

FIGURES

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AUTHORITY: 32 CFR 199.1(b)(1)

FIGURE 12-12.2-1 HOST NATION NETWORK PROVIDER FORM

(Please type or print legibly)

Host Nation Provider Name: _____

Address: _____
(actual place of business) _____

Phone Number: (____) _____

Fax Number: (____) _____

Provider Major Specialty: _____

Mailing Address: _____
(Please indicate address _____
to which checks _____
should be mailed.) _____

Comments:

Approved by: _____ **Effective Date:** _____

Date: _____

Managed Care Contractor Assigned Provider Number: _____

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FIGURE 12-12.2-2 COVER LETTER FOR TRANSMITTING TRICARE OVERSEAS PROGRAM NON-AUTHORIZED CLAIMS REPORT TO REGIONAL DIRECTOR (SAMPLE)

(Regional Director Name)
(Address)
(Address)

Dear _____:

Enclosed is the weekly report of non-authorized claims received without authorization from TRICARE OVERSEAS enrollees.

Please review and indicate approval as appropriate. Please return the completed report and sign the authorization below. Upon receipt of the report, we will reprocess these claims according to your directions.

Please return the authorization to:

(Name - Managed Care Contractor Representative)
(Name - Managed Care Contractor)
(Address)
(Address)

Sincerely,

(Contractor Representative)

Authorized Signature:

The attached claims listing is approved as noted for reprocessing.

Signature _____

Title _____

Date _____

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FIGURE 12-12.2-4 LIST OF OVERSEAS REMOTE, NON-REMOTE, & MTF COUNTRIES BY REGION

TRICARE EUROPE	TRICARE EUROPE	TRICARE EUROPE
Afghanistan	Greece	Poland
Albania	Greenland	Portugal (Azores)
Algeria	Guinea, Republic of	Qatar
Andorra	Guinea-bissau	Romania
Angola	Hungary	Russia
Armenia	Iceland	Rwanda
Austria	Iran	St. Helena (Ascension Island)
Azerbaijan, Republic of	Iraq	St. Pierre and Miquelon
Bahrain, Kingdom of	Iraq (includes Saudi Arabia and Neutral Zone)	Saotane an Principe
Belarus	Ireland	San Marino
Belgium*	Isle of Mann	Senegal
Benin	Israel	Serbia and Montenegro
Bosnia and Herzegovina	Italy*	Seychelles
Botswana	Ivory Coast (Cote D' Ivoire)	Sierra Leone
Bowet (Bouvel) Island	Jordan	Slovakia
Bulgaria	Kazakhstan	Slovenia
Burkina-faso	Kenya	Somalia Republic
Burundi	Kuwait	South Africa
Cameroon	Kyrgyzstan	Spain*
Cape Verde Island	Latvia	Sudan
Central Africa Republic	Lebanon	Svalbard and Jan Mayan
Chad	Lesotho	Swaziland
Comorus	Liberia	Sweden
Congo (Brazzaville)	Libya	Switzerland
Croatia	Liechtenstein	Syria
Cyprus	Lithuania	Tajikistan
Czech Republic	Luxembourg	Tanzania
Democratic Republic of Kongo	Macedonia	Togo
Denmark	Malawi	Tunisia
Djibouti	Mali	Turkey*
Egypt (United Arabian Emirates)	Malta	Turkmenistan
Equatorial Guinea	Mauritania	Uganda
Eritrea	Moldova	Ukraine
Estonia	Monaco	United Arabian Emirates
Ethiopa	Morocco	United Kingdom (includes Isle of Man, Guernsey, and Jersey)*
Faroe Island	Mozambique	Uzbekistan
Finland	Namibia	Vatican City (Holy City)
France (includes Ile Europa)	Netherlands	Western Sahara (Port of Morocco)
Gabon	Niger	Yemen
Gambia	Nigeria	Yugoslavia
Georgia	Norway	Zaire
Germany*	Oman	Zambia
Ghana	Pakistan	Zimbabwe
Gibraltar		
Asterisk (*) denotes countries requiring authorization when claim is submitted by other than the TGRO contractor.	Asterisk (*) denotes countries requiring authorization when claim is submitted by other than the TGRO contractor.	Asterisk (*) denotes countries requiring authorization when claim is submitted by other than the TGRO contractor.

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FIGURE 12-12.2-4 LIST OF OVERSEAS REMOTE, NON-REMOTE, & MTF COUNTRIES BY REGION (CONTINUED)

TRICARE PACIFIC	TRICARE PACIFIC
American Samoa	Niue
Antartica	Norfolk Island
Australia	Northern Mariana Islands (includes Saipan)
Bangladesh	Papua and New Guinea
Bhutan	Philippines
British Indian Ocean	Pitcairn
Brunei	Republic of Palau
Burma	Reunion
Cambodia (Kampuchea)	Singapore
China, (Peoples Republic of) (includes Parcel and Spratly Islands)	Solomon Islands
Christmas Island (Indian Ocean)	Sri Lanka (Ceylon)
Cocos Island (Indian Ocean)	Taiwan
Cook Island	Thailand
Fiji, Republic of	Tokelau Island
French Polynesia	Tonga
French Southern & Antartic Lands	Tuvalu
Guam	Vanuatu
Heard and McDonald Islands	Vietnam
Hong Kong, Special Administrative Regions of China	Wallis and Futuna
India	West Samoa
Indonesia	Asterisk (*) denotes countries requiring authorization when claim is submitted by other than the TGRO contractor.
Japan (Includes Ryukyus)*	
Kiribati	
Korea (includes North and Republic)*	
Laos	
Macao	
Madagascar (Malagasy Republic)	
Malaysia	
Maldives	
Marshall Islands	
Maurititius	
Mayotte	
Micronesia	
Mongolia	
Myanmar	
Naura	
Nepal	
New Caledonia	
New Zealand	
Asterisk (*) denotes countries requiring authorization when claim is submitted by other than the TGRO contractor.	

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FIGURE 12-12.2-4 LIST OF OVERSEAS REMOTE, NON-REMOTE, & MTF COUNTRIES BY REGION (CONTINUED)

TRICARE LATIN AMERICA	TRICARE LATIN AMERICA
Arguilla	Turks and Caicos Islands
Antigua	Uruguay
Argentina	Venezuela, Bolivarian Republic of
Aruba	Virgin Islands, U.S.
Bahamas	Asterisk (*) denotes countries
Barbados	requiring authorization when claim
Belize	is submitted by other than the
Bermuda	TGRO contractor.
Bolivia	
Brazil	
British Virgin Islands	
Canada	
Cayman Island	
Chile	
Colombia	
Costa Rica	
Cuba	
Dominica and Dominica Republic	
Ecuador	
El Salvador	
Falkland Island	
French Guiana	
Grenada	
Guadeloupe	
Guatemala	
Guyana	
Haita (includes Navassa Islands)	
Honduras	
Jamaica	
Martinique	
Mexico	
Montserrat	
Netherlands Antilles	
Nicaragua	
Panama	
Paraguay	
Peru	
Puerto Rico*	
St Kitts and Nevis	
St Lucia	
St Vincent	
Surinam	
Trinidad and Tobago	
Asterisk (*) denotes countries	
requiring authorization when claim	
is submitted by other than the	
TGRO contractor.	

