



Traveling with TRICARE® Prime

Access your TRICARE coverage while traveling stateside and overseas

As a TRICARE Prime enrollee, you are covered by TRICARE if you become ill or injured while traveling stateside or overseas. Follow these guidelines to receive maximum TRICARE benefits at the lowest cost. See the *For Information and Assistance* section of this fact sheet for contact information.

KEEP YOUR DEERS INFORMATION UP TO DATE

Keep all Defense Enrollment Eligibility Reporting System (DEERS) information current for you and your family members. Otherwise, care may be denied or claims payment delayed.

GET ROUTINE CARE BEFORE YOU TRAVEL

Routine care, which includes general office visits for treatment and ongoing care, should be handled before you travel or postponed until you return. You must obtain all routine care from your primary care manager (PCM) unless you have been referred to another provider. TRICARE Overseas Program (TOP) and TOP Prime Remote beneficiaries must have a PCM referral with justification for receiving routine care while in the United States. The TOP Regional Call Center will then issue an authorization to receive routine care while in the United States. Routine dental care is not authorized while traveling.

Note: Failure to receive prior authorization for care that requires it may result in the claim being denied.

EMERGENCY CARE

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a “prudent layperson” (someone with average knowledge of health and medicine) to believe that a serious medical condition exists; that the absence of immediate medical attention would result in a threat to life, limb, or sight; when a person has severe, painful symptoms requiring immediate attention to relieve suffering; or when a person is at immediate risk to self or others.

If you require emergency care, call 911 or go to the nearest emergency room. If you are admitted, you must notify your PCM or regional contractor within 24 hours or on the next business day.

Note: Prior authorization is not required for emergency care (including overseas care) before receiving treatment.

Overseas Emergency Care

In an emergency, go to the nearest emergency care facility or call the Medical Assistance number for the region where you are located. Contact the TOP Regional Call Center before leaving the facility, preferably within 24 hours or on the next business day. When seeking care from an overseas host nation provider, be prepared to pay up front for services and file a claim with the TOP contractor for reimbursement.

You must submit proof of payment with overseas claims. For more information on proof-of-payment requirements, visit www.tricare.mil/proofofpayment.

If possible, active duty service members (ADSMs)* traveling overseas should contact the local TOP Regional Call Center before seeking care or making a payment. For more information, visit www.tricare-overseas.com.

Important note for beneficiaries in the Philippines: If you travel in the Philippines, you are required to see a certified provider for care. Individuals traveling in other overseas locations should check to see if restrictions on certified providers apply in their area. For more information on certified providers in the Philippines, visit www.tricare-overseas.com/philippines.htm.

* Includes National Guard and Reserve members on orders of 30 days or less, who should follow normal procedures for emergency care and must provide a copy of their orders to the nearest TOP Regional Call Center to verify TRICARE eligibility.

This fact sheet is **not** all-inclusive. For additional information, please visit www.tricare.mil.

Emergency Dental Care

Most dental emergencies, such as going to the emergency room for a severe toothache, are not a covered medical benefit under TRICARE.

- **ADSMs:** Contact your local military dental treatment facility, Active Duty Dental Program contractor United Concordia Companies, Inc., or, if overseas, the TOP Regional Call Center.
- **TRICARE Dental Program (TDP) enrollees:** You may visit any dentist for emergency treatment, but will pay less by visiting a TDP network dentist. MetLife administers this benefit.
- **TRICARE Retiree Dental Program (TRDP) enrollees:** You may visit any dentist for emergency treatment, but will pay less by visiting a TRDP network dentist. Delta Dental of California administers this benefit.

NONEMERGENCY CARE FOR ACTIVE DUTY SERVICE MEMBERS

If traveling or between duty stations, you must receive all nonemergency care at a military treatment facility (MTF) if one is available. If an MTF is not available, a referral from your PCM is required before receiving nonemergency care.

URGENT CARE

Urgent care services* are medically necessary services required for an illness or injury that would not result in further disability or death if not treated immediately, but does require professional attention within 24 hours. If urgent treatment cannot wait until you return home to see your PCM, you must contact your PCM for a referral or call your regional contractor for assistance before receiving care. If you do not coordinate urgent care with your PCM or regional contractor, the care will be covered under the point-of-service (POS) option,† resulting in higher out-of-pocket costs. If you are traveling overseas, call the TOP Regional Call Center for the region in which you are traveling to coordinate urgent care.

* *ADSMs should seek urgent care at MTFs. ADSMs located overseas who are unable to seek urgent care at an MTF should contact the TOP Regional Call Center.*

† *The POS option does not apply to ADSMs, children for the first 60 days following their birth or adoption, emergency care, beneficiaries with other health insurance, or the first eight behavioral health outpatient visits per fiscal year (September 30–October 1) to a network provider for a medically diagnosed and covered condition.*

FILLING PRESCRIPTIONS

You may use any TRICARE pharmacy option when you are traveling, but be sure your DEERS information is current. To fill a prescription, you need a valid uniformed services identification card. You can fill prescriptions at any host nation pharmacy. Expect to pay up front and file claims with the TOP contractor. To locate a pharmacy or to find additional details, please visit www.tricare.mil/pharmacy.

Note: In the Philippines, you are required to use certified pharmacy providers. For more information, visit www.tricare-overseas.com/philippines.htm.

ENROLLMENT PORTABILITY

TRICARE Prime enrollment is portable, meaning you can transfer your coverage if TRICARE Prime is available in your new location. You should transfer your TRICARE Prime enrollment when you move or if you will be out of the area for more than 60 days. Your regional contractor can help you make this transition. You should not disenroll from TRICARE before you move. Retirees and their dependents are limited to two enrollment transfers each enrollment year. If family members live in different regions, split enrollment allows you to enroll them in multiple regions and pay only one family enrollment fee. If you anticipate being out of the area for more than 60 days, consider obtaining a new PCM (*if TRICARE Prime is available*).

FOR INFORMATION AND ASSISTANCE

 TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com	 TRICARE South Region Humana Military, a division of Humana Government Business 1-800-444-5445 Humana-Military.com	 TRICARE West Region UnitedHealthcare Military & Veterans 1-877-988-WEST (1-877-988-9378) www.uhcmilitarywest.com
 TRICARE Overseas Program (TOP) Regional Call Center—Eurasia-Africa¹ +44-20-8762-8384 (<i>overseas</i>) 1-877-678-1207 (<i>stateside</i>) tricarelon@internationalsos.com Medical Assistance¹ +44-20-8762-8133	 TOP Regional Call Center—Latin America and Canada¹ +1-215-942-8393 (<i>overseas</i>) 1-877-451-8659 (<i>stateside</i>) tricarephl@internationalsos.com Medical Assistance¹ +1-215-942-8320	 TOP Regional Call Centers—Pacific¹ Singapore: +65-6339-2676 (<i>overseas</i>) 1-877-678-1208 (<i>stateside</i>) sin.tricare@internationalsos.com Sydney: +61-2-9273-2710 (<i>overseas</i>) 1-877-678-1209 (<i>stateside</i>) sydricare@internationalsos.com Medical Assistance¹ Singapore: +65-6338-9277 Sydney: +61-2-9273-2760

1. For toll-free contact information, visit www.tricare-overseas.com.

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.

“TRICARE” is a registered trademark of the TRICARE Management Activity. All rights reserved.