

Host Nation Providers

1.0 GENERAL

TRICARE Overseas Program (TOP) health care services are provided by Military Treatment Facilities (MTFs) and host nation network and non-network providers and institutions. All TRICARE requirements regarding Provider Certification/Credentialing and Network Development shall apply to the TOP unless specifically changed, waived, or superseded by this section; the TRICARE Policy Manual (TPM), Chapter 12; or the TRICARE contract for health care support services outside the 50 United States and the District of Columbia (hereinafter referred to as the "TOP Contract"). See Chapters 4 and 5 for additional instructions.

2.0 HOST NATION PROVIDER CERTIFICATION AND CREDENTIALING

2.1 The TOP contractor will be responsible for provider certification oversight, and monitoring of provider/institution quality. The contractor shall use Chapter 4, 32 CFR 199.6, and TPM, Chapter 11 to the maximum extent possible for the certification of host nation providers. The contractor is not required to follow TRICARE requirements for United States (U.S.) credentialing standards, except that services that are specifically linked to the Medicare program (e.g., home health, hospice, Skilled Nursing Facility (SNF) care) must be provided by a Medicare certified provider or facility. Also, Psychiatric Residential Treatment Centers (RTCs), Substance Use Disorder Rehabilitation Facilities (SUDRFs), and Psychiatric Partial Hospitalization Programs (PHPs) that are located in Puerto Rico require approval by the TRICARE Quality Monitoring Contractor (TQMC). Except for these services and facilities, the TOP contractor shall establish host nation provider certification processes based on the accepted licensure and credentialing requirements for the host nation.

Note: Medicare certification for organ transplant centers is only required for transplants performed in the U.S., the District of Columbia, and U.S. territories where Medicare is available. See TPM Chapter 12, Section 1.2.

2.2 Refer to Section 14 for additional certification requirements that have been established for host nation providers in the Philippines. TRICARE Management Activity (TMA) may expand these additional certification requirements to other locations in the future.

3.0 NETWORK DEVELOPMENT

3.1 The TRICARE Overseas health care support contractor (hereinafter referred to as the "TOP contractor") is responsible for developing and maintaining a complement of network and non-network host nation providers to augment the existing capacity of the Direct Care (DC) system for Active Duty Service Members (ADSMs) and Active Duty Family Members (ADFM) who are enrolled in TOP Prime, and to provide or arrange for primary and specialty care services for ADSMs and ADFMs who are enrolled in TOP Prime Remote.

Note: In remote overseas locations, the TOP contractor shall also establish dental provider networks for ADSMs in accordance with [Section 10](#).

3.2 The TOP contractor shall establish signed provider agreements between network host nation providers and the contractor. Network provider agreements shall include language indicating that the provider agrees to participate on claims for authorized services for TOP enrollees on a cashless, claimless basis.

Note: "Cashless, claimless" is defined as a health care encounter that requires no up-front payment at the time of service, and the provider files the claim for the beneficiary.

3.3 Networks will be sized to meet TOP-enrolled populations only. The TOP contractor may assist other beneficiaries (non-command sponsored ADFMs, retirees, retiree family members, etc.) upon request by identifying these host nation providers as they will be credentialed and familiar with TRICARE, but networks will not be developed to accommodate non-TOP enrollees.

3.4 In TOP Prime locations, MTF commanders shall identify the specialties needed in the network and will communicate this information on an ongoing basis to the TOP contractor per the process identified in the Memorandum Of Understanding (MOU) (see [Section 16](#)).

3.5 MTF capabilities and capacities may change frequently over the life of the contract without prior notice. The TOP contractor shall ensure that host nation provider services can be adjusted as necessary to compensate for changes in MTF capabilities and capacities, when and where they occur over the life of the contract, including short notice of unanticipated facility expansion, provider deployment, downsizing, and/or closures.

3.6 Network providers shall be able to communicate in English, both orally and in writing, or provide translation services at the time of service.

3.7 The TOP contractor shall be responsible to enter into participation agreements with SNFs in Puerto Rico, Guam, the U.S. Virgin Islands, American Samoa, and the Northern Mariana Islands per the provisions of [Section 3](#).

4.0 CONTRACTOR REQUIREMENTS - HOST NATION PROVIDERS

4.1 Reimbursement rates for host nation providers may be negotiated by the contractor unless the government has designated specific reimbursement rates or methodologies. Refer to the TRICARE Reimbursement Manual (TRM), [Chapter 1, Section 34](#) for additional instructions.

4.2 The contractor shall provide ongoing host nation provider education and support in accordance with [Section 11](#).

4.3 The contractor shall have a Quality Oversight Plan for reviewing access and quality of care provided by host nation providers. This plan shall incorporate customer comments and feedback regarding care from host nation providers.

4.4 The TOP contractor is required to assign provider numbers to host nation providers, identify providers as network or non-network, and create and submit TRICARE Encounter Provider (TEPRV) records. Each provider shall be identified by a single provider number, with a sub-identifier for

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multiple service locations. Upon TRICARE Area Office (TAO) Director request, the contractor shall provide copies of licensure/certification information for host nation providers.

4.5 The TOP contractor shall deny claims from non-certified host nation providers when TMA has directed that the country's host nation providers must be specially certified in order to receive TRICARE payments. See [Section 14](#) for additional certification requirements.

4.6 The provisions of [Chapter 5, Section 1, paragraph 1.3](#) regarding Telemental Health (TMH) are not applicable to the TOP contract.

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