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FIGURE 12-12.2-5 LIST OF OVERSEAS REMOTE AREAS BY REGION

TRICARE EUROPE		TRICARE EUROPE		TRICARE EUROPE	
Albania	Tirana	Hungary	Budapest	Slovakia	Bratislava
Algeria	Algiers	Ireland	Dublin	Slovenia	Ljubljana
Angola	Luanda	Israel	Jerusalem, Tel Aviv	South Africa	Cape Town, Johannesburg, Pretoria
Armenia	Yerevan	Italy	Ghedi, Milan, Poggio Renatico, Rome, Valetta	Spain	Madrid, Valencia
Austria	Vienna	Ivory Coast (Cote D' Ivoire)		Sweden	Stockholm
Azerbaijan	Baku	Jordan*	Amman	Switzerland	Bern, Chambessy, Geneva
Belarus	Minsk	Kazakhstan*	Almaty	Syria	Damascus
Belgium	Brussels	Kenya*	Nairobi	Takjistan	Dushanbe
Bosnia-Herzegowina	Sarajevo	Kuwait*	Al-Kuwayt	Tanzania	Dar Es Salaam
Botswana	Gaborone	Kyrgyzstan*	Bishkek	Togo	Lome
Bulgaria	Sofia	Latvia	Riga	Tunisia	Tunis
Burundi	Bujumbura	Lebanon	Beirut	Turkey	Ankara, Istanbul, Izmir
Cameroon	Yaounde	Liberia	Monrovia	Turkmenistan*	Ashgabat
Chad	N'Djamena	Lithuania	Vilnius	UAE (United Arab Emirates)*	Abu Dhabi, Dubai
Congo, Democratic Republic	Kinshasa	Macedonia	Skopje	Uganda	Kampala
Croatia	Zagreb	Mali	Bamako	Ukraine	Kiev
Cyprus	Nicosia	Malta	Valletta	United Kingdom	Croughton, Fairford, Menwith Hall
Czech Republic	Brno, Prague	Moldova	Chisinau	Uzbekistan*	Tashkent
Denmark	Copenhagen	Morocco	Rabat	Yemen	Sanaa
Djibouti*	Djibouti	Mozambique	Maputo	Zambia	Lusaka
Egypt*	Cairo, Ismail, Maadi, New Maadi	Namibia	Windhoek	Zimbabwe	Harare
Eritrea*	Asmara	Netherlands	The Hague, Rotterdam		
Estonia	Tallinn	Niger	Niamey		
Ethiopa*	Addis-Ababa	Nigeria	Lagos		
Finland	Helsinki	Norway	Oslo, Stavanger		
France	Istres, Paris	Oman*	Madinat Qaboos, Muscat		
Gabon	Libreville	Pakistan*	Islamabad, Karachi		
Georgia	Tbilisi	Poland	Warsaw		
Germany	Berlin, Bonn, Bremerhaven, Flensburg, Garmish-Partenkirchen, Kalkar, Muenster, Munich	Portugal	Lisbon		
Ghana	Accra	Qatar*	Ad-Dawahh		
Greece	Athens, Larissa	Romania	Bucharest		
Greenland	Nuuk	Russia Federation	Moscow, St. Petersburg, Vladivostock		
Republic of Guinea	Conakry	Rwanda	Kigala		
		Saudi Arabia, Iraq*	Dhahran, Jeddah, Riyadh		
		Senegal	Dakar		
		Serbia - Montenegro	Belgrade		
		Seychelles	Seychelles		

Asterisk (*) denotes countries to be brought on-line 09/01/2003. No asterisk denotes countries to be brought on-line as of 10/01/2003.

Asterisk (*) denotes countries to be brought on-line 09/01/2003. No asterisk denotes countries to be brought on-line as of 10/01/2003.

Asterisk (*) denotes countries to be brought on-line 09/01/2003. No asterisk denotes countries to be brought on-line as of 10/01/2003.

FIGURE 12-12.2-5 LIST OF REMOTE OVERSEAS AREAS BY REGION (CONTINUED)

TRICARE PACIFIC		TRICARE LATIN AMERICA, CANADA, & CARIBBEAN BASIN	
American Samoa	Pago Pago, Nuuuuli	Antigua	English Harbour
Australia	Alice Springs, Brisbane, Canberra, Darwin, Edinburgh, Exmouth, Katherine, Melbourne, Newcastle, Nowra, Puckapunyal, Richmond, Sydney, Toowoomba, Townsville,	Argentina	Buenos Aires
Bangladesh	Dhaka	Bahamas	AUTEC, Nassau
Cambodia (Kampuchea)	Phnom Penh	Barbados	Bridgetown
China	Beijing, Hong Kong, Shanghai	Belize	Belize City
Fiji	Nadi, Suva	Bolivia	La Paz
India	Coimbatore, Haryana, New Delhi	Brazil	Brasilia, Rio, Sao Paulo, Sarocabo
Indonesia	Jakarta	Chile	Santiago
Laos	Vientiane	Colombia	Bogota
Madagascar	Antananarivo	Costa Rica	San Jose
Malaysia	Kuala Lumpur	Dominica, Dominican Republic	Goodwill Roseau, Santo Domingo
Mongolia	Ulaanbaatar	Ecuador	Manta, Quito
Myanmar (Burma)	Yangon	El Salvador	San Salvador
Nepal	Kaphmanda	Grenada	St George's
New Zealand	Auckland, Christchurch, Wellington	Guatemala	Guatemala City
Northern Mariana Islands	Saipan	Guyana	Guyana
Philippines	Manila, Quezon City	Haiti	Port Au' Prince
Palau	Koror	Honduras	Soto Cano, Tegucigalpa
Singapore		Jamaica	Kingston
Sri Lanka	Colombo	Mexico	Chiguagua, Mexico City, Monterey
Taiwan	Taipei	Netherlands Antilles	Aruba, Williamstad Curacao
Thailand	Bangkok, Chiangmai, Nakhon, Ratchasima, Pattaya City, Phuket	Nicaragua	Managua
Vietnam	Da Nang, Hanoi, Ho Chi Minh City	Panama	Chiriqui, Panama City, Santiago
		Paraguay	Asuncion
		Peru	Lima
		Surinam	Para Maribo
		Trinidad & Tobago	Port of Spain
		Uruguay	Monte Video
		Venezuela	Caracas
		Virgin Islands, U.S.	

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FIGURE 12-12.2-6 MTF COUNTRIES

TRICARE EUROPE

United Kingdom

Spain

Belgium

Germany

Italy

Turkey

This does not apply to city/
countries identified as required
network locations (see [Figure 12-
12.2-7](#)).

TRICARE PACIFIC

South Korea

Japan

This does not apply to city/
countries identified as required
network locations (see [Figure 12-
12.2-7](#)).

**TRICARE LATIN AMERICA, CANADA,
& CARIBBEAN BASIN**

Puerto Rico

This does not apply to city/
countries identified as required
network locations (see [Figure 12-
12.2-7](#)).

FIGURE 12-12.2-8 OVERSEAS PHARMACY PROVIDER NOTICE LETTER (SAMPLE)

(Insert Provider Name)

(Insert Provider Street Address)

(Insert Provider City, State and Zip Code)

Dear **(Insert Provider Name)**:

The Department of Defense, through TRICARE Management Activity, is responsible for appropriate cost containment for services provided to TRICARE beneficiaries. One particular area of concern has been the costs billed for prescription drugs. In an effort to establish a Uniformed Military Services drug benefit and claim processing requirement for all TRICARE eligibles, the Executive Director, TMA, has determined that pharmacy claims submitted for services outside the United States must be reimbursed in accordance with the reimbursement formulas for TRICARE United States (U.S.) claims as established under the Code of Federal Regulations.

This letter notifies you that sixty (60) days from the date on this letter, overseas pharmacy claims must comply with TRICARE requirements for a National Drug Coding (NDC). Claims must include correct and complete NDC coding, whether submitted electronically or using standard claim forms. Drug claims received for processing for dates of service on or after **(insert date sixty (60) days from the date on this letter)** that do not have applicable NDC coding will be returned.

Additionally, effective sixty (60) days from date on this letter, **(insert date)**, overseas pharmacy claims submitted will be processed in accordance with the reimbursement formulas for TRICARE CONUS claims which is Blue book rates plus \$3.00 administration fee. Should you have any questions regarding this requirement, please write me at **(insert contractor mailing address)**.

Sincerely,

(Insert Managed Care Contractor Name)

(Insert Managed Care Contractor Title)

FIGURE 12-12.2-9 INQUIRY FORM (EXAMPLE)

TOP CLAIM INQUIRY

In order that we may answer your claim quickly, please complete the information below and mail to:
TRICARE Managed Care Contractor - (insert address of managed care contractor)

Address	Last Name	First	Middle	Telephone Number is:
				(Home) () -
	City	State	Zip	(Duty/Work) () -

Date _____

- Check One:** A claim has been submitted, but payment or other notification has not been received.
 Notification or payment concerning a claim has been received, but I feel you may have processed it incorrectly.
 Deductible status
 Other (Explain in "J" below)

A. Coverage is under PRIME STANDARD B. Sponsor's SSN _____

C. Sponsor's Name _____ D. Patient's Name _____

E. Patient's Mailing Address _____
_____ TELEPHONE NUMBER _____

F. Name and location of hospital, physician, pharmacist, etc., who provided these services _____
_____ TELEPHONE NUMBER _____

G. Date(s) of services on claim _____ H. Total Charges _____

I. Claim number that appears on your TRICARE Explanation of Benefits (leave blank if an Explanation of Benefits has not been received) _____

J. Other (Please explain your question in as much detail as possible):

Beneficiary / Provider Signature _____

RESPONSE:

Managed Care Contractor Customer Service _____

FIGURE 12-12.2-10 POC REQUEST DESIGNATION LETTER (EXAMPLE)

LETTER TO TMA FOR OFFICIAL TRICARE POINT OF CONTACT
(If required by the Regional Director Fax the POC request letter
to the Overseas Regional Director)

(Military/Embassy Letterhead)

Date

TO: TRICARE Management Activity
ATTN: Chief, Claims Operations Office
16401 East Centretech Parkway
Aurora, CO 80011-9066

SUBJECT: TRICARE Overseas POC (**Initial or Update**)

1. Request approval of the following individuals as official TOP POCs:

Primary: Name, Branch of Service (if applicable)
Commercial phone number
24 hour Commercial Fax number
Email address
Address:

Alternate: Name, Branch of Service (if applicable)
Commercial phone number
24 hour Commercial Fax number
Email address
Address:

2. If updating indicate if the new individuals nominated will be replacing previously designated POCs or if they are additions to previously designated POCs.

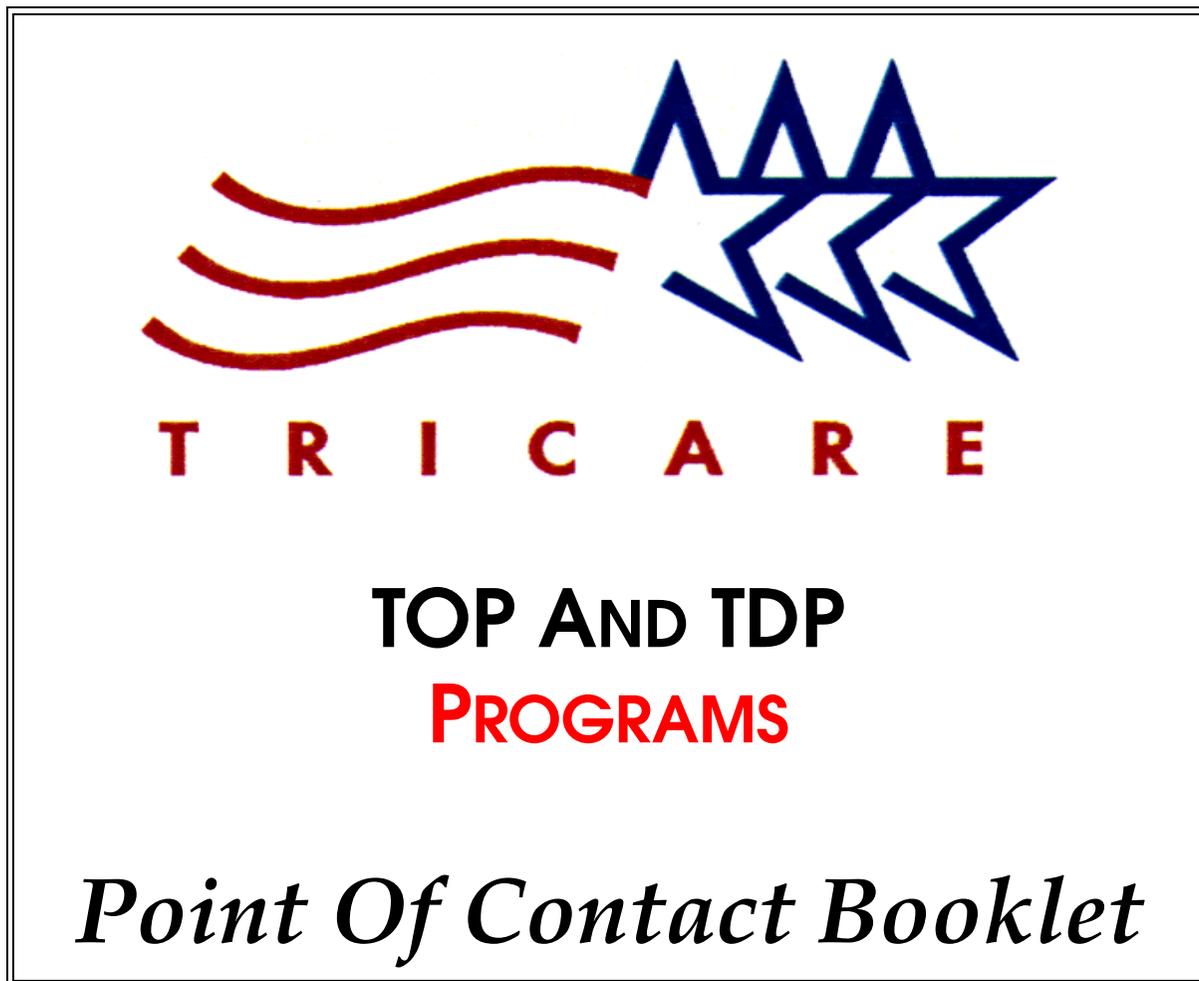
3. Include justification if requesting approval for more than three alternate POCs.

4. (**POC name**) is the TOP point of contact for TOP for the U.S. (**Embassy, Defense Attache' Office or Military Group Office, etc.**) in (**country**) until (**timeframe**).

4. Thank you for your assistance in this matter. If there are any problems with this request, please contact (**POC**) at (**phone number**).

(signature block for Office In Charge (OIC) or Commanding Officer)

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET



AUGUST 2004

**Office Of The Assistant Secretary Of Defense
For Health Affairs**

TRICARE MANAGEMENT ACTIVITY

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

TOP AND TDP POINT OF CONTACT PROGRAM

INTRODUCTION

The Point of Contract (POC) Program for TRICARE Overseas Program (TOP) healthcare claims has been in operation since 1991. The POC Program is designed to provide beneficiaries and host nation providers assistance with filing TRICARE claims for care received in foreign countries. This liaison service is designed to ensure timely overseas claim filing and payment. With the expansion of the POC program to include TRICARE Dental Plan (TDP) claims, beginning May 1999, the Department continues to provide another important tool to ensure beneficiary access to quality host nation healthcare. Oversight and support of a designated POC by the various Uniformed Services Branches is critical to assure the continued success of the POC program.

BACKGROUND

Military family members in foreign countries have had trouble getting medical and dental care from host nation providers for the following reasons:

- Delays in beneficiary/provider filing of TRICARE Overseas Program (TOP) claims;
- Delays in host nation mail service;
- Delays in host nation provider payment by the beneficiary, upon receipt of TOP payment.

To reduce these delays, TRICARE Management Activity (TMA) established a dedicated foreign claims processing department to handle TOP and TDP claims. Each specialized foreign claims processing department has a dedicated staff to process only TOP or TDP claims, dedicated data fax capabilities, and a dedicated post office box for the receipt of TOP or TDP claims and correspondence. TOP/TDP dedicated foreign claims processing departments also have electronic mail capability for receiving TDP correspondence.

Although the volume of TOP and TDP claims is small, the claims receive priority processing. The special handling provided by the dedicated TOP and TDP foreign claims processing departments, combined with the valuable liaison service provided by local designated POCs results in the retention of quality host nation providers to treat the Department's beneficiary population while on overseas assignment.

WHO MAY QUALIFY TO BE A POINT OF CONTACT?

A designated Point of Contact (POC), must be either:

- An Active Duty military member; or
- A civilian employee working for, and under the oversight of, the military/U.S. Government who will be remaining at the same location for a least twelve (12) months.

POC DESIGNATION

POC designation is usually limited to one Primary POC and one or two alternate POCs. Additional alternate POC's maybe designated when justified by the Commanding Officer upon requesting designation.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

Requests for POC designation must be in writing, signed by the POC's Commanding Officer of a foreign base or location, Defense Attache Office (DAO), and Security Assistant Organizations, and must be faxed to (303) 676-3935 or mailed to the TRICARE Management Activity, Chief, Claim Operations Office, 16401 East Centretch Parkway, Aurora CO 80011. The request must include the POC's complete mailing addresses, telephone, and fax numbers, and e-mail address when available, name of the POC, name(s) of the alternate POC(s), justification of the additional alternate POC's, and indication whether the change is new, replacing existing designated POC's or adding POC designation.

TMA POC designation is "purple suited" and not Uniformed Service specific, nor is designation limited to a specific category of TRICARE benefit (i.e., medical, drug, maternity) or for a specific category of TOP beneficiary (ADSM, ADFM, retiree, etc.).

Upon approval, TMA will notify the requestor, the contractors, Overseas Regional Director, via e-mail and/or fax.

DUTIES OF THE POINTS OF CONTACT

Designated POCs must:

- Assist all Uniformed Services TRICARE beneficiaries, and active duty members, regardless of Service affiliation, and host nation providers with completion of and filing TOP and TDP claims with the appropriate claims processor.
- Provide ongoing education to beneficiaries/provider on the TRICARE program benefits and correct claims filing.
 - A. NOT submit claims for care not yet received.
 - B. New claims should NOT be faxed on the contractor's inquiry fax number.
- Develop procedures for the coordination, control and tracking of either faxed or mailed claims from within their areas of responsibility to the appropriate claims processing contractors. This process must include the receipt of and distribution of foreign drafts/U.S. dollar checks/explanation of benefits (EOB) received from the contractors as payment for services rendered by host nation providers.
- Establish and maintain a file for the original claim and all related correspondence faxed to the contractor.
- Provide their **commercial**, not DSN or AUTOVON, telephone, and fax numbers address, including e-mail address, if available, on the TOP claim inquiries fax cover sheet with each fax claim submission. Fax numbers must be available 24 hours.
- Notify TRICARE Management Activity, Chief Claims Operations Office, 16401 E. Centretch Parkway, Aurora, CO 80011 immediately when POC, POC address, commercial phone and fax number change via fax or e-mail.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

- Ensure that Faxed claims are correctly completed, signed, by the patient, or by the parent in the case of a minor, or that the beneficiary signature is on file. Attach a copy of the front and back of the family member ID card when the family member is not enrolled in DEERS unless the family member is a newborn, in which case the claims will be processed normally without an enrollment or ID card requirement. All Philippines claims must be signed by the beneficiary/provider. POCs may not use signature on file for Philippines claims.

