

UNCLASSIFIED//

UNCLAS/6320//

MSGID/GENADMIN/C6F/N02M/221430Z Mar 10// SUBJ/OCONUS URGENT AND EMERGENCY HEALTH CARE FOR DEPLOYED ACTIVE DUTY SERVICE MEMBERS IN C6F AOR//
REF/A/DOC/ASD(HA)/09DEC2002// REF/B/DOC/TRICARE/18OCT2009//
REF/C/MSG/NAVEUR/162033Z MAR 04// NARR/REF A IS ASD(HA) LTR TO NAVY SURGEON GENERAL ADVISING OF CONTRACT AWARD FOR TRICARE GLOBAL REMOTE OVERSEAS HEALTHCARE CONTRACT (TGRO). REF B IS MOST RECENT RENEWAL OF TRICARE INTERNATIONAL SOS (ISOS) CONTRACT. REF C IS NAVEUR GUIDANCE ON UTILIZATION OF ISOS.//

RMKS/1. THIS MESSAGE SUPERSEDES AND CANCELS REF C, AND IS A COMPLETE REVISION. IT PROVIDES INFORMATION ON THE TRICARE GLOBAL REMOTE OVERSEAS (TGRO) PROGRAM. TRICARE HAS CONTRACTED WITH ISOS TO ASSIST WITH EMERGENCY AND URGENT HEALTH CARE FOR ACTIVE DUTY SERVICE MEMBERS WHO ARE DEPLOYED, TAD/TDY, OR IN AN AUTHORIZED LEAVE STATUS IN REMOTE OVERSEAS LOCATIONS. THE ISOS CONTRACT DOES NOT COVER DOD CIVILIANS, CONTRACTORS, OR FAMILY MEMBERS.

2. MEDICAL CARE AVAILABLE THROUGH ISOS VIA THE TGRO SYSTEM IS INTENDED TO SUPPLEMENT DEPLOYED UNITS MEDICAL ASSETS WHEN EMERGENCY OR URGENT PATIENT NEEDS EXCEED THE UNIT'S OWN ORGANIC MEDICAL CAPABILITIES. ISOS STAFF WILL ENSURE REFERRALS TO THE BEST SOURCES OF LOCAL CARE, ASSIST WITH PROMPT MEDICAL STABILIZATION, AND ARRANGE TIMELY MEDEVAC TO A RECEIVING MILITARY MEDICAL TREATMENT FACILITY (MTF) OR QUALIFIED CIVILIAN HOSPITAL.

3. PROCEDURES.

3.A. ACCESSING CARE IN THE SIXTH FLEET AOR UNDER THE TGRO. WHEN A PATIENT'S HEALTH CARE NEEDS EXCEED THE CAPABILITIES OF THE UNIT'S PRIMARY MEDICAL SUPPORT CAPABILITIES, PATIENTS ARE REFERRED TO A HIGHER LEVEL OF CARE AS DETERMINED BY THE SENIOR MEDICAL DEPARTMENT REPRESENTATIVE (SMDR). THE UNIT SMDR WILL BE THE ATTENDING PROVIDER OF REFERRAL TO ISOS WHEN COORDINATING PATIENT MOVEMENT. PATIENT MOVEMENT IN THEATER IS COORDINATED WITH THE CONTRACT PROVIDER, ISOS. MEDICAL DEPARTMENT REPRESENTATIVES OF SERVICE MEMBERS ASSIGNED TO SIXTH FLEET UNITS ARE REQUIRED TO NOTIFY SIXTH FLEET FORCE MEDICAL AT DSN 314-626-4690, COMMERCIAL 011-39-081-568-4690, E-MAIL ADDRESS: CNE-C6F_HSS@EU.NAVY.MIL. SIXTH FLEET UNITS CAN ACCESS THE FORCE MEDICAL COLLABORATION AT SEA (CAS) SIPR WEB PAGE WHICH PROVIDES INFORMATION REGARDING MEDICAL ADMINISTRATION PROCEDURES, REPORTING REQUIREMENTS, AND SAMPLE PATIENT MOVEMENT MESSAGES. THE FORCE MEDICAL COLLABORATION AT SEA (CAS) SIPR WEB PAGE MAY BE ACCESSED AT HTTP:(SLASH SLASH)205.0.171.115/FLEET/C6F/SITE.NSF/.

