

TