



Traveling with TRICARE® Prime

Accessing your TRICARE coverage while traveling stateside and overseas

As a TRICARE Prime enrollee, TRICARE has you covered 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.

MAINTAIN YOUR TRICARE ELIGIBILITY

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 LEAVE

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. Routine dental care is not authorized while traveling.

EMERGENCY CARE

TRICARE defines an emergency as a medical, maternity, or psychiatric condition that would lead a “prudent layperson” (*someone with an 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 to coordinate ongoing care and to receive proper authorization.

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

Overseas Emergency Care

You can locate an emergency facility or emergency number for the country you are visiting by calling the Medical Assistance line for the region in which you are traveling or by contacting the U.S. Embassy or Consulate. When seeking care from a host nation (*overseas*) provider, you should be prepared to pay up front for services and then file a claim with the TRICARE Overseas Program (TOP) claims processor, Wisconsin Physicians Service. To process your claims reimbursements quickly and efficiently, it is recommended that you submit proof of payment with all claims. Active duty service members (ADSMs) should contact the TOP Regional Call Center in your area prior to seeking care when possible or prior to making payment.

Emergency Dental Care

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

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

NONEMERGENCY CARE FOR ADSMS

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* is a medical service needed within 24 hours when an illness or injury would not result in further disability or death if not treated immediately. 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. Failure to obtain a referral may cause your care to be covered under the point-of-service (POS) option,† and you will incur higher 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 military treatment facilities (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, newborn or adopted children in their first 60 days, emergency care, or if you have other health insurance. Visit www.tricare.mil/costs for POS details.*

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. At host nation pharmacies, you will pay up front and file a claim for reimbursement with the TOP claims processor. To locate a pharmacy or to find additional details, please visit www.tricare.mil/pharmacy.

Important note for beneficiaries traveling in the Philippines:

In the Philippines, you are required to visit an approved health care provider and an approved pharmacy provider. Individuals traveling in other overseas locations should check to see if restrictions on approved providers apply in their area. For more information on approved providers in the Philippines, visit www.tricare.mil/pacific.

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 transferring your TRICARE Prime enrollment to your new region and obtaining a new PCM (*if TRICARE Prime is available*).

FOR INFORMATION AND ASSISTANCE

<p> TRICARE North Region Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) www.hnfs.com</p>	<p> TRICARE South Region Humana Military Healthcare Services, Inc. 1-800-444-5445 Active duty programs: 1-877-249-9179 www.humana-military.com</p>	<p> TRICARE West Region TriWest Healthcare Alliance 1-888-TRIWEST (1-888-874-9378) www.triwest.com</p>
<p>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</p> <p>Medical Assistance¹ +44-20-8762-8133</p>	<p>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</p> <p>Medical Assistance¹ +1-215-942-8320</p>	<p>TOP Regional Call Centers—Pacific¹ Singapore: +65-6339-2676 (<i>overseas</i>) 1-877-678-1208 (<i>stateside</i>) sin.tricare@internationalsos.com</p> <p>Sydney: +61-2-9273-2710 (<i>overseas</i>) 1-877-678-1209 (<i>stateside</i>) sydricare@internationalsos.com</p> <p>Medical Assistance¹ Singapore: +65-6338-9277 Sydney: +61-2-9273-2760</p>

1. For a list of toll-free contact information, visit www.tricare-overseas.com. Only call Medical Assistance numbers to coordinate overseas emergency care.

An Important Note about TRICARE Program Information

At the time of printing, 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.

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