

MEDICAL CARE IN AUSTRALIA (TRICARE)

Without an in-country Military Treatment Facility (MTF), you will have to navigate TRICARE within a decentralized Australian Healthcare System. Understand that *YOU* have the most important role in this process. Your communication and management is vital to making TRICARE work smoothly for you in Australia. Except for pharmacies, if a medical provider demands up-front payment or if you receive a bill in the mail, you must *COMMUNICATE* this to TRICARE. Call TRICARE International SOS prior to making payment. Scan and forward all medical bills that you receive to TRICARE.

HEALTH PLANS: TRICARE Overseas Program Prime Remote (**TOP Prime Remote**) is the common medical plan among service members and their dependents stationed in Australia. You can enroll in this plan upon PCS arrival. Afterwards, you may only change plans during the annual Open Season (typically November) or a Qualifying Life Event. **Newborns** must be enrolled into DEERS and TRICARE Prime Remote Overseas within **120 days**; at **day 121** they will be defaulted to TRICARE Select. If you have Other Health Insurance (**OHI**), TRICARE typically pays secondary under federal law.

Retirees on TRICARE will follow the Pay-and-Claim method. See overleaf for Dental Plans. (TRICARE is always the last payer after OHI)

NETWORK PROVIDER: Network Providers are familiar with TRICARE processes. They offer a **cashless/claimless** service and make your experience easier by avoiding the Pay-and-Claim method. International SOS requires Network Providers in the following **Designated Locations**: *Alice Springs, Brisbane, Canberra, Darwin, Edinburgh, Learmonth, Melbourne, Newcastle, Nowra, Perth, Puckapunyal, Richmond, Sydney, Toowoomba, and Townsville*. However, Network Providers may also exist in other places (Non-Designated Location). If assigned in **Non-Designated Locations**, you have the option of seeing a Network Provider (Cashless/Claimless) or a Non-Network Provider (Pay-and-Claim).

SEEKING NON-EMERGENCY CARE: Routine medical care requires seeing a local General Practice (**GP**).

1. Call International SOS to receive an authorization for an appointment. Expect to explain the reason for care and you may request to discuss this with one of their nurses. International SOS will find a GP for you or visit www.tricare-overseas.com for Provider Search to find a network GP. You will receive authorization forms for the appointment upon approval.
2. Call the provider to schedule an appointment.
3. Print out the authorization forms and present them at your appointment (or email them to the Provider, if needed). You

and the doctor will sign the forms during your appointment and you will leave these forms with reception prior to departing. Please also remember to sign the Patient Administration Form and the Release Of Medical Information so International SOS can collect your Medical Reports.

SPECIALTY PROVIDERS: These include Pediatrics, OBGYN, Pathology, Imaging, Physiotherapy, etc. Prior to making an appointment, you will first need to visit a GP for a **referral**. Be aware the GP may refer you to a particular Specialty provider; however, visit www.tricare-overseas.com to determine if TRICARE will cover that specific provider. The GP may also make a referral from the TRICARE website's In-Network list. The GP will issue you a **referral letter**. If unable to identify a network provider, ask the GP to leave the Specialty Provider's name off the referral letter.

1. Call International SOS for an authorization and make a GP appointment.
2. Obtain a referral letter for specialty care at your GP appointment. Do a Provider Search at www.tricare-overseas.com to find a network specialty provider.
3. Email a copy/photo of the referral letter to International SOS. Call International SOS for an authorization for your specialty care appointment.
4. Set up an appointment with the Specialty Provider. Be sure to bring the referral letter and International SOS authorization form to your appointment.

NON-NETWORK PROVIDER: You may seek care from a Non-Network Provider if in a Non-Designated Location or if a Network Provider does not exist. Dependents may also seek non-emergency care from any provider if you prefer a Point of Service (**POS**) option. In the POS option, TRICARE will only reimburse up to 50% of the allowable/negotiated charge. In the event a non-network provider supplied medical services, you will mostly likely pay the bill out-of-pocket and seek reimbursement (**Pay-and-Claim**). In some cases, the provider may accept TRICARE as payment.

1. Call International SOS to receive an authorization. Explain if using a non-network provider. International SOS may assist in finding you a network provider.
2. Bring the authorization forms to the non-network provider. Let them know you do not have a Medicare card, but have TRICARE who will handle the payment. You may need to call International SOS to have the provider speak with them directly. The provider may refuse this in which you will have to pay the bill directly.
3. If paying out-of-pocket, follow the Pay-and-Claim information under **Billing Invoices & Claims**.

SEEKING EMERGENCY CARE:

1. Call 000 or report to a hospital immediately.
2. As soon as conditions permit (within 24 hours), call International SOS to inform them of the situation and receive an authorization to arrange billing with the hospital. Be specific with International SOS on the services provided and performed on the patient. *Medical services may bill separately* (ambulance use, ER admission, lab work, imaging, in-patient stay) which means each service will require an authorization. Expect multiple follow-up phone calls to check on the condition of the patient.
3. Upon discharge, obtain a **Discharge Summary** and send to International SOS. You may also need to call International SOS for bill settlement. If you receive any bill invoices by mail, send these to International SOS immediately.

PHARMACY (PAY-AND-CLAIM): Only Australian-licensed doctors may prescribe medicines (scripts) in Australia. After obtaining your script, take it to any local pharmacy. You will have to pay out-of-pocket for your medication and file a claim for reimbursement (**Pay-and-Claim**). Alternatively, you may utilize **e-scripts** to receive certain medications via mail from the US. This requires a Primary Care Manager (PCM) within your parent service/home station. Contact the MTF at your home/previous base to have a PCM assigned to you. The PCM will inform you on the requirements to set up your e-scripts.

