

# TRICARE Dental Program (TDP) - OCONUS



**Annette Verna**  
**TDP Dental Benefits Advisor,**  
**United Concordia Companies,**  
**Inc. (UCCI)**



**UNITED CONCORDIA**

# OCONUS Service Area

- **The OCONUS Service Area includes all areas of the world except:**
  - **United States**
  - **Guam**
  - **Puerto Rico**
  - **U.S. Virgin Islands**

# **OCONUS: Non-remote vs. Remote**

- **Non-remote OCONUS Service Area**
  - **Those countries where the Uniformed Services have a fixed dental treatment facility (DTF)**
- **Remote OCONUS Service Area**
  - **Those countries where the Uniformed Services have no DTF or have only a part-time DTF**

# Command Sponsorship

**Effective Dec, 2007**

- **TDP enrollees who live overseas must be command sponsored in order to receive the OCONUS TDP cost-share benefits**
- **If a TDP enrollee is not command sponsored, he will be responsible for the same cost-shares as CONUS**

# Command Sponsorship (continued)

- **Determination of a TDP enrollee's command sponsored status is based on their enrollment in either the TRICARE Overseas Program Prime or TRICARE Global Remote Overseas Program**
- **DEERS determines eligibility**

# TDP Eligibility

- Active Duty Family Members
- National Guard/Reserve Members
- Individual Ready Reserve (IRR) members
- Family members of National Guard/Reserve & IRR sponsors

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- **12-month commitment to TDP upon enrollment; however, may disenroll w/in 90 days of relocation to OCONUS**
    - **DO NOT disenroll until after you determine what care is available at the military dental facility**
  - DEERS determines eligibility

# How to Enroll

- Online:  
**[www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com)**
- By Fax:  
**Fax completed enrollment application to  
1-888-734-1944 or 1-717-260-7501**
- By Mail:  
**Mail completed enrollment application**
  - **Self-addressed envelope attached to form**

# How to Enroll (cont'd)

- **Submit first month's premium with application**
    - **Pay by Visa/MC, check, or money order**
    - **Do not send cash**
  - **Application and payment must be received by the 20th of the month for coverage to be effective on the first of the following month.**
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- **DEERS verifies sponsor's military status, eligibility and family's command sponsorship**

# TDP Monthly Premiums and Maximums

•Monthly Premiums (Feb 1, 2008-Jan 31, 2009):

<b>Shared Premium</b>	<b>Single</b>	<b>Family</b>
<b>Active Duty Family Member</b>	<b>\$11.58</b>	<b>\$28.95</b>
<b>NG/Reserve Member</b>	<b>\$11.58</b>	<b>N/A</b>
<b>IRR (Special Mob)</b>	<b>\$11.58</b>	<b>N/A</b>
<b>Full Premium</b>	<b>Single</b>	<b>Family</b>
<b>NG/Reserve Family Member</b>	<b>\$28.95</b>	<b>\$72.37</b>
<b>IRR (NOT Special Mob)</b>	<b>\$28.95</b>	<b>N/A</b>
<b>IRR Family Member</b>	<b>\$28.95</b>	<b>\$72.37</b> <sup>9</sup>

# OCONUS Benefits & Cost Shares

	CONUS		OCONUS Command Sponsored*
	E-1–E-4	All Other Pay Grades	All Pay Grades
<b>Diagnostic Exam (two per year)</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Cleaning (two per year)</b>	<b>0%</b>	<b>0%</b>	<b>0%</b>
<b>Sealants</b>	<b>20%</b>	<b>20%</b>	<b>0%</b>
<b>Basic Restorative</b> - Amalgam fillings - Composite fillings for front teeth (anterior) only	<b>20%</b>	<b>20%</b>	<b>0%</b>

\*All enrollees visiting and/or residing OCONUS who are not Command Sponsored are responsible for CONUS cost shares.

# OCONUS Benefits & Cost Shares (cont'd)

	CONUS		OCONUS Command Sponsored*
	E-1, E-2, E-3, E-4	All Other Pay Grades	All Pay Grades
<b>Endodontic (root canals)</b>	<b>30%</b>	<b>40%</b>	<b>0%</b>
<b>Periodontic (gum surgery)</b>	<b>30%</b>	<b>40%</b>	<b>0%</b>
<b>Oral Surgery (primarily extractions)</b>	<b>30%</b>	<b>40%</b>	<b>0%</b>
<b>Prosthodontics and Other Restorative (crowns, bridges, partial dentures and implants)</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>
<b>Orthodontics (braces)</b>	<b>50%</b>	<b>50%</b>	<b>50%</b>

**\*All enrollees visiting and/or residing OCONUS who are not Command Sponsored are responsible for CONUS cost shares.**

# Maximums

- Maximums in OCONUS are the same as in CONUS
- **Annual Maximum = \$1200**
  - **Contract year = Feb 1- Jan 31**
- **Lifetime Orthodontic Maximum = \$1500**

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**Orthodontic Maximum is paid in one lump sum**

Maximums apply to each person enrolled in the TDP

Once United Concordia has paid \$1,200 in annual benefits, the TDP enrollee is responsible for all additional costs during the contract year

Preventive, Diagnostic, and Orthodontic services are not applied toward annual maximum

# Predetermination Requests

- **Not mandatory but encouraged**
- **Used to determine:**
  - **Covered benefits/services**
  - **Necessity of treatment**
  - **Anticipated out-of-pocket expenses**

# **OCONUS Providers**

**If you are living in a non-remote area and you are unable to access dental care from an ODTF, you must seek care from a dentist on the host nation provider listing**

- **Host nation dentists are approved by overseas TRICARE Area Offices (TAOs) and/or ODTFs**

# Host Nation Providers (HNP)

- **Names of host nation dentists may be obtained through:**
  - **Overseas Tricare Area Office TAOs**
  - **Local ODTFs**
  - **Beneficiary Counseling and Assistance Coordinators (BCACs)**
  - **U.S. Embassy or Consulate (remote only)**
  - **Website:**  
**[www.tricare dentalprogram.com](http://www.tricare dentalprogram.com)**

# Website: [www.tricare dentalprogram.com](http://www.tricare dentalprogram.com)

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Address <http://www.tricare dentalprogram.com/tdptws/home.jsp> Go Links

SEARCH IF YOU ARE A NATIONAL GUARD/RESERVIST: [SEARCH HERE](#) FOR PROGRAM INFORMATION



### TRICARE Medical Implements New Dental General Anesthesia Benefit

#### UNITED CONCORDIA'S COMMITMENT TO YOU

- > TDP Customer Service Co-Reading Material
- > Jacey Eckhart - Author and Radio Talk Show Host Briers United Concordia Staff
- > Our Dental Benefits Advisors
- > **More...**



ENROLLEES	DENTISTS	DENTAL HEALTH
<a href="#">Enroll Online</a>	<a href="#">Reference Materials - CDT7 Code Update</a>	<a href="#">Your Dental Health</a>
<a href="#">Bill Paying Online</a>	<a href="#">Contact Us</a>	<a href="#">Your Child's Dental Health</a>
<a href="#">Find a Dentist</a>	<a href="#">My Patients' Benefits</a>	<a href="#">Dental Glossary</a>
<a href="#">Find an Overseas Host Nation Provider</a>	<a href="#">Become a Network Dentist</a>	<a href="#">Your TDP Program</a>
<a href="#">My Dental Benefits</a>	<a href="#">Xpress Claim</a>	<a href="#">More...</a>
<a href="#">More...</a>	<a href="#">More...</a>	

WEBMASTER | CONTACT US | PRIVACY POLICY | INTEGRITY PROCESS | TEXT ONLY | SITE MAP

<http://www.tricare dentalprogram.com/tdptws/dentalhealth/glossary.jsp> Internet

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# HNP and TOPDs

- **Non-remote locations**

- **Members must Use Host Nation Providers (HNP)**
- **Tricare OCONUS Preferred Dentists (TOPDs)**

- Included within the HNP listing
- TOPDs agree to the following:
  - Will not require you to pay their full charge at the time of the service – only your applicable cost share, if any
  - Will complete and submit claim form(s)
  - Will submit predeterminations for complex and costly services prior to rendering treatment

- **NOTE: OCONUS command-sponsored TDP enrollees in non-remote areas must utilize a HNP if available within 50 miles (81 kilometers) of their residence for all dental care not provided by the ODTF**

- **National Guard and Reserve members and their families must utilize HNP listing for orthodontic and implant services. Any dentist may be used for other services**

# Remote - OCONUS Providers

- **Remote Locations**

- Any dentist can be seen for all services except for orthodontics and implants if no host nation provider list exists

- **Orthodontic and Implant Services**

- HNP must be used
- NARF required
- **NOTE: Latin America and Canada is considered remote**

# **OCONUS Non-Availability and Referral Form**

- **Provided by overseas TAO or respective ODTF commander or designee**
- **Must be obtained prior to start of dental treatment**
- **Required for all orthodontic and implant procedures**
- **Latin America and Canada = Remote = NARF needed just for orthodontics and implants**

# Traveling with the TDP

- **CONUS to CONUS**

- **Locate any participating dentist @ [www.tricare dentalprogram.com](http://www.tricare dentalprogram.com) or call Customer Service at 1-800-866-8499**
- **If non participating dentist is used, then additional costs may be incurred and the member may have to file the claim(s)**

- **CONUS TO OCONUS**

- **If you reside CONUS and visit OCONUS countries you are responsible for all cost- shares and the difference between United Concordia's maximum allowable charge and the provider's actual charge for TDP covered services**

# Traveling with the TDP (cont'd)

- **OCONUS TO CONUS**

- If you reside OCONUS and use the CONUS service area, you are subject to the CONUS dental benefits program procedures for processing claims, as well as, all cost-shares for TDP covered services

- **OCONUS to OCONUS**

- If you reside in the OCONUS service area, you are covered while traveling throughout OCONUS service areas.

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**Moving: Visit website**

**<https://www.dmdc.osd.mil/appj/address/index.jsp> to update your address information**

# Survivor Benefits

- **Available to:**
  - **Enrolled active duty family members**
    - **Eligible only if sponsor was on active duty for more than 30 consecutive days**
  - **Enrolled family members of National Guard/Reserve and IRR (Special Mobilization only)**
    - **Eligible regardless of whether sponsor was on active duty**
- **Benefits:**
  - **Provided for 3 years following the sponsor's death**
  - **Government pays 100% of monthly premium**
  - **Enrollee is responsible for applicable cost-shares**
- **Family members not eligible for TDP survivor benefits may be eligible for TRDP**
- **See Benefit book for more information**

# **OCONUS Point of Contact (POC) Program**

- **Designated OCONUS POCs can assist you by**
  - **Reviewing claims**
  - **Monitoring claim status**
  - **Submitting claims**
  - **Receiving timely reimbursement**
- **If the designated OCONUS POC submits the claim, then he/she will receive the reimbursement**
- **Contact the TAO or ODTF and speak to a designated OCONUS POC**

# UCCI OCONUS Listings

- **Customer Service: 1-888-418-0466 (toll-free)**
  - **English, German, Italian, Korean, Japanese and Spanish 24 hours per day, Monday-Friday**
- **E-mail: [oconus@ucci.com](mailto:oconus@ucci.com)**

# TRICARE Area Offices Contact Information

## •TRICARE Latin America and Canada (TLAC) AREA OFFICE:

- Phone: 706-787-2424 or 888-777-8343, Option 3
- Email: <http://www.tricare.osd.mil/tlac>
- Mail: TLAC Dental Representative, 5111 Leesburg Pike, Suite 810, Falls Church, VA 22041

## TRICARE Area Offices (TAOs)

<b>Europe</b>	<b>0049-6302-67-6358</b> <b><a href="http://www.europe.tricare.osd.mil">www.europe.tricare.osd.mil</a></b>
<b>Pacific</b>	<b>81-6117-43-2036</b> <b><a href="http://www.tricare.mil/pacific">www.tricare.mil/pacific</a></b>

# QUESTIONS?