NOTE: For active duty member claims, if the active duty member signature is not present on the claim form, the military command must submit a letter of explanation along with the claim prior to the contractor payment.

NOTE: For TDP dental claims, a properly completed "Non-Availability and Referral Form" must accompany the dental claim form, except for non-orthodontic services performed in remote locations. The form must be issued by the enrolled family member's servicing overseas dental treatment facility (ODTF), or the appropriate Overseas Regional Director, or their designee, depending on where the family member lives and the dental services that are performed. The POC *may not* complete this form. The TDP contractor has published a reference guide to assist ODTFs, Overseas Regional Directors and POCs in the management of TDP dental claims. This "Authorization and Referral Manual" documents the proper procedures for the issuance of TDP authorizations, referrals and claims payment processes. This manual takes precedence over any potential conflicting instructions in this publication.

- Attach copies of all related itemized bills (not receipts) with the claim.
- Ensure claims for *adjunctive dental care* are sent to the appropriate TRICARE contractor responsible for processing medical claims and not the TDP contractor.
- Provide the specialized foreign claims processors any additional information that may be required by the contractor(s) to finalize the processing of a claim via fax/email, within 10 calendar days of receipt of the request.
- Shall, when submitting a contractor claims inquiry, refer to the claim number of the claim in question and provide a copy of the TRICARE Explanation of Benefit (TEOB) with the inquiry and/or a copy of the contractor letter that requests additional information. POC's may fax or e-mail inquiries to the claims processing contractor. Each fax inquiry should be accompanied by a completed TOP Inquiry Form that clearly identifies the number of pages in the fax, who to contact about the inquiry, the fax number and phone number.
- Shall allow the overseas claims processing or TDP contractor twenty-one (21) days to respond to a fax inquiry before requesting claim/fax inquiry status. If after 30 days, the POC is not able to resolve the issue with the claims processing contractor, the POC shall contact the appropriate TOP Overseas Regional Director.
- Shall allow the overseas claims processing or TDP contractor for new claims, thirty (30) days to process/pay and mail the claims back to POC. If the POC has not received a claim payment/denial notice from the contractor within thirty (30) days, the POC should follow the inquiry process outlined in this section.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

- Use priority pouch mail for receipt of foreign drafts/U.S. dollar checks/EOBs from the TRICARE contractors.
- Distribute foreign drafts/U.S. dollar checks/EOBs to appropriate sponsors/beneficiaries or host nation providers immediately upon receipt.
- Report unresolved claims problems or issues between the TRICARE contractor and the POC concerning policies or program requirements for:
 - TOP issues first to the appropriate Overseas Regional Director for resolution. If the contractor and the Overseas Regional Director are unable to resolve the issues, the TOP issue should be referred to the TRICARE Management Activity, Chief, Claims Operations Office, 16401 East Centretech Parkway, Aurora, CO 80011.
 - TDP issues to the TRICARE Management Activity, Chief, Special Contract Operations Office, 16401 East Centretech Parkway, Aurora, CO 80011.
- Educate local beneficiaries and host nation providers on the correct procedures for filing their claims.
- Stress the importance of filing claims within 30 days following receipt of TOP or TDP since timely filing ensures prompt payment of care received.
- Submit request for overseas enrollment directly to the appropriate overseas Regional Directors office for assistance.

DUTIES OF THE MANAGED CARE CONTRACTORS

The TOP and TDP dedicated claims processing departments must:

- Assist the TOP and TDP POCs, Uniformed Services, TRICARE beneficiaries, active duty members where appropriate, and host nation providers with information on the completion of and filing of claims with the appropriate claims processor.
- Develop internal procedures for the coordination, control and tracking of faxed or mailed claims from receipt to final processing. This includes, but is not limited to, storage/maintenance of the claim and all related correspondence, microfilming/imaging of claims upon receipt, the issuance of foreign drafts/U.S. dollar checks/EOBs, and development procedures for missing information needed to process the claim to completion.
- Provide a dedicated P.O. box for the receipt of TOP and TDP claims.
- Provide a dedicated fax number for the receipt of POC claims.
- Accept only faxed claims/inquires/information faxed by an officially designated POC or an alternate POC. Electronic mail may also be used for TOP/TDP inquiries/information.
- Verify beneficiary eligibility for TOP or TDP benefits.
 - For TOP claims, a copy of the front and back of the dependent ID card must be sent in with the TOP claim and may be used as eligibility verification by the managed care contractor when the family member is not enrolled in DEERS.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

- For TDP claims, the family member must first be enrolled in DEERS and the TDP, and the sponsor must pay the appropriate premium, before services can be rendered and his/her claims processed. The sponsor should verify on his/her Leave and Earnings Statement (LES) that the correct payroll deduction has been taken. The sponsor is also advised to contact the TDP contractor before receiving services to ensure that the proper enrollment information has been received and to confirm the actual coverage date.
 - Review claims to ensure the beneficiary/provider has provided complete and accurate information prior to submitting claims for processing/payment.
 - Process TOP claims using guidelines in this chapter.
 - Process TDP claims per contract requirements and the guidelines outlined in the "Authorization and Referral Manual".
 - Be able to translate claims submitted in a foreign language.
 - Pay claims using the exchange rate in effect on the last date of service listed on the claim.
 - Make payment as follows:
 - For TOP Claims:
 - Issue foreign currency drafts for TOP claims. Drafts may not be changed to a U.S. dollar check after the managed care contractor has issued a foreign draft.
 - For TDP Claims:
 - Issue foreign currency drafts for TDP claims submitted by providers via POCs.
 - Issue U.S. dollar checks for TDP claims submitted by a sponsor/family member, via POCs. Payment may not be changed to local currency after the U.S. dollar check has been issued.
 - For TOP and TDP Claims:
 - Issue foreign currency drafts for both TOP and TDP claims when the sponsor/family member requests payment in local foreign currency only at the time the claim is submitted.
- NOTE: Foreign drafts are good for 180 days and may be cashed at any time. U.S. dollar checks are good for a limited period of time and must be reissued by the TRICARE contractors upon expiration of the check before the check can be cashed.
- Use priority pouch mail for the mailing of foreign drafts/U.S. dollar checks/EOBs to appropriate sponsors/beneficiaries and/or host nation providers for claims submitted via POCs. The priority pouch mail must be sent using the fastest means available to the POC's location.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

- Report unresolved claims problems or issues between the Overseas Regional Director and the managed care contractor concerning policies or program requirements for:
 - TOP issues to the TRICARE Management Activity, Chief, Claims Operations Office, 16401 East Centretech Parkway, Aurora, CO 80011.
 - TDP issues to the TRICARE Management Activity, Chief, Special Contract Operations Office, 16401 East Centretech Parkway, Aurora, CO 80011.

HELPFUL HINTS

- Make sure the TOP and TDP claim form is completed and signed by the patient or by the parent (or responsible party) in the case of a minor.
- Do not send TOP or TDP claims provided to two different beneficiaries by the same provider on the same claim form. Each beneficiary should file claims on a separate form.
- Remember the TOP claims department processes only healthcare and adjunctive dental claims for services provided in foreign countries and TOP Prime/Standard healthcare provided in the U.S.
- Remember the TDP claims department processes all TDP claims for enrolled family members, regardless of where the service was performed.
- Remember to remind beneficiaries and providers that the TOP and TDP programs do not share the cost of all types of healthcare or dental care. Therefore, TRICARE payment for every service received can't be guaranteed.
- Remember to use the beneficiary's claim number listed on the EOB when making specific claims inquiries to the TOP and TDP contractors.
- Remember to state on the claim form who payment should be made to: Beneficiary or Provider.

NOTE: Do not send a new claim when the first claim has been denied or was processed incorrectly. Contact the appropriate TRICARE contractor for assistance.