BILLING INVOICES & CLAIMS: If you receive any medical bills in the mail, send these to International SOS immediately. Medical services may bill separately and will require authorization. If you paid a bill, you will need to submit a claim. The Wisconsin Physicians Service (WPS) settles all claims. File your claim **within 6 months** to avoid denial for reimbursement. The fastest way to file a claim is through the Claims Portal, <https://portal.tricare-overseas.com/wps/portal/osb/tricare-overseas/home/>. Alternatively, you may mail/fax all paperwork.

1. Fill out a DD2642 Claim Form, sections 1-13.
2. Scan a black & white copy of the bill. This billing invoice must show each service/supply and cost for each item, the provider's name/address, and date of care.
3. Obtain a black & white copy of proof of payment (receipt, credit card statement, EFT transmission, etc).
4. Compile these into a single black & white PDF file.
5. Log-in (or create) a Claims Portal account, and click "File A Claim." Fill in all required information and attached the file, then click "Send."

A list of contacts are overleaf.

DENTAL CARE IN AUSTRALIA (TRICARE & UC)

Dental care is handled differently from medical care. The TRICARE Dental Program (TDP) covers dental care for the military sponsor, while UNITED CONCORDIA (UC) covers dental care for dependents.

MILITARY SPONSOR'S DENTAL CARE: The dental process for the military sponsor goes through United Concordia Companies Inc. **NOTE:** For dental care (including consult) totaling \$750 USD or more, UCCI requires a dentist-provided Treatment Plan.

1. Call United Concordia Companies Inc (UCCI) to receive an authorization for an appointment. Expect to explain the reason for care. UCCI will find a network dentist for you or visit www.uccitdp.com for Provider Search to find a network provider near you. Once approved, you will receive the authorization forms for the appointment.
2. Call the provider to schedule an appointment.
3. Print out the authorization forms and present them at your appointment (or email them to the Provider). You and the dentist will sign these forms and leave with reception prior to departing.

DEPENDENTS' DENTAL CARE: Dental care for dependents is **Pay-and-Claim**. No authorization needed; however, it is a cost-share plan with an annual cap limit and coverage limitations. For more details, go to www.uccitdp.com. A network dental provider is also not required, but know that a network provider will be more familiar with your claim process. Bring a Dentist's Claim Form (5678) to your dependent's appointment for the dentist to fill out. A network provider may already have this form filled out for you. Once you have paid for the dental care, submit a claim to United Concordia.

1. Schedule a dental appointment for your dependent. An authorization or network provider is not required.
2. Fill out the Patient Section of a Dentist's Claim Form (5678). Bring this form to the appointment for the dentist to complete. Keep this form after the dentist signs.
3. Make an out-of-pocket payment for the dental service. Keep a copy of the invoice and receipt.
4. Send the Claim Form, Invoice, and Receipt to:
TDP_OCONUS@ucci.com You may also include a

copy of your credit card statement which shows the paid US Dollar amount of the transaction to ensure you are fully reimbursed. Alternatively, you may also mail/fax these forms to UC.

5. Expect to receive a physical check in the mail for reimbursement. Your US bank may have an app to deposit this check digitally to your US bank account.

SPECIAL DENTAL PROCEDURES/SERVICES:

Depending on the situation, a dental procedure may require extra medical services. In some cases, these extra services will be from separate medical providers and covered under your TRICARE medical plan. For example, a dependent requiring dental surgery may have United Concordia cover the dental procedure but have TRICARE cover the hospital stay and anesthesia. In such cases, ask your dentist about the procedure, what services are provided and by whom, and if these are billed separately. It is your responsibility to understand the aspects of the procedure and communicate this to International SOS. Additionally, the medical providers may require payment up-front. Communicate this with International SOS in advance to ensure they are tracking and, at a minimum, have authorizations approved.

1. For the military sponsor, TDP covers the dental procedure. For dependents, UC covers the dental portion. Your TRICARE medical plan may cover the remaining medical services.
2. Once you understand the medical services performed for the procedure, call International SOS to receive an authorization for the medical services. Expect to explain the reason for the appointment. Once approved, you will receive the authorization forms.
3. Print out the authorization forms and present them at your appointment (or email them to the Providers, if necessary prior to your appointment).

MEDICAL READINESS

Only certain medical readiness items may be handled by local providers in Australia. Contact TOP Pacific for determination/authorization. For annual dental exam, have DD2813 Dental Examination Form completed by you and the dentist before sending to your home base admin.

OTHER PROVIDERS

Other sources for care may be available for you in Australia and is independent of TRICARE. This includes the Embassy Health Unit in Canberra, the Medical Facility in Alice Springs, the Australian Defence Force medical units, and free clinics provided by the Australian government.

CONTACTS:

International SOS Australia: www.tricare-overseas.com/contact-us/country?tricareRegion=pac&country=australia

International SoS Singapore: <https://www.tricare-overseas.com/contact-us/country?tricareRegion=pac&country=singapore>

TOP Pacific Call Centers:

Sydney: +61 (0)2 9273 2710

sydricare@internationalsos.com

Tricaretsy.top@internationalsos.com

Singapore: +65 6339 2676

sin.tricare@internationalsos.com

tricaretsn.top@internationalsos.com

Medical Claims: TRICARE Overseas, PO Box 7985, Madison, WI 53707-7985; Fax +1 (608) 301 2251;
<https://portal.tricare-overseas.com/>

United Concordia, TDP OCONUS Dental Unit: PO Box 69452, Harrisburg, PA 17106; Fax +1 (844) 827 9926;
Email TDP_OCONUS@ucci.com

337 ASUF TRICARE Reps:

337ASUF.MedicalSupportPOC@us.af.mil

Complaints/Issues Email:

topglobalqualityassu@internationalsos.com

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CAO: Aug 2022