3.B. CONTINUED CARE. PATIENTS WHO REQUIRE CARE BEYOND THE IMMEDIATE ACUTE HOSPITALIZATION PHASE AND REQUIRE AEROMEDICAL EVACUATION WILL BE TRANSPORTED, BY ISOS IF POSSIBLE, TO THE NEAREST CAPABLE MILITARY TREATMENT FACILITY (MTF) OR HOST NATION (HN) FACILITY AT THE EARLIEST PRACTICAL TIME. UNDER THESE CIRCUMSTANCES, ISOS WILL BE RESPONSIBLE FOR IDENTIFYING THE ACCEPTING MTF AND ACCEPTING PHYSICIAN. IN THE EVENT THAT ISOS CANNOT PROVIDE MEDEVAC SUPPORT, ISOS WILL WORK WITH THE THEATER PATIENT MOVEMENT REQUIREMENTS CENTER (TPMRC) TO ARRANGE MEDEVAC. PER CONTRACT, ALL COSTS ASSOCIATED WITH HOSPITAL TO HOSPITAL TRANSPORTS WILL BE COVERED BY ISOS AT THE TIME OF TRANSFER. PATIENTS ARE OFTEN REQUIRED TO BE ACCOMPANIED BY ESCORTS FOR TREATMENT AT HN MTFs. ONCE PATIENTS ARE MOVED BY TPMRC OR ISOS, IT IS RECOMMENDED ESCORTS RETURN TO THEIR PARENT COMMANDS.

3.C. HOSPITAL DISCHARGE. MEMBERS WHO DO NOT REQUIRE FURTHER HOSPITALIZATION FOLLOWING THE ACUTE HOSPITAL PHASE MAY RETURN TO HOME PORT, OR RETURN TO THE PARENT COMMAND, WHICHEVER IS MOST APPROPRIATE. COSTS ASSOCIATED WITH THE

REQUIRED TRAVEL FOR THE MEMBER AND THE ESCORT WILL BE THE RESPONSIBILITY OF THE PARENT COMMAND AT THE TIME OF TRAVEL. TRAVEL ARRANGEMENTS CAN BE MADE WITH THE ASSISTANCE OF THE NEAREST AMERICAN EMBASSY/CONSULATE, OR SHIP SUPPORT FACILITY. IF RETURNING TO HOMEPORT, THE PARENT COMMAND'S SENIOR MEDICAL DEPARTMENT REPRESENTATIVE (SMDR) IS RESPONSIBLE FOR IDENTIFYING THE ACCEPTING MTF AND PHYSICIAN.

3.D. ELIGIBILITY FOR TGRO. PER REF B, EFFECTIVE 01 SEPTEMBER 2009, ALL ACTIVE DUTY SERVICE MEMBERS BECAME ELIGIBLE FOR URGENT HEALTH CARE WHILE THEY ARE IN REMOTE OCONUS LOCATIONS. THIS BENEFIT IS AVAILABLE GLOBALLY ON A CASHLESS, CLAIMLESS BASIS TO DEPLOYED/TAD/ON LEAVE ACTIVE DUTY SERVICE MEMBERS ONLY. COMMANDERS SHOULD ENSURE THAT DEERS REGISTRATION IS CURRENT FOR ALL PERSONNEL TO FACILITATE VERIFICATION OF ELIGIBILITY. COVERAGE FOR DEPLOYED SERVICE MEMBERS IS EXPRESSLY DESIGNED TO PROVIDE CARE OF AN EMERGENCY OR URGENT NATURE. ADDITIONALLY, IF YOU HAVE GENERAL HEALTHCARE INQUIRES OR ARE SEEKING MEDICAL ADVICE, ISOS STAFF PHYSICIANS ARE AVAILABLE 24/7 FOR CONSULTATION.