SUMMARY

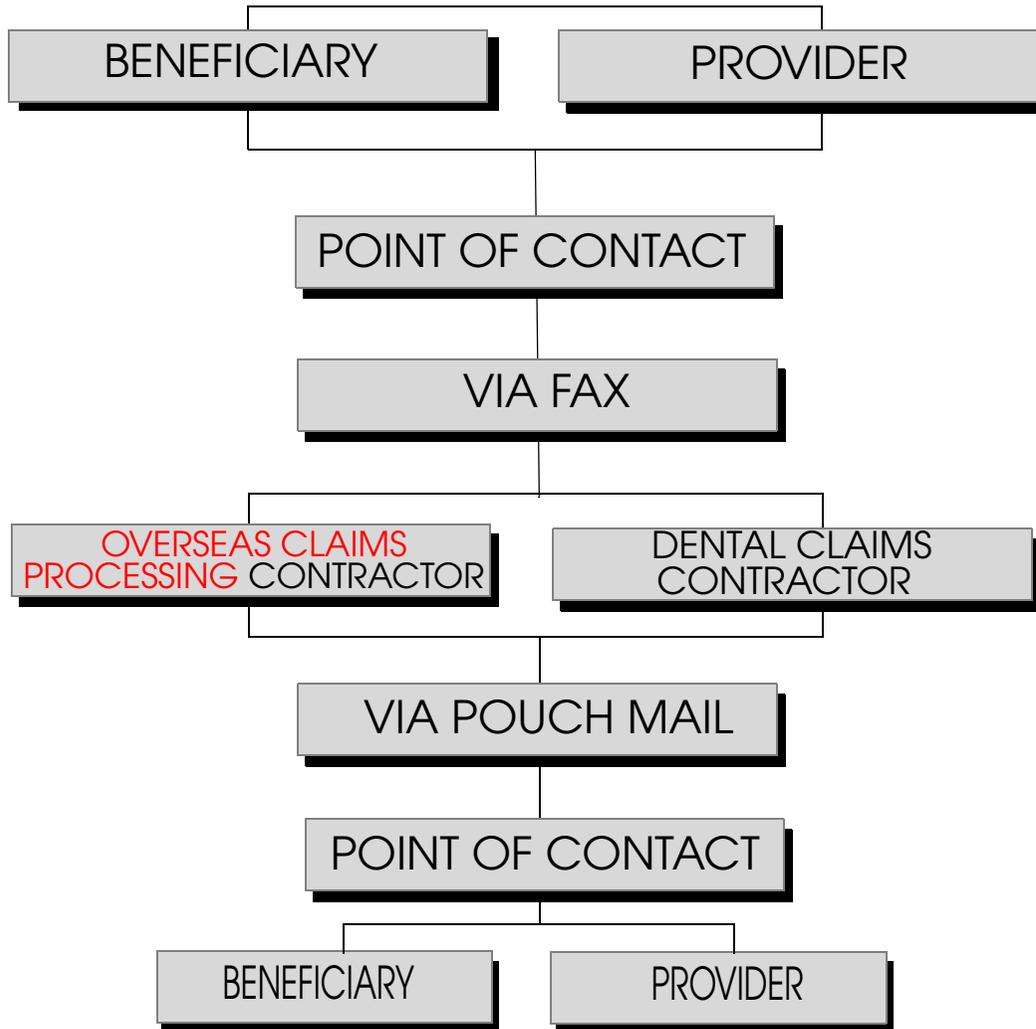
The TRICARE contractors' foreign healthcare and dental claims processing departments can only be effective if the Services designate POCs and the designated POCs understand the TOP and TDP programs and the claims processing requirements. The POC must also communicate with the TRICARE contractors' foreign healthcare and dental claims departments on a regular basis.

Although the POC program is not required for all locations and situations, the use of the POC concept does improve the situation for accessing and ensuring prompt payment to host nation providers in countries that take full advantage of the system.

The attached flowchart summarizes the recommended foreign claims submission process.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

RECOMMENDED FOREIGN CLAIMS METHOD



TOP CLAIM FORMS

TOP claims should be filed on the DD 2642. Copies of each of the claim form is attached. Copies of these claim forms may be found and downloaded on the TMA website at <http://www.tricare.osd.mil>.

Directions for completing the claim form are included on the back of the form. If you need help in filling out the claim form or have questions, please contact either the Overseas Regional Director for your area.

NOTE: If the above form are not available, the TOP managed care contractor may accept any authorized TRICARE claim form current/obsolete.

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FIGURES

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

- PATIENT'S COPY -

1. PATIENT'S NAME (Last, First, Middle Initial)		2. PATIENT'S TELEPHONE NUMBER (Include Area Code) DAYTIME () EVENING ()	
3. PATIENT'S ADDRESS (Street, Apt. No., City, State, and ZIP Code)		4. PATIENT'S RELATIONSHIP TO SPONSOR (X one) <input type="checkbox"/> SLLR <input type="checkbox"/> STEPCCHILD <input type="checkbox"/> SPOUSE <input type="checkbox"/> OIHLR (Specify) <input type="checkbox"/> NATURAL OR ADOPTED CHILD	
5. PATIENT'S DATE OF BIRTH (YYYYMMDD)	6. PATIENT'S SEX (X one) <input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	7. IS PATIENT'S CONDITION (X both if applicable) ACCIDENT RELATED? <input type="checkbox"/> YES <input type="checkbox"/> NO WORK RELATED? <input type="checkbox"/> YES <input type="checkbox"/> NO	
8a. DESCRIBE CONDITION FOR WHICH THE PATIENT RECEIVED TREATMENT, SUPPLIES OR MEDICATION. IF AN INJURY, NOTE HOW IT HAPPENED. REFER TO INSTRUCTIONS BELOW.		8b. WAS PATIENT'S CARE (X one) <input type="checkbox"/> INPATIENT? <input type="checkbox"/> OUTPATIENT? <input type="checkbox"/> DAY SURGERY?	
9. SPONSOR'S NAME (Last, First, Middle Initial)		10. SPONSOR'S SOCIAL SECURITY NUMBER	
11. OTHER HEALTH INSURANCE COVERAGE			
a. Is patient covered by any other health insurance plan or program to include health coverage available through other family members? If yes, check the "Yes" block and complete blocks 11 and 12 (see instructions below). If no, you must check the "No" block and complete block 12. Do not provide CHAMPUS supplemental insurance information, but do report Medicare supplements.			YES NO
b. TYPE OF COVERAGE (Check all that apply)			
<input type="checkbox"/> (1) EMPLOYMENT (Group)	<input type="checkbox"/> (3) MEDICARE	<input type="checkbox"/> (5) MEDICARE SUPPLEMENTAL INSURANCE	
<input type="checkbox"/> (2) PRIVATE (Non Group)	<input type="checkbox"/> (4) STUDENT PLAN	<input type="checkbox"/> (6) OIHLR (Specify)	
c. NAME AND ADDRESS OF OTHER HEALTH INSURANCE (Street, City, State, and ZIP Code)		d. INSURANCE IDENTIFICATION NUMBER	e. INSURANCE EFFECTIVE DATE (YYYYMMDD)
INSURANCE 1			
INSURANCE 2			
12. SIGNATURE OF PATIENT OR AUTHORIZED PERSON CERTIFIES CORRECTNESS OF CLAIM AND AUTHORIZES RELEASE OF MEDICAL OR OIHLR INSURANCE INFORMATION.			
a. SIGNATURE		b. DATE SIGNED (YYYYMMDD)	c. RELATIONSHIP TO PATIENT
HOW TO FILL OUT THE CHAMPUS FORM			
<i>You must attach an itemized bill (see front of form) from your doctor/supplier for CHAMPUS to process this claim.</i>			
1. Enter patient's last name, first name and middle initial as it appears on the military ID Card. Do not use nicknames.		11. By law, you must report if the patient is covered by any other health insurance to include health coverage available through other family members. If the patient has supplemental CHAMPUS insurance, do not report. You must, however, report Medicare supplemental coverage. Block 11 allows space to report two insurance coverages. If there are additional insurances, report the information as required by Block 11 on a separate sheet of paper and attach to the claim.	
2. Enter the patient's daytime telephone number and evening telephone number to include the area code.		NOTE: All other health insurances except Medicaid and CHAMPUS Supplemental plans must pay before CHAMPUS will pay. With the exception of Medicaid and CHAMPUS supplemental plans, you must first submit the claim to the other health insurer and after that insurance has determined their payment, attach the other insurance Explanation of Benefits (EOB) or work sheet to the CHAMPUS claim. The CHAMPUS claims processor cannot process claims until you provide the other health insurance information.	
3. Enter the complete address of the patient's place of residence at the time of service (street number, street name, apartment number, city, state, ZIP Code). Do not use a Post Office Box Number except for Rural Routes and numbers. Do not use an APO/FPO address unless the patient was actually residing overseas when care was provided.		12. The patient or other authorized person must sign the claim. If the patient is under 18 years old, either parent may sign unless the services are confidential and then the patient should sign the claim. If the patient is 18 years or older, but cannot sign the claim, the person who signs must be either the legal guardian, or in the absence of a legal guardian, a spouse or parent of the patient. If other than the patient, the signer should print or type his/her name in Block 12a, and sign the claim. Attach a statement to the claim giving the signer's full name and address, relationship to the patient and the reason the patient is unable to sign. Include documentation of the signer's appointment as legal guardian, or provide your statement that no legal guardian has been appointed. If a power of attorney has been issued, provide a copy.	
4. Check the box to indicate patient's relationship to sponsor. If "Other" is checked, indicate how related to the sponsor; e.g., former spouse.			
5. Enter patient's date of birth (month/day/year).			
6. Check the box for either male or female (patient).			
7. Check box to indicate if patient's condition is accident related, work related or both. If accident or work related, the patient is required to complete DD Form 2527, "Statement of Personal Injury Possible Third Party Liability CHAMPUS." The form may be obtained from the claims processor, Health Benefits Advisor or TRICARE Management Activity.			
8a. Describe patient's condition for which treatment was provided, e.g., broken arm, appendicitis, eye infection. If patient's condition is the result of an injury, report how it happened, e.g., fell or: stairs at work, car accident.			
8b. Check the box to indicate where the care was given.			
9. Enter the Sponsor's last name, first name and middle initial as it appears on the military ID Card. If the sponsor and patient are the same, enter "same."			
10. Enter the Sponsor's Social Security Number (SSN).			

