

TRICARE® OVERSEAS PROGRAM (TOP)

Welcome to the TRICARE Overseas Program (TOP) benefit! Under the TOP benefit, you can expect to receive high-quality health care services when living in or traveling to Australia.

Our health care specialists at International SOS are available to assist you and will be arranging and managing your health care needs for routine, urgent, and emergency situations. International SOS is committed to delivering comprehensive support and assistance to you, backed by our Clinical Quality-driven TOP Provider Network, to ensure the best possible experience of care.

International SOS is available to assist you 24 hours a day, 7 days a week and you may call collect, if available. For more information, contact your **TOP Regional Call Center** or visit www.tricare-overseas.com/contact-us for toll-free country-specific contact numbers.

TOP REGIONAL CALL CENTER



+61 2 9273 2710
+61 2 9273 2760

When you contact your TOP Regional Call Center, you will be prompted with the following menu of options:

OPTION 1	This option directs you to the GLOBAL FIRST CALL DESK (GFCD) and should be used if you need medical assistance, medical advice, a referral or authorization, or if you require health care finder assistance.
OPTION 2	This option should be used if you have questions regarding ELIGIBILITY, ENROLLMENT, DISENROLLMENT, AND CLAIMS.
OPTION 3	This option is for PROVIDER ASSISTANCE ONLY and should be used if you are a TOP Provider.
OPTION 4	This option should be used if you are a beneficiary and need TECHNICAL ASSISTANCE for our MyCare Overseas™ Beneficiary App or Web-based Portal.

TELEMEDICINE CONSULTATIONS

Please be aware, that for any future telephonic consultations please contact the TOP Regional Call Center before attending the appointment so that International SOS can ensure that the provider has the correct credentials for the service and it will be covered under TRICARE.

Failure to contact the TOP Regional Call Center can result in your paying for services out-of-pocket.

EMERGENCY CARE

For Emergencies in Australia, Call 000

- For after-hours assistance, please call International SOS at: **+61 2 9273 2710 or 1800 283 718**
- If you or your dependent(s) is sick and you wish to speak with a nurse, call the International SOS Emergency Care Line: **+61 2 9273 2760 or 1800 683 925**
- After arrival at an Urgent or Emergency Care facility, contact the **TOP Regional Call Center** within 24 hours, or the next business day at the latest, to inform our Medical Team.

PLEASE NOTE FOR NON-EMERGENCY CARE

Non-emergency care is first provided by a General Practitioner (GP) in Australia. Specialty and Allied Health Care requests require a referral from a GP and cannot be arranged directly with the specialist.

PHARMACY SERVICES IN AUSTRALIA

Civilian pharmacies in Australia are non-network. Therefore, you will pay the full cost up front and file a claim for reimbursement with International SOS. For more information on filing claims, visit www.tricare-overseas.com/beneficiaries/claims.

TRICARE Prime Overseas and TRICARE Prime Remote Overseas beneficiaries will be fully reimbursed if using a civilian pharmacy to fill prescriptions covered by TRICARE. You need a prescription and a valid uniformed services identification card or Common Access Card to fill prescriptions in all overseas locations, including the U.S. territories. For information about the TRICARE pharmacy benefit, visit www.tricare.mil/pharmacy.

IMPORTANT PHONE NUMBERS

International SOS provides 24/7 Customer Service and Support for TRICARE Overseas Beneficiary Enrollment and Provider Education/Assistance. Please use the phone numbers listed below if you require assistance.

For Emergencies in Australia, Call 000

Customer Service Regional	+61 2 9273 2710
Customer Service Toll-Free	1800 283 718
Regional Medical Assistance	+61 2 9273 2760
Medical Assistance Toll-Free	1800 683 925
Assistance Center Fax Number	+61 2 9372 2457
Canberra Embassy Health Unit	+61 2 6214 5600



TRICARE® OVERSEAS PROGRAM (TOP)

RECEIVING HEALTH CARE IN AUSTRALIA

A GUIDE FOR TRICARE PRIME REMOTE OVERSEAS BENEFICIARIES



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MYCARE OVERSEAS™ BENEFICIARY MOBILE APP AND WEB-BASED PORTAL

MyCare Overseas™ is an easy-to-use, innovative tool designed to enhance your health care experience by offering the following services:



REFERRALS AND AUTHORIZATIONS
Check on your referral status and download International SOS authorizations.

HEALTH CARE FINDER
Find a TOP Network Provider near your location.

24/7 ACCESS
Contact the Global First Call Desk, Beneficiary Support Center, and Technical Support.

APPOINTMENT REMINDERS
Keep track of your appointments and set up helpful reminders.

MEDICAL RECORDS TRANSLATIONS
Submit your translation requests and download translated documents.

