

Information for BCACs/DCAOs: TRICARE® Beneficiaries Leaving Japan

Here's information for you to share with TRICARE Overseas Program (TOP) beneficiaries who left Japan due to the effects of the recent earthquake and tsunami. Please remind beneficiaries that they will continue to receive health care benefits, services, and support during this time of tragedy. Please visit www.tricare.mil/tsunami for updates and additional information.

	TOP Prime/TOP Prime Remote (TPR) Enrollees		TOP Standard Beneficiaries	
	<p>Note: Waiver of primary care manager referrals is effect from March 11, 2011, until midnight on June 30, 2011. See page 2 for more information.</p>		<p>Note: Prior-authorization requirements for certain services (e.g. inpatient nonemergency behavioral health care) remain.</p>	
	Relocating Stateside	Relocating to Another Overseas Location	Relocating Stateside	Relocating to Another Overseas Location
Urgent, Routine, or Specialty Care	<p>If near a military treatment facility (MTF): have them contact the MTF to get care. Priority access is the same as Prime ADFMs enrolled to the stateside MTF.</p> <p>If not near an MTF: have them contact the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.</p>	<p>If near an MTF: have them contact the MTF to get care. Priority access is the same as TOP Prime ADFMs enrolled to the overseas MTF.</p> <p>If not near an MTF: have them contact the appropriate TOP Regional Call Center for the overseas area they're in. Telephone numbers are provided in the chart below.</p>	<p>If near an MTF: have them contact the MTF to get care on space-available basis.</p> <p>If not near an MTF: have them go to any TRICARE-authorized provider. Encourage beneficiaries to see network providers so claims are filed on their behalf.</p> <p>Remind beneficiaries if they see a non-network provider, they may have to pay up front and file the claim. Claims must be mailed to the claims processor based on the beneficiary's address in DEERS.</p>	<p>If near an MTF: have them contact the MTF to get care on a space-available basis.</p> <p>If not near an MTF: have them go to any network or non-network host nation provider.</p> <p>Remind beneficiaries if they see a non-network host nation provider, they will have to pay up front and file the claim. Claims must be mailed to the claims processor based on the beneficiary's address in DEERS.</p>
Prescription Medications	<p>If near an MTF: have them contact/visit the MTF.</p> <p>If not near an MTF: contact the TRICARE Pharmacy Operations Service Center at 1-800-275-4732 for assistance with filling prescriptions at a TRICARE retail network pharmacy.</p> <p>Home Delivery: For address changes or questions, have them call Express Scripts at 1-877-363-1303. Recommend registered beneficiaries update their mailing address online via www.express-scripts.com/TRICARE.</p>	<p>If near an MTF: have them contact/visit the MTF.</p> <p>If not near an MTF: use a host nation pharmacy. Beneficiaries may need to see a host-nation provider for a new prescription.</p> <p>Home Delivery: Available if beneficiary has an APO/FPO address. For questions, beneficiaries may call the DoD Pharmacy Operation Center (+1-866-275-4732).</p>	<p>If near an MTF: have them contact/visit the MTF.</p> <p>If not near an MTF: contact the TRICARE Pharmacy Operations Service Center, at 1-800-275-4732 for assistance with filling prescriptions at a TRICARE retail network pharmacy.</p> <p>Home Delivery: For address changes or questions, have them call Express Scripts at 1-877-363-1303. Recommend registered beneficiaries update their mailing address online via www.express-scripts.com/TRICARE.</p>	<p>If near an MTF: have them contact/visit the MTF.</p> <p>If not near an MTF: use a host nation pharmacy. Beneficiaries may need to see a host-nation provider for a new prescription.</p> <p>Home Delivery: Available if beneficiary has an APO/FPO address. For questions, beneficiaries may call the DoD Pharmacy Operation Center (+1-866-275-4732).</p>