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COPY 1 - PATIENT'S COPY

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FIGURES

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

- PATIENT'S COPY -

<p>CHAMPUS CLAIM PATIENT'S REQUEST FOR MEDICAL PAYMENT</p>	<p><i>Form Approved</i> <i>OMB No. 0720-0006</i> <i>Expires Sep 30, 2002</i></p>
<p>The public reporting burden for this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Department of Defense, Washington Headquarters Services, Directorate for Information Operations and Reports (0704-0188), 1215 Jefferson Davis Highway, Suite 1204, Arlington, VA 22202-4302. Respondents should be aware that notwithstanding any notice provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.</p> <p>PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THIS ADDRESS. RETURN COMPLETED FORM TO THE APPROPRIATE CHAMPUS CLAIMS PROCESSOR. IF YOU DO NOT KNOW WHO YOUR CLAIMS PROCESSOR IS, CONTACT A HEALTH BENEFITS ADVISOR OR TRICARE MANAGEMENT ACTIVITY (303) 676-3400.</p>	
<p>PRIVACY ACT STATEMENT</p>	
<p>AUTHORITY: 44 U.S.C. 3101; 10 U.S.C. 1079 and 1086; 38 U.S.C. 613; E.O. 9397. PRINCIPAL PURPOSE(S): To evaluate eligibility for medical care provided by civilian sources and to issue payment upon establishment of eligibility and determination that the services/supplies received are authorized by law. ROUTINE USE(S): Information from claims and related documents may be given to the Department of Health and Human Services and/or the Department of Transportation consistent with their statutory administrative responsibilities under CHAMPUS; to the Department of Justice for representation of the Secretary of Defense in civil actions; to the Internal Revenue Service and private collection agencies in connection with recoupment claims; and to Congressional offices in response to inquiries made at the request of the person to whom a record pertains. Appropriate disclosures may be made to other federal, state, local, foreign government agencies, private business entities, and individual providers of care, on matters relating to entitlement, claims adjudication, fraud, program abuse, utilization review, quality assurance, peer review, program integrity, third-party liability, coordination of benefits, and civil and criminal litigation related to the operation of CHAMPUS. DISCLOSURE: Voluntary; however, failure to provide information will result in delay in payment or may result in denial of claim.</p>	
<p>IMPORTANT - READ CAREFULLY</p>	
<p>Federal Laws (18 U.S.C. 267 and 1001) provide for criminal penalties for knowingly submitting or making any false, fictitious or fraudulent statement or claim in any matter within the jurisdiction of any department or agency of the United States. Examples of fraud include situations in which ineligible persons knowingly use an unauthorized Identification Card in filing of a CHAMPUS claim; or where providers submit claims for treatment, supplies or equipment not rendered to, or used for CHAMPUS beneficiaries; or where a participating provider bills the beneficiary/patient (or sponsor) for amounts over the CHAMPUS-determined allowable charge; or where a beneficiary/patient (or sponsor) fails to disclose other medical benefits or health insurance coverage.</p>	
<p>INCOMPLETE CLAIM FORMS WILL DELAY PAYMENT</p>	
<p>NONAVAILABILITY STATEMENT REQUIREMENTS: If the patient resides within the catchment area of a Military Treatment Facility (MTF) or Uniformed Services Treatment Facility (USTF) (generally within a 40-mile radius of the MTF or USTF), the patient must obtain a Nonavailability Statement for most inpatient care that is not a bona fide emergency. A Nonavailability Statement is also required for some outpatient procedures. <i>Contact your Health Benefits Advisor for more information. The claims processor will deny your claim if you need a nonavailability statement authorization and do not have one.</i></p>	
<p>ITEMIZED BILL: Ask your provider to complete the HCFA Form 1500 for you. If the provider refuses, complete this form and attach an itemized bill which must be on the provider's billing letterhead. The bill must contain the following information:</p> <ol style="list-style-type: none"> 1. Doctor's or provider's name/address (the one that actually provided your care). If there is more than one provider on the bill, circle his/her name; 2. Date of each service; 3. Place of each service; 4. Description of each surgical or medical service or supply furnished; 5. Charge for each service; 6. The diagnosis should be included on the bill. If not, make sure that you've completed block 8a on the form. <p>DRUGS: All prescriptions require the name of the patient; the name, strength, and quantity of each drug; the prescription number of each drug; the name and address of the pharmacy; and the name and address of the prescribing physician. Billing statements showing only total charges, or canceled checks, or cash register and similar type receipts are not acceptable as itemized statements.</p>	
<p>TIMELY FILING REQUIREMENTS: All claims must be filed no later than one year after the services are provided; or for inpatient care, one year from the date of discharge. Contact a CHAMPUS Health Benefits Advisor or TRICARE Management Activity if you need the name and address of your claims processor. If a claim is returned for additional information, it must be resubmitted by the filing deadline, or within 90 days of the notice -- whichever date is later.</p>	
<p>WHERE TO OBTAIN ADDITIONAL FORMS: You may obtain additional claim forms from your claims processor, the Health Benefits Advisor at the nearest military treatment facility or TRICARE Management Activity, 16401 E. Centrotech Pkwy., Aurora, CO 80011-9043.</p>	
<p>* * * REMINDER * * *</p>	
<p>Before submitting your claim to the claims processor be sure that you have:</p> <ol style="list-style-type: none"> 1. Completed all 12 blocks on the form. <i>If not signed, the claim will be returned.</i> 2. Verified that the sponsor's SSN is correct. 3. Attached your provider's or supplier's bill which specifically identifies the doctor/supplier that provided your care. 4. Attached an Explanation of Benefits if there is other health insurance or Medicare supplemental insurance. 5. Obtained a Nonavailability Statement if required (see information above). 6. Attached DD Form 2527, "Statement of Personal Injury - Possible Third Party Liability CHAMPUS" if accident or work related. See instruction number 7 on reverse side. 7. Ensured that patient's name, sponsor's name and sponsor's SSN are on all attachments. 8. Made a copy of this claim and attachments for your records. 	

DD FORM 2642, NOV 1999

PREVIOUS EDITION IS OBSOLETE.

COPY 1 - PATIENT'S COPY

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

SAMPLE

ATTENDING DENTIST'S STATEMENT							
Check <input type="checkbox"/> Dentist's pre-treatment estimate OR Check <input checked="" type="checkbox"/> Dentist's statement of actual services							
1. Full name Jane J Doe		2. Relationship to patient <input checked="" type="checkbox"/> Spouse <input type="checkbox"/> Parent <input type="checkbox"/> Other		3. Sex <input checked="" type="checkbox"/> M <input type="checkbox"/> F		4. Patient's birthdate Day: 10 Month: 27 Year: 1957	
5. Surname name JAMES T. Doe		6. Branch of service Army		7. Full name (Student, school) Education University, Frankfurt			
8. Sponsor's social security no. 999-99-9999		9. TRICARE dental plan TRICARE Family Member Dental Plan		10. Is patient covered by another dental plan? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		11. Name of dental insurance company Dental Insurance Company	
12. Patient's address (RPO or street, city, country, postal no. zip code) Box 1267 APO AE 01234 (Germany)		13. Dental plan no. 000123450		14. Name and address of dental insurance company Dental Insurance Company 1415 Main Street, Chicago, IL		15. I have reviewed the following treatment plan I authorize release of this information relating to this claim: PATIENT OR PARENT/GUARDIAN SIGN HERE Signature of patient or parent/guardian: _____ Date: 1/5/99	
16. Dental name Dr. Franz Schmidt		17. New top address Kabingstrasse 30 54270 Fürth (Germany)		18. Is treatment result of occupational injury or illness? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		19. Is treatment result of auto accident? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
19. Dental telephone no. (011) 1487-439-465		20. Date of prior placement _____		21. Are any services covered by another plan? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		22. Is treatment for replacement? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
23. Are you a member of the military? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		24. Is treatment for orthodontia? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes		25. Allowance for dental care <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		26. Date of prior placement _____	
27. Examination and treatment plan-50 in order from Tooth no. 1 through Tooth No. 32. Use abating system codes.							
TOOTH NO. OR SURFACE		DESCRIPTION OF SERVICE (INCLUDE SURVIVAL PROPHYLAXIS MATERIALS USED, ETC.)		DATE SERVICE APPROVED (MO, Y, DAY, YR)		FEE (DOLLARS)	
12		Examination		1/5/99		C	
12		Filling on one surface		1/5/99		D	
Note: If the claim form is used as the dentist's bill, then include the following information as shown above: (A) tooth number (B) description of services provided (C) date of service (D) fee charged. (If individual fee service charge is known, please enter. If not known, enter total fee charged.)							
Note: If services are listed on the dentist's bill, attach the bill to this claim. You do not need to complete this section.							
Any person who knowingly falsifies a statement or claim concerning this individual's status or any false, fraudulent, misleading information or service for the purpose of obtaining information concerning any TRICARE program may be guilty of a criminal offense under Federal law and may also be subject to civil penalties. I make, certify that the procedure was conducted by a person who has been so trained. Dentist must sign here unless bill is attached. Complete unless date is on the attached bill.						TOTAL FEE CHARGED 50 DM	

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)**TDP CLAIM FORM**

There are numerous claim forms used to process dental claims. To expedite processing, the Government will utilize the existing stateside U.S. (CONUS) TDP claim form. The following suggestions for filling out the dental claim form will help to minimize problems and reduce delays in claims processing by the managed care contractor. A copy of the dental claim form and a sample of a completed form are also provided.

FILLING OUT A TDP DENTAL CLAIM FORM

Most of the blocks on the dental claim form are self-explanatory (see completed example below). But, there are certain blocks to which special attention should be paid as noted below:

Block above Block 1--If the provider or sponsor/family member wishes to obtain a pre-treatment estimate (or predetermination) of the services they would like performed, they should check the box marked "Dentist's pre-treatment estimate". When a pre-treatment estimate is checked, no dates of service should be listed in Block 27, Examination and Treatment Plan. If the provider or sponsor/family member wishes to submit a claim for the actual services rendered, they should check the box above block 1 marked "Dentist's statement of actual services".

Upper left corner ("Attending Dentist's Statement"): Check the appropriate box to indicate if your claim is for predetermination (estimate of services to be performed) or for services actually received.

Block 1--Only one patient per claim form. But you may attach more than one bill for the same patient. Be sure to use the name as it appears on the patient's ID card--or, for young children, as entered in DEERS.

Block 4--Be sure to enter the patient's birth date here.

Block 5--Indicate if family member is a full time student and, if so, where.

Block 6--The sponsor's nine-digit Social Security Number (SSN) **must** appear on every family member's claim form.

Block 7--Be sure the **Uniformed Services sponsor's** Social Security number is entered.

Block 8--Enter the complete home address of the family member seeking treatment. Indicate APO/FPO or street, city, country and appropriate postal mailing code.

- Be sure to provide the current and complete mailing address to include APO/FPO and/or street, city, country and postal mailing code.

Block 9--Put the sponsor/family member's complete daytime and evening phone numbers in this block so that these parties can be contacted if there is a problem with the claim. Include country and city codes as appropriate.

- Enter the patient's daytime and evening telephone number including applicable city and country codes.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

Signature block immediately under Block 9--This block must be signed and dated by the patient (18 years of age or older) or the parent/guardian if the patient is a minor. Be sure to read the instructions in the TDP Dental Benefit Booklet if someone other than the patient is signing on behalf of the patient.

- Must be signed by the patient, parent or guardian. If the family member is under 18 years old, the parent or guardian must sign the form.

Block 12--If the sponsor/family member has any **other dental insurance** at all, such as a spouse's plan through an employer, check "yes". Give the name and address of the other dental insurance carrier, the insured's social security number, and the other insurance carrier's group number in the space provided. If the sponsor/family member has no other dental plan besides the TDP, check the "no" box.

- Check "No" if the family member has no other dental insurance. If the family member has additional dental insurance, please check "Yes" and include the plan name, SSN, group number, and address of the other carrier.

Signature block immediately under Block 12--This block must be signed and dated by the patient (18 years of age or older) or the parent/guardian if the patient is a minor, if either party wants the provider to receive payment directly ("assignment"). Be sure to read the instructions in the TDP Dental Benefit Booklet if someone other than the patient is signing on behalf of the patient.

- Sign if the family member, parent, or guardian wants to assign payment of benefits to the dentist. This means that the TDP contractor will send payment directly to the dentist.

Block 13--This should be the provider's complete name.

Block 14--This should be the provider's complete mailing address, to include street, city, country and appropriate postal mailing code.

- Enter the dentist's complete mailing address to include street, city, country and postal mailing code.

Block 15--This should be the provider's complete commercial phone number, to include country and city codes.

- Provide the dentist's telephone number including all applicable city and country codes.

Block 16--Provide the dentist's Managed care contractor identification number, if known.

Blocks 17, 18 & 19--Complete based on information available from the provider, beneficiary and/or other information on itemized provider bill.

Blocks 20, 21 and 22--If the problem for which the family member went to the provider is work related or accident related (i.e., occupational illness/injury, auto accident, other injury), check the corresponding "yes" in Blocks 20, 21 or 22. If "yes", please provide a brief description and the date(s) of the incident. The managed care contractor will follow up with some questions to make sure that worker's compensation or other insurance helps pay the bills.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

Blocks 24 and 25--Answer only if the service is for a prosthetic device. Check with the provider for this information.

Block 26--Indicate "yes" if treatment is for orthodontics. If "yes", insert the date the orthodontic appliance was inserted and the expected length of the overall orthodontic treatment plan. Check with the sponsor/family member or provider for this information.

Block 27--From the provider's itemized bill or other available information, provide as much detail to indicate the service(s) that was ordered, performed or prescribed, the specific tooth/teeth treated, and the date(s) of service. Match services with specific tooth numbers to the greatest extent possible. For each service listed, provide the condition for which the patient received treatment and/or the procedure that was performed (attach additional pages as necessary), and the provider's fee that is being charged for each service.

- Provide a detailed description of the services performed including applicable tooth number(s), the date of service, and the fee charged. If services and fees are listed on the dentist's bill, attach the bill to this claim form. In this case, you do not need to duplicate the information in this section.

Signature block immediately under Block 27--This block must be signed and dated by the provider.

- Bottom left corner--The dentist must sign and date here if this claim form is used solely as the dentist's bill. If a bill is submitted with the claim form, and the bill clearly identifies the dentist, the dentist's signature is not required.

NOTE: A "Non-Availability and Referral Form" must accompany the claim form and provider's itemized bill for all dental care from non-remote countries and for orthodontic care from remote countries (see the Overseas TDP Authorization and Referral Manual for further information). This form is issued by the family member's servicing ODTF or the appropriate Overseas Regional Director or designee, depending on where the family member lives and the services that are performed.

FIGURE 12-12.2-11 TOP AND TDP POINT OF CONTACT PROGRAM BOOKLET (CONTINUED)

General Instructions

- Submit a separate claim form for each family member who receives treatment.
- All claim forms should be submitted to the overseas claims processing or TDP contractor as soon as possible after the service date, preferably within 60 days of the date of service. Claims postmarked more than 12 months after the date of service will be denied.
- The family member must sign the appropriate sections of the claim form. If the family member is under 18 years old, the parent or guardian must sign the form.
- If you receive care in a non-remote country, submit a completed copy of this claim form along with a valid Non-Availability and Referral Form and the provider's bill to the address on the front of this form.
- For orthodontic care in remote countries, submit a completed copy of this claim form along with a valid Nonavailability and Referral Form and the provider's bill to the address on the front of this form. For nonorthodontic care, only the completed claim form and the provider's bill is required.

Remember

You must submit the following information:

- 1) A completed claim form.
- 2) The dentist's bill (if the claim form is not used solely as the bill).
- 3) A Non-Availability and Referral Form (except for non-orthodontic care in remote locations).

If all necessary information is not included, your claim will be denied.

FIGURE 12-12.2-12 **TRICARE GLOBAL REMOTE OVERSEAS (TGRO) CONTRACTOR PROVIDER CERTIFICATION REQUEST LETTER**



(Sample **TGRO** Contractor Provider Certification Request Letter)

Dear Provider:

(Insert MCSC name), your TRICARE claims processor has received a claim for services provided by you.

You are not currently listed with us as a TRICARE authorized/credentialed provider. To complete processing of your claim, you must request to be an authorized/credentialed TRICARE provider. So that we may complete the processing of your claim, please complete the attached TRICARE Provider Application including copies of your current license(s). Unless we receive the requested license(s)/credentials the claim will be denied.

Please return the completed application with copies of your license(s)/credentials to:

(Insert TGRO Contractor Name and Address)

Sincerely,

(Insert TGRO Contractor Name)

FIGURE 12-12.2-13 TRICARE GLOBAL REMOTE OVERSEAS (TGRO) CONTRACTOR TRICARE PROVIDER APPLICATION



(Sample TGRO Contractor Provider Application)

TRICARE PROVIDER APPLICATION

1) Check one that applies:

- Physician Non Physician Institutional

2) Name _____ Telephone # _____
Medical Speciality _____ Fax # _____

3) Are you in a: (please check one)

- Group Practice Solo Practice Both

4) Office Location (Street Address): _____ Office Mailing Address (if different): _____

5) Group Location (Street Address): _____ Office Mailing Address (if different): _____

6) Please Provide:
Medical License # _____ Business License # _____
Date Issued _____ Date Issued _____
Date Expired _____ Date Expired _____
Issuing Country _____ Issuing Country _____

7) Please attach to this form, copies of:
• Current Medical Licenses
• Current Business Licenses

8) Provide Signature _____ Date of Application _____

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CHAPTER 12, SECTION 12.2

FIGURES

FIGURE 12-12.2-14 TRICARE OVERSEAS REMOTE DMIS-ID BY REGION

TRICARE EUROPE			TRICARE EUROPE		
DMIS -ID	COUNTRY	FACILITY CITY	DMIS -ID	COUNTRY	FACILITY CITY
6700	Germany	TRICARE Europe Off	6746	Djibouti	Djibouti
6701	Greece	Araxos	6747	Egypt	Cairo
6702	Belgium	Glons	6748	Guinea, Equitorial	Malabo
6703	Belgium	Klein-Brogel	6749	Eritrea	Asmara
6704	Bosnia	Tuzla	6750	Estonia	Tallinn
6705	Croatia	Zagreb	6751	Ethiopia	Addis Adaba
6706	France	Istres	6752	Finland	Helsinki
6707	Germany	Buechel	6753	France	Paris
6708	Germany	Kalkar	6754	Gabon	Libreville
6709	Greenland	Thule	6755	Gambia	Banjul
6710	Hungary	Taszar	6756	Georgia	Tbilisi
6711	Italy	Ghedi	6757	Germany	Berlin
6712	Norway	Stavenger	6758	Ghana	Accra
6713	Oman	Muscat	6759	Greece	Athens
6714	Spain	Moron	6760	Greece	Larissa
6715	United Kingdom	Ascencion	6761	Guinea	Conakry
6716	United Kingdom	Feltwell	6762	Guinea	Bissau
6717	United Kingdom	Fylingdales	6763	Holy See	Vatican City
6718	United Kingdom	Oakhanger	6764	Hungary	Budapest
6729	Afghanistan	Kabul	6765	Iceland	Reykjavik
6720	Albania	Tirana	6766	Iran	Tehran
6721	Algeria	Algiers	6767	Iraq	Baghdad
6722	Andorra, Spain	Andorra La Vella	6768	Ireland	Dublin
6723	Angola	Luanda	6769	Israel	Tel Aviv
6724	Armenia	Yerevan	6770	Italy	Rome
6725	Austria	Vienna	6771	Jordan	Amman
6726	Azerbaijan	Baku	6772	Kazakhstan	Almaty
6727	Belarus	Minsk	6773	Kenya	Nairobi
6728	Belgium	Brussels	6774	Kuwait	Kuwait City
6729	Benin	Porto-Novo & Cotonou	6775	Kyrgyzstan	Bishkek
6730	Bosnia	Sarajevo	6776	Latvia	Riga
6731	Botswana	Gaborone	6777	Lebanon	Beirut
6732	Bulgaria	Sofia	6778	Lesotho	Maseru
6733	Berkina Faso	Ouagadougou	6779	Liberia	Monrovia
6734	Burundi	Bujumbura	6780	Libya	Tripoli
6735	Cameroon	Yaounde	6781	Liechtenstein	Vaduz
6736	Cape Verde	Praia	6782	Lithuania	Vilnius
6737	Bangui	Bangui	6783	Luxembourg	Luxembourg
6738	Chad	N'djamena	6784	Macedonia	Skopje
6739	Congo, Republic of	Brazzaville	6785	Malawi	Lilongwe
6740	Ivory Coast	Abidjan	6786	Mali	Bamako
6741	Croatia	Zagreb	6787	Malta	Valetta
6742	Cyprus	Nicosia	6788	Mauritania	Nouakchott
6743	Czech Republic	Prague	6789	Moldova	Chisinau
6744	Congo	Kinshasa	6790	Monaco	Monte Carlo
6745	Denmark	Copenhagen	6791	Morocco	Rabat

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FIGURES

FIGURE 12-12.2-14 TRICARE OVERSEAS REMOTE DMIS-ID BY REGION (CONTINUED)

TRICARE EUROPE			TRICARE EUROPE		
DMIS -ID	COUNTRY	FACILITY CITY	DMIS -ID	COUNTRY	FACILITY CITY
6792	Mozambique	Maputo	6838	Cyprus	Nicosia
6793	Namibia	Windhoek	6839	Egypt	Cairo
6794	Netherlands	The Hague	6840	Egypt	Cairo
6795	Netherlands	AF North	6841	Egypt	Cairo
6796	Netherlands	Vokel	6842	Germany	Frankfurt
6797	Niger	Niamey	6843	Israel	Jerusalem
6798	Nigeria	Lagos	6844	Kenya	Nairobi
6799	Norway	Oslo	6845	Kuwait	Kuwait City
6800	Oman	Muscat	6846	Netherlands	Amsterdam
6801	Pakistan	Islamabad	6847	Oman	Muscat
6802	Poland	Warsaw	6848	Pakistan	Karachi
6803	Portugal	Lisbon	6849	Pakistan	Lahore
6804	Portugal	Lisbon	6850	Pakistan	Peshawar
6805	Qatar	Doha	6851	Poland	Krakov
6806	Romania	Bucharest	6852	Russia	Vladivostok
6807	Russia	Moscow	6853	Russia	Yekaterinburg
6808	Rwanda	Kigali	6854	Saudi Arabia	Jeddah
6809	San Marino	San Marino	6855	South Africa	Pretoria
6810	Senegal	Dakar	6856	Switzerland	Geneva
6811	Kosovo	Belgrade (Pristina)	6857	Bahrain	Manama
6812	Seychelles	Victoria	6858	Denmark	Faroe Island
6813	Sierra Leone	Freetown	6859	Denmark	Karup
6814	Slovakia	Bratislava	6860	France	Bassas da India (Reunion)
6815	Slovenia	Ljubljana	6861	France	Ile Europe (Reunion)
6816	Somalia	Mogadishu	6862	France	St Pierre & Miquelon
6817	South Africa	Pretoria	6863	Germany	Bonn
6818	Spain	Madrid	6864	Iran	Kigah
6829	Spain	Madrid	6865	Norway	Bouvet Island
6820	Sudan	Khartoum	6866	Norway	Svalbard
6821	Swaziland	Mbabane	6867	Oman	Masirah Island
6822	Sweden	Stockholm	6868	Saudi Arabia	Al Kharj
6823	Switzerland	Bern	6869	Saudi Arabia	Hofuf
6824	Switzerland	Geneva	6870	Saudi Arabia	Jabail
6825	Syria	Damascus	6871	Saudi Arabia	Khamis
6826	Tajikistan	Dushanbe	6872	Saudi Arabia	Tabuk
6827	Tanzania	Dar Es Salaam	6873	Saudi Arabia	Taif
6828	Togo	Lome'	6874	Turkey	Adana
6829	Tunisia	Tunis	6875	Turkey	Istanbul
6830	Turkmenistan	Ashgabat	6876	United Arab Emirates	UAE
6831	United Arab Emirates	Abu Dahbi	6877	United Kingdom	Gibraltar
6832	Uganda	Kampala	6878	United Kingdom	Guernsey
6833	Ukraine	Kiev	6879	United Kingdom	Isle of Man
6834	Uzbekistan	Tashkent	6880	United Kingdom	Jersey
6835	Yemen	Sanaa	6881	United Kingdom	St Helena
6836	Zambia	Lusaka			
6837	Zimbabwe	Harare			

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FIGURES

FIGURE 12-12.2-14 TRICARE OVERSEAS REMOTE DMIS-ID BY REGION (CONTINUED)

TRICARE PACIFIC		TRICARE LATIN AMERICA, CANADA, & CARIBBEAN BASIN	
DMIS-ID	COUNTRY	DMIS-ID	COUNTRY
0983	Other Pacific, defined as "Other Pacific" used for any Pacific area or U.S. Territory or Possession that does not have it's own DMIS-ID. Currently this includes, American Samoa, Northern Mariana Islands, Federated States of Micronesia, Palau, Marshall Islands, and Wake Island.	0970	Antigua
		0972	Argentina
		0970	Aruba
		0970	Bahamas AUTECH
		0970	Bahamas
		0970	Barbados
		0971	Belize
		0972	Bolivia
		0972	Brazil
		0972	Chile
		0971	Costa Rica
		0972	Colombia
		0970	Dominica
		0970	Dominican Republic
		0972	Ecuador
		0971	El Salvador
		0971	Guatemala
		0972	Guyana
		0970	Haiti
		0971	Honduras
		0971	Honduras Embassy
		0970	Jamaica
		0971	Mexico
		0970	Netherlands Antilles
		0971	Nicaragua
		0971	Panama
		0972	Paraguay
		0972	Peru
		0972	Suriname
		0970	Trinidad & Tobago
		0972	Uruguay
		0975	U.S. Virgin Islands
		0972	Venezuela
		NON-MTF REMOTE LOCATIONS NOT UNDER ISOS CONTRACT	
		0969	Canada
		0953	Remote Puerto Rico