3.E. SERVICE MEMBERS NEEDING URGENT CARE IN TGRO ELIGIBLE COUNTRIES MAY CONTACT ISOS DIRECTLY. INTERNATIONAL SOS OPERATES A 24/7 OPERATION CENTER TO FACILITATE ACCESSING CARE. FOR CARE IN TRICARE EUROPE'S AOR (USEUCOM AND USAFRICOM), REFERRALS SHOULD BE MADE TO ISOS MEDICAL OPERATIONS CENTER LONDON, DIRECT OR COLLECT, AT TEL: 011-44-20-8762-8133, FAX: 011-44-208-748-7744, OR BY EMAIL: TRICARELON@INTERNATIONALSOS.COM. UPON CONFIRMING ELIGIBILITY AND CARE REQUIRED, ISOS WILL IDENTIFY THE PROVIDER WHO WILL SEE THE PATIENT AND SEND A GUARANTEE LETTER OF PAYMENT (GOP) TO THE PROVIDER. DEPLOYED ACTIVE DUTY SERVICE MEMBERS WHO ARE PROPERLY REFERRED FOR CARE WILL NOT PAY FOR MEDICAL SERVICES. ISOS WILL PAY PROVIDERS DIRECTLY AND SUBMIT CLAIMS FOR REIMBURSEMENT TO TMA VIA THE TRICARE OVERSEAS CLAIMS PROCESSOR.

3.F. SERVICE MEMBERS NEEDING CARE IN A COUNTRY/TERRITORY NOT COVERED BY THE TGRO CONTRACT (I.E. UNITED KINGDOM, SPAIN, AZORES, BELGIUM, ICELAND, BAHRAIN, GERMANY, ITALY, TURKEY AND GREECE) SHOULD CONTACT THE NEAREST MILITARY TREATMENT FACILITY (MTF) TO DETERMINE IF THE MTF CAN PROVIDE THE NEEDED HEALTHCARE. NAVY MTFs IN THE SIXTH FLEET AOR ARE: SPAIN (NAVAL HOSPITAL ROTA: DSN 314-727-3308 COM 011-34-956-82-3308), ITALY (NAVAL HOSPITAL NAPLES, NAVAL HOSPITAL NAPLES: DSN 314-629-6325/6212 COM 011-39-081-811-6325/6212 OR THE COMMUNICATIONS CENTER AT DSN 629-6155/56 COM 011-39-081-811-6155/6156. FOR NAVAL HOSPITAL SIGONELLA: DSN 314-624-3842 COM 011-39-095-56-3842), UNITED KINGDOM (NAVAL MEDICAL CLINIC LONDON AND NAVAL MEDICAL CLINIC ST MAWGAN: DSN 314-235-6399 COM 011-44-1895-61-6399), GREECE (NAVAL MEDICAL CLINIC SOUDA BAY: DSN 314-266-1580 COM 011-30-2821-02-1580), AND BAHRAIN (NAVAL MEDICAL CLINIC BAHRAIN: DSN 318-439-4452 COM 011-973-724-452) FOR GERMANY, BELGIUM, AZORES, AND TURKEY THE SERVICE MEMBER SHOULD CALL THE TRICARE SERVICE CENTER IN EUROPE AT 011-49-6302-67-7433/7434 FOR ASSISTANCE. TRICARE EUROPE AND INTERNATIONAL SOS HAVE WEBSITES AVAILABLE FOR ADDITIONAL INFORMATION: TRICARE EUROPE:

HTTP:(SLASH SLASH)WWW.EUROPE.TRICARE.OSD.MIL/BENEFIT/REMOTE

INTERNATIONAL SOS:

HTTP:(SLASH SLASH)WWW.INTERNATIONALSOS.COM/PRIVATE/TRICARE/EUROPE/.

