

COVID-19

What you need to know to keep your family safe and healthy.

TRICARE Fact Sheet for Overseas Beneficiaries Subject to Relocation

- **TRICARE active duty service members (ADSMs) and/or active duty family members (ADFM)s** living overseas may be relocated to other locations during the coronavirus pandemic.
- **TRICARE beneficiaries will continue to receive health care benefits, services, and support during the relocation period.**
- Beneficiaries who will not return to their sponsor's overseas location should update their address in DEERS and contact the regional contractor to transfer their enrollment.

The following table provides guidance on obtaining healthcare during relocation.

TRICARE Prime or Prime Remote

TRICARE Select

Relocating Stateside

Relocating to another overseas location

Relocating Stateside

Relocating to another overseas location

Urgent, Routine, or Specialty Care

If near a military treatment facility (MTF): Contact the MTF to get care. Priority access is the same as Prime ADSMs and ADFMs enrolled to the stateside MTF.

If not near an MTF: Contact the TOP Regional Call Center at 1-877-451-8659 for information on receiving care.

If near an MTF: Contact the MTF to get care. Priority access is the same as TOP Prime ADFMs enrolled to the overseas MTF.

If not near an MTF: Contact the TOP Regional Call Center for the overseas area that the beneficiary is being relocated to. Telephone numbers are provided on the following page.

If near an MTF: Contact the MTF to get care on space-available basis.

If not near an MTF: Go to any TRICARE-authorized provider. Beneficiaries are encouraged to see network providers so claims are filed on their behalf. If beneficiaries 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. Proof of payment is required for claim submission when beneficiary pays up front.

If near an MTF: Contact the MTF to get care on a space-available basis.

If not near an MTF: Go to any host nation provider. If beneficiaries see a 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. Proof of payment is required for claim submission when beneficiary pays up front.

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 on the following page.

Go to the nearest emergency care facility.

Go to the nearest emergency care facility in the host nation. The beneficiary 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. Proof of payment is required for claim submission when beneficiary pays up front.

Prescriptions

If near an MTF: Contact/visit the MTF.

If not near an MTF: Contact Express Scripts at 1-877-363-1303 for assistance with filling prescriptions at a TRICARE retail network pharmacy.

Home Delivery: For address changes or questions, call Express Scripts at 1-877-363-1303.

Recommend registered beneficiaries update their mailing address online via www.militaryrx.express-scripts.com.

If near an MTF: Contact/visit the MTF.

If not near an MTF: Use a host nation pharmacy. The beneficiary will need to pay upfront for the medication and file a claim for reimbursement. Proof of payment is required for pharmacy claims over \$1000. Beneficiaries may need to see a host-nation provider for a new prescription.

Home Delivery: Available if beneficiary has an APO/FPO/DPO address (except in Germany). For questions, beneficiaries may call Express Scripts at 1-877-363-1303.

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Home Delivery: Available if beneficiary has an APO/FPO/DPO address (except in Germany). For questions, beneficiaries may call Express Scripts at 1-877-363-1303.



Changing Enrollment

If permanently moving to another location, the beneficiary should contact the TOP contractor to ensure enrollment is correct. The beneficiary should also update DEERS with new address and contact info.

Contact Information:

TRICARE Pacific <i>(Asia, Australia, Guam, India, Japan, Korea, New Zealand, South Korea and Western Pacific remote countries)</i>	TRICARE Eurasia-Africa <i>(Africa, Europe, and the Middle East)</i>	TRICARE Latin America and Canada <i>(Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands)</i>
TOP Regional Call Center Singapore: +65-6339-2676 Sydney: +61-2-9273-2710	TOP Regional Call Center +44-20-8762-8384	TOP Regional Call Center +1-215-942-8393
Stateside 1-877-678-1208	Stateside 1-877-678-1207	Stateside 1-877-451-8659
Medical Assistance Singapore: +65-6338-9277 Sydney: +61-2-9273-2760 www.tricare-overseas.com	Medical Assistance +44-20-8762-8133 www.tricare-overseas.com	Medical Assistance +1-215-942-8320 www.tricare-overseas.com

TRICARE West Region Health Net Federal Services, LLC 1-844-866-9378 www.tricare-west.com	TRICARE East Region Humana Military Healthcare 1-800-444-5445 www.humanamilitary.com	TRICARE Web Site www.tricare.mil
TRICARE Pharmacy Program Express Scripts, Inc. 1-877-363-1303 www.express-scripts.com/TRICARE	Military Treatment Facility Locator www.tricare.mil/mtf	TRICARE Disaster Information www.tricare.mil/disasterinfo

