



TRICARE  
MANAGEMENT  
ACTIVITY

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS  
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AUG 10 2004

**MEMORANDUM FOR SURGEON GENERAL OF THE ARMY  
SURGEON GENERAL OF THE NAVY  
SURGEON GENERAL OF THE AIR FORCE  
OVERSEAS LEAD AGENTS**

**SUBJECT: Policy Memorandum on the TRICARE Global Remote Overseas Healthcare Contract and Puerto Rico Contract**

Effective January 1, 2005, all TRICARE Overseas Program (TOP) Prime active duty family members (ADFM) enrolled in a remote overseas DMIS ID code location covered under the TRICARE Global Remote Overseas (TGRO) or Puerto Rico Contracts (PRC) will be required to coordinate their non-emergency host nation/civilian healthcare through the TGRO or PRC contractor or pay deductible and point of service (POS) charges on their medical claims. Accessing healthcare through the TGRO or PRC contractors will provide a cashless/claimless benefit to those enrollees.

Non-emergent host nation/civilian care obtained by active duty (AD) members enrolled in TOP Prime in overseas remote DMIS ID code locations covered under the TGRO or PRC contracts must be coordinated through the TGRO or PRC contractor. Accessing remote overseas care through the TGRO or PRC contractors will ensure access to providers who have undergone an extensive credentialing process against certain quality standards. Failure to do so may result in claims denial.

Non-emergent host nation/civilian care obtained by ADFMs enrolled in TOP Prime in overseas remote DMIS ID code locations covered under the TGRO or PRC contracts must be coordinated through the TGRO or PRC contractor. Failure to do so will result in POS option charges, including satisfaction of an annual deductible and a 50 percent cost share for medical services, following deductible satisfaction. If the ADFM wants to appeal the denial of a claim, they are recommended to contact a Beneficiary Counseling and Assistance Coordinator at the nearest TRICARE Service Center for assistance. In addition, they may contact the TRICARE Europe Office at 49-6302-67-7433 or <http://www.europe.tricare.osd.mil>; the TRICARE Latin America & Canada Office at (706) 787-7533 or <http://tricare15.army.mil/indexReg15.htm>; or the TRICARE Pacific Office at (808) 433-6841 or <http://tricare-pac.tamc.amedd.army.mil> for assistance.

To ensure that beneficiaries are not penalized during this transition, there is a waiver of this policy for one year where TRICARE Area Overseas Offices may grant a one-time request from a beneficiary to not pay the POS charge.

For emergency situations that warrant immediate attention and intervention, AD and ADFMs should seek care at the nearest facility providing emergency services. Normal procedures for payment after emergency medical treatment is rendered will apply.

**HA POLICY: 04-021**

This policy implementation provides consistency of the TRICARE Prime healthcare benefit to all beneficiaries regardless of location; even to remote overseas sites covered under the TGRO or PRC contracts.

Any further questions may be directed to Mr. Mike Talisnik, Regional Office Liaison, TRICARE Management Activity who may be reached at (703) 681-0039 or [michael.talisnik@tma.osd.mil](mailto:michael.talisnik@tma.osd.mil).

  
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