REAL-TIME LANGUAGE ASSISTANCE
Access telephonic language assistance (if needed) during your medical appointment. Please ensure you have the following information readily available:
Full name of beneficiary, DBN, SSN and beneficiary date of birth.

COUNTRY INFORMATION
Access country information (e.g., emergency numbers, medical risk ratings, cultural tips, etc.).

HOW CAN I ACCESS MYCARE OVERSEAS™?

Scan the QR code below, download the app, and complete the registration process to begin enjoying the features of the app right away!



DOWNLOAD. INSTALL. REGISTER.

HOW TO OBTAIN CARE IN AUSTRALIA TRICARE PRIME REMOTE OVERSEAS

TRICARE Prime Remote Overseas beneficiaries receive most of their care from a Primary Care Manager (PCM). Contact your TOP Regional Call Center (International SOS) to coordinate/manage your care, locate providers, and request to schedule your appointments (except for U.S. Embassy Health Unit visits).

You will speak to a member of our Customer Service or Medical Team to seek TRICARE Authorization for care, which will be sent to both you and the TRICARE-approved Network Provider.

EMERGENCY CARE	NON-EMERGENCY CARE ROUTINE/SPECIALTY CARE
A serious medical condition that threatens life, limb, sight or safety. Prior authorization is NOT required! For medical assistance, or to request help locating the nearest emergency care facility, contact the TOP Regional Call Center (Option 1).	Non-emergency, primary and specialty care, general office visits, follow-up for an ongoing issue. Call the TOP Regional Call Center for an authorization to a TOP provider.

Note: *Certain laboratories, radiology and ancillary services may require prior authorization.*

TRICARE SELECT OVERSEAS

This is a self-managed, preferred provider organization plan. TRICARE Select Overseas beneficiaries **pay upfront** and must submit the Patient's Request for Medical Payment (DD Form 2642) to the TOP Claims Processor for reimbursement. TOP providers are **NOT REQUIRED** but may deliver Cashless/Claimless care to TRICARE Select Overseas beneficiaries.

MORE INFORMATION

TRICARE OVERSEAS	www.tricare-overseas.com
BENEFICIARY KNOWLEDGE CENTER	www.tricare-overseas.com/beneficiaries/resources
PROVIDER SEARCH	www.tricare-overseas.com/beneficiaries/resources/provider-search
MEDICAL RECORDS TRANSLATION	www.tricare-overseas.com/beneficiaries/resources/medical-records-translation
GRIEVANCE	www.tricare-overseas.com/beneficiaries/resources/compliments-grievances-and-appeals

HOW TO FILE A TRICARE OVERSEAS CLAIM TO THE TOP CLAIMS PROCESSOR

With a TRICARE Authorization in hand your visit to a network or non-network participating provider should be Cashless/Claimless, which means the provider will not charge you for medical care. In the event you do have to pay upfront for TRICARE-covered services, follow the step-by step instructions below to successfully file a TRICARE claim for care received overseas:

Online Claims Submission	*PREFERRED METHOD, FASTEST AND MOST SECURE* Register on the TRICARE Overseas Beneficiary Secure Claims Portal to submit your claims online! Visit https://tricare-overseas.com/beneficiaries/claims/claims-portal-login to file your claim now!
Otherwise, follow the steps below for submitting the Patient's Request for Medical Payment (DD Form 2642).	
STEP #1: Fill Out a TRICARE Claim Form	Download the Patient's Request for Medical Payment (DD Form 2642). Fill out all 12 blocks of the form completely. Sign the form.
STEP #2: Include a Copy of the Provider's Bill	Attach a readable copy of the provider's bill to the claim form, making sure it contains the following: <ul style="list-style-type: none"> Sponsor's Social Security Number (SSN) or Department of Defense Benefits Number (DBN) Provider's name and address Date and place of each service Description of each service Charge for each service Diagnosis
STEP #3: Include Proof of Payment Documents	The below documents must be included with your completed Patient's Request for Medical Payment (DD Form 2642) and a copy of the provider's bill (does not need to be in English): <ul style="list-style-type: none"> A narrative description of the reason for the medical services received and the cost of each service item Proof of payment Note: Your claim will be rejected if the above documents are not included.
STEP #4: Submit Your Claim	If you need to file a claim for care you received overseas, file the claim with the TOP Claims Processor via one of the following methods: <ul style="list-style-type: none"> Online Claims Portal (<i>Preferred, fastest and most secure method of submission</i>) Fax (+1-608-301-2250) Overseas Mail (<i>slowest and least reliable</i>) Note: Use the mailing address for the overseas area where you received care.
STEP #5: Check the Status of Your Claim	To keep track of your claims online, you'll need to register on the TRICARE Overseas Secure Beneficiary Claims Portal. Once registered, you can also: <ul style="list-style-type: none"> Look up your deductibles and your out-of-pocket expenses and update your other health insurance information View your explanation of benefits (EOB)