- Active duty service members obtain authorization from ISOS at 1-800-834-5514





Urgent CONUS Care

- Urgent - non emergency but requires treatment within 24 hrs to avoid complications.
- MTF, if available
 - No out of pocket expenses and no claims filing if care is sought at MTF
- Civilian Facility
 - Active Duty service members seeks authorization from ISOS prior to seeking care.
 - Family Members no authorization is required
 - If out of pocket expenses are incurred, claims are to be filed with WPS



Routine CONUS Care

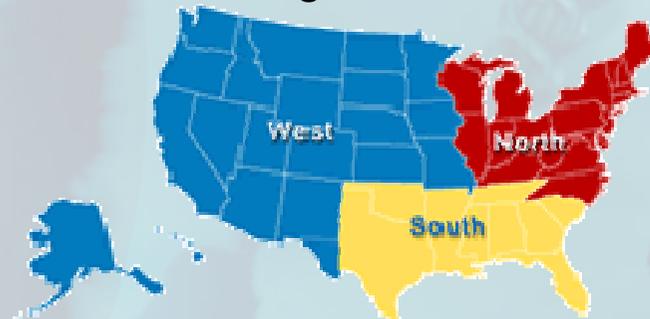
- MTF, if available
 - No out of pocket expenses
 - No claims to file
- Civilian Facility
 - Active Duty service members require pre-authorization from ISOS
 - Family Members need no authorization
 - Show back of TRICARE Prime card
 - If they still want one, call TAO-LAC or TGRO Call Center for assistance
 - Specialists may still want a referral from another doctor
 - If out of pocket expenses are incurred, claims are to be filed with WPS





Finding CONUS Providers

- Use “Find a Provider” on the TRICARE website
 - <http://www.tricare.mil/mybenefit/home/Medical/FindingAProvider>
 - Can search for MTF or network providers in other regions
- Call other regions for assistance
 - North (Health Net) 1-877-874-2273
 - South (Humana) 1-800-444-5445
 - West (TriWest) 1-888-874-9378
- Ask if provider is an approved provider for the local region
 - If not approved as a provider in local region, claims will not pay
 - Network providers are best choice
- Always present TRICARE Prime Card and show them address on back for filing claims
 - Provider must pass along address for ancillary claims (labwork, radiology, etc)





Costs for CONUS Care

- Active Duty
 - No cost, if authorized
- Family Members
 - Network
 - Outpatient – no cost
 - Inpatient – no cost
 - Non-Network
 - Sponsor may be responsible up to 15% over TRICARE rate
- MUST be a covered benefit





Active Duty Dental

- Must call ISOS for approval
- ISOS will coordinate GOP to qualified HNP
- TLAC Dental Director must approve all dental care > \$500
- Must have time remaining on assignment to complete treatment
 - Change in status may mean any remaining treatment is sponsor's responsibility





Family Member Dental

- Must be enrolled in TRICARE Dental Program
- Sponsor must have at least 12 months of service remaining on his/her service commitment.
- DEERS is sole source for verifying eligibility

NOTE

- 12 month “Lock out” if member fails to pay premiums or disenrolls for invalid reason



Pharmacy

- Military Treatment Facility:
 - No Charge
- Local Pharmacy:
 - Pay and claim
 - No cost for Prime
 - Cost shares and deductible for Standard





Pharmacy (continued)

- TRICARE Mail Order Pharmacy:
 - Must register initially
 - US licensed doctor
 - DEA number needed ONLY if controlled substance
 - Must have an APO/FPO or CONUS State Dept pouch mail address
 - Up to a 90-day supply
 - Restrictions may apply
 - Co-pays:
 - Generic Name: \$3.00
 - Brand Name: \$9.00
 - Non Formulary: \$22.00
 - www.express-scripts.com
 - 866-363-8667





Reimbursement Claims

- Overseas medical and pharmacy,
CONUS medical
 - May need waiver from ISOS
 - Send complete DD2642 claim form, receipts, and any documentation to:
 - TRICARE Overseas
 - PO Box 7985
 - Madison, WI 53707-7985
 - POCs may fax claim to WPS
- No need to file claim if provider files to ISOS or WPS for you



TDY/Travel Benefit for Active Duty Service Members

- Active Duty members that are on leave, TDY, or deployed in an overseas location are eligible for urgent or emergent care.
 - Routine care not covered
- Must call ISOS
- Family members accompanying AD member are (now) eligible for cashless/claimless benefit.
- Emergency Care Only!!





TRICARE for College Students

- Normally, children lose TRICARE eligibility at age 21
- If child is a full-time college student, can extend eligibility to age 23
 - Must present information from college/university to DEERS office to show status
 - DEERS will restore eligibility through time period covered by document
 - If period changes/extends, must supply new info to DEERS



TRICARE for College Students (continued)

- If command-sponsored at OCONUS location, may enroll in TRICARE Prime
- If attending college/university in Prime Service Area in CONUS, may enroll in TRICARE Prime in local region
- Cannot enroll in TRICARE Prime Remote locations without sponsor
 - Must use TRICARE Standard/Extra
- Any breaks in eligibility require re-enrollment
- At age 23, no longer eligible



Concerns About Your Healthcare?

- Contact the TGRO Call Center
 - Toll-free 1-800-834-5514
 - Collect 1-215-701-2500
- If necessary, case will be escalated to the TRICARE Area Office for a decision from the Director.





Useful Websites

- **Benefits Information**
 - <http://www.tricare.osd.mil/>
 - <http://www.tricare.osd.mil/tlac>
 - <http://www.tricare.osd.mil/TricareHandbook/>
- **Claims Information and Claim Forms**
 - <http://www.tricare4u.com>
- **Other Useful Information**
 - <http://www.tricare.osd.mil/ohi/>
 - <http://www.express-scripts.com>
 - <https://www.dmdc.osd.mil/appj/address/index.jsp>
 - <http://www.ssa.gov/foreign>



TRICARE Points-of-Contact (POCs)

- TRICARE POCs are appointed by some units to assist beneficiaries with TRICARE issues locally
 - Usually located at an embassy or consulate
 - Vary by unit (DAO, MILGRP, etc.)
 - May be military or civilian
- Official POCs help with:
 - Preparing/faxing claims to WPS/UCCI
 - Completing/faxing enrollment forms to TAO
 - Communication with ISOS for appointments
 - Working with Service to secure Medical TDY funding and orders



Contacts

- Medical Benefits
 - Administered by International SOS
 - Toll-free 1-800-834-5514
 - Collect 1-215-701-2500
 - tricarephl@internationalsos.com
- Family Member Dental Benefits
 - United Concordia
 - 1-717-975-501
- TRICARE Mail-Order Pharmacy
 - 1-866-363-8667





Contacts (continued)

- Claims
 - TRICARE Overseas (WPS)
 - 1-608-301-2310
- Enrollment/General Assistance
 - TRICARE Area Office –
Latin America and Canada
 - 1-888-777-8343, option #3
 - 1-706-787-2424
 - 0800 – 1600 ET, M-F, excluding holidays