4. ADMINISTRATION AND LOGISTICS.

4.A. PATIENT ORDERS AND ESCORTS. COMMANDERS DEPLOYED IN THE SIXTH FLEET AOR ARE RESPONSIBLE FOR PROVIDING FULLY FUNDED 30-DAY TAD ORDERS, AND A 500 DOLLAR, IN HAND, CASH ADVANCE FOR PATIENT MEDEVACED OR SENT ASHORE FOR MEDICAL TREATMENT. ALL NON-MEDICAL OR MEDICAL ATTENDANTS WILL HAVE 30-DAY FUNDED ORDERS, AND A 500 DOLLAR, IN HAND CASH ADVANCE TO COVER ANY INCURRED TRAVEL EXPENSES IN ROUTE TO THE MTF OR HOST NATION TREATMENT FACILITY. IN ADDITION, MILITARY ID CARD,

PASSPORT, SF 513 CONSULT (PATIENT ONLY), AND HEALTH RECORDS (PATIENT ONLY) ARE REQUIRED FOR PATIENT MOVEMENT IN THEATER. COMMANDERS ARE ENCOURAGED TO PLACE THE ISOS CONTACT NUMBER ON LEAVE AND TAD ORDERS. PATIENT REFERRAL UNDER TGRO DOES NOT SUPPLANT REQUIREMENTS FOR CASUALTY REPORTING.

4.B. CLAIMS. WHEN MILITARY PERSONNEL REQUIRE AND RECEIVE MEDICAL OR DENTAL CARE FROM NON-FEDERAL SOURCES OUTSIDE CONUS, COMMANDERS SHALL BE RESPONSIBLE FOR CLAIMS COVERING EXPENSES INCURRED BY MEMBERS OF THE COMMAND AND FOR MEDICAL EXPENSES INCURRED BY TRANSIENT OR DETACHED PERSONNEL IN THE AREA. EXPEDITIOUS SETTLEMENT OF THESE CLAIMS SHALL BE MADE OR SATISFACTORY FISCAL ARRANGEMENTS ACCOMPLISHED PRIOR TO DEPARTURE OF THE SHIP FROM THE AREA.

5. DEFINITIONS.

5.A. EMERGENCY CARE IS DEFINED AS THE SUDDEN AND UNEXPECTED ONSET OF A CONDITION OR ACUTE EXACERBATION OF A CHRONIC CONDITION THAT IS THREATENING TO LIFE, LIMB, OR SIGHT, AND REQUIRES IMMEDIATE MEDICAL TREATMENT OR MANIFEST PAINFUL SYMPTOMOLOGY REQUIRING IMMEDIATE PALLIATIVE EFFORTS TO RELIEVE SUFFERING.

5.B. URGENT CARE IS MEDICALLY NECESSARY TREATMENT THAT IS REQUIRED FOR ILLNESS OR INJURY THAT WOULD NOT RESULT IN FURTHER DISABILITY OR DEATH IF NOT TREATED IMMEDIATELY. THE ILLNESS OR INJURY REQUIRES PROFESSIONAL ATTENTION, AND SHOULD BE TREATED WITHIN 24 HOURS.

5.C. ROUTINE CARE SHOULD NOT BE PURSUED FROM ISOS BUT THERE ARE CERTAIN CIRCUMSTANCES THAT CAN BE JUSTIFIED IN WHICH ISOS CAN PROVIDE ASSISTANCE ON A CASE BY CASE BASIS. ISOS WILL PERFORM APPROPRIATE TRIAGE AND CONFIRM ELIGIBILITY VIA THE DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM (DEERS) AT THE TIME THEY RECEIVE A CASE REFERRAL. ISOS WILL COORDINATE IN CONJUNCTION WITH TPMRC TO EXHAUST ALL MILAIR ASSETS FOR PATIENT MOVEMENT PRIOR TO UTILIZING COMMERCIAL MEANS.

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