

# Fact Sheet

## Managing your own Health Care...

### ***Referral Process:***

To speed up the referral process you can schedule your own host nation appointment by merely following these steps.

- Contact ***International SOS*** after 3 business days to inquire about the authorization by simple calling 0800-5891599 (toll free) or Civ: 0044 20 8762 8384, Option #3. (Upon request, ISOS will assist with scheduling appointments).
- Request a copy of the authorization and claim form to be sent to your email address.
- Information regarding your host nation provider can be found in the upper left corner of the authorization and in the Instruction field.

Note: Please keep in mind that it is also your responsibility to cancel and/or re-schedule any appointments made with a host nation provider. Host nation providers have to right to charge a fee for missed appointments. For further information please visit the TRICARE Overseas web site at [www.tricare-overseas.com/Beneficiaries](http://www.tricare-overseas.com/Beneficiaries).

To schedule appointments at a military treatment facility register at [www.tricareonline.mil](http://www.tricareonline.mil). TRICARE Online features secure access to beneficiary appointments, prescriptions, and personal health data.

### ***Billing process:***

#### **Web-based Claims Submission Options**

TRICARE has a web-based electronic Claims submission options available. You will be required to register online and obtain a secure log-in ID and password. If Internet access is available and you are interested in submitting your claims and invoices electronically, you can register online at [www.tricare-overseas.com](http://www.tricare-overseas.com). This web site also allows you to check your claims status independently.

Other method to submit your claims is **mail** to TRICARE Overseas Program, P.O. Box 8976, Madison, WI 53708-8976.

**Remember:** Claims must be filed within three years from the date of service or date of inpatient discharge.

### **Proof of Payment for Overseas Claims**

All beneficiaries are required to submit proof of payment for health care and pharmacy claims, including claims for care received when traveling overseas. Write "Paid in full by Patient" at the top of the DD Form 2642. On Item 8 on DD Form 2642 describe Diagnosis why the medical care was needed. You should also include the following when submitting the invoice:

- Itemized invoice
- Explanation of benefits from your other health insurance (if applicable)
- Proof of Payment (Bank Statement, Receipt from host nation provider, ect.)

**NOTE:** If proof of payment is not submitted then the provider will receive payment.

**Upfront payment:** Requirement for DoD civilians, retirees and their family members.

Host nation providers require upfront deposit before administering care at off base facilities. For routine care one should be prepared to bring along either € 250.00 in cash or provide your credit card for payment. Fee for inpatient care is € 1000.00. The various hospital admissions offices will ask patients to complete a form which requires your Bank Account/Visa Card information for collection of the deposit.

How it works: If the invoice total is less than the upfront deposit paid, you will receive a refund; if the invoice is higher than your upfront payment, then the full amount will be charged against your credit card.

**NOTE:** This new requirement does not affect TRICARE Prime beneficiaries.

### **Pharmacy:**

Prescriptions from your host nation provider can be filled by any local pharmacy. And you can file reimbursement as stated above. See Billing process above.

### **Health Insurance Carriers:**

In search for quality Health Insurance please check out... <http://www.health-insurance-carriers.com>.