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	Relocating Stateside	Relocating to Another Overseas Location	Relocating Stateside	Relocating to Another Overseas Location
Emergency Care	Go to the nearest emergency care facility. If admitted, beneficiaries must call the TOP Regional Call Center (1-877-451-8659) before leaving the facility if possible, or during the next business day.	Go to the nearest emergency care facility. If admitted, beneficiaries must call the TOP Regional Call Center for the overseas area they're in before leaving the facility if possible, or during the next business day. Telephone numbers are provided in the chart below	Go to the nearest emergency care facility.	
Dental Care	<p>If near a military dental treatment facility (DTF): contact the DTF for space-available care.</p> <p>If enrolled in the TRICARE Dental Program (TDP): contact the TRICARE Dental Program contractor (www.TRICAREdentalprogram.com or +1-888-418-0466) to find a dental provider.</p>		<p>If near a military DTF: contact the DTF for space-available care.</p> <p>If enrolled in the TDP: contact the TRICARE Dental Program contractor (www.TRICAREdentalprogram.com or +1-888-418-0466) to find a dental provider.</p> <p>If enrolled in the TRICARE Retiree Dental Program (TRDP): contact the TRDP contractor (www.TRDP.org or +1-888-838-8737) to find a dental provider.</p>	

Additional Notes:

- If relocation is temporary, beneficiaries don't need to update their information in DEERS or transfer their TOP Prime/TOP TPRADFM enrollment. Whether or not to transfer enrollment is a personal decision for these individuals.
 - At this time, transferring enrollment after 60 days isn't required.
- If beneficiaries choose to permanently remain in the new location, they must update their information in DEERS and transfer their enrollment to Prime/TPRADFM or TOP Prime/TOP TPR as appropriate.

TOP-Prime/Prime Remote Waiver of PCM Referrals

- Only applies to those DMIS where there was the voluntary movement and not to the whole island.
- The DMIS IDs for the affected beneficiaries from Japan are listed below. There are 6 MTFs and 2 remote locations. The remote DMIS IDs encompass multiple countries, therefore only those beneficiaries with a residence address in Japan are eligible for the waiver.
 - DMIS 0622 Yokosuka Naval Base
 - DMIS 0639 Misawa AB
 - DMIS 0640 Yokota AS
 - DMIS 0625 Marine Air Station Iwakuni
 - DMIS 0853 Naval Air Facility Atsugi
 - DMIS 0610 Camp Zama Japan
 - DMIS 0983 TOP Prime Remote (Japan residence address only)
 - DMIS 6895 Remote Outreach DMIS (Japan residence address only)

For Information and Assistance

<p>TRICARE Pacific <i>(Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries)</i></p> <p>TOP Regional Call Centers Singapore: +65-6339-2676 Sydney: +61-2-9273-2710</p> <p>Stateside 1-877-451-8659</p> <p>Medical Assistance Singapore: +65-6338-9277 Sydney: +61-2-9273-2760</p> <p>www.tricare-overseas.com</p>	<p>TRICARE Eurasia-Africa <i>(Africa, Europe, and the Middle East)</i></p> <p>TOP Regional Call Center +44-20-8762-8384</p> <p>Stateside 1-877-451-8659</p> <p>Medical Assistance +44-20-8762-8133</p> <p>www.tricare-overseas.com</p>	<p>TRICARE Latin America and Canada <i>(Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands)</i></p> <p>TOP Regional Call Center +1-215-942-8393</p> <p>Stateside 1-877-451-8659</p> <p>Medical Assistance +1-215-942-8320</p> <p>www.tricare-overseas.com</p>
<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 www.humana-military.com</p>	<p>TRICARE West Region TriWest Healthcare Alliance Corp. 1-888-TRIWEST (1-888-874-9378) www.triwest.com</p>
<p>TRICARE Pharmacy Program Express Scripts, Inc. 1-877-363-1303 http://www.express-scripts.com/TRICARE/</p> <p>DoD Pharmacy Operation Center 1-866-275-4732 DSN 312-471-8274</p>	<p>TRICARE Web Site www.tricare.mil</p> <p>The Department of Defense Pharmacoeconomic Center (PEC) Web Site www.pec.ha.osd.mil</p>	<p>TRICARE Disaster Information www.tricare.mil/disasterinfo</p> <p>www.tricare.mil/tsunami</p> <p>Military Treatment Facility Locator http://www.tricare.mil/mtf/</p>