

TRICARE[®] Overseas Program

Telephonic Language Assistance Services Available for TRICARE Beneficiaries

International SOS, as the TRICARE Overseas Program (TOP) contractor, assists TRICARE beneficiaries receiving care in non-English speaking countries with over-the-phone, real time language assistance services. These services are available in more than 200 languages and can be utilized at the time of a beneficiary’s medical appointment by contacting the TOP Regional Call Center (see below).

TRICARE beneficiaries who need to use the telephonic language assistance service at the time of their medical appointment should contact the TOP Regional Call Center and press **Option #1** (see contact information below).

Country-specific wallet cards and toll-free phone numbers are posted on tricare-overseas.com/contact-us. This information can be printed and used as a quick reference guide when visiting purchased care sector providers.

TOP Regional Call Centers	
TRICARE Latin America & Canada	+1-215-942-8393 (overseas) +1-877-451-8659 (stateside)
TRICARE Eurasia-Africa	+44-20-8762-8384 (overseas) +1-877-678-1207 (stateside)
TRICARE Pacific	Singapore: +65-6339-2676 (overseas) +1-877-678-1208 (stateside) Sydney: +61-2-9273-2710 (overseas) +1-877-678-1209 (stateside)

For toll-free country-specific contact information, visit tricare-overseas.com/contact-us

Beneficiaries should ensure they have the following information readily available when calling International SOS:

- Beneficiary’s Full Name
- Beneficiary’s or Sponsor’s Social Security Number (SSN) or DoD Benefits Number (DBN)
- Date of Birth (DOB)

Note: Telephonic language assistance services are meant to help facilitate interaction between TRICARE beneficiaries and overseas civilian providers during their medical appointments.

TOP Prime and TOP Prime Remote beneficiaries can also obtain full written medical record translation services through International SOS. TOP Prime Remote beneficiaries can submit written translation requests directly through the secure medical record translation portal. TOP Prime beneficiaries should request written medical record translations through their military treatment facility (MTF) or primary care manager.

For more information about the medical record translation portal, including a Beneficiary User’s Guide and Frequently Asked Questions, visit www.tricare-overseas.com/beneficiaries/resources/medical-records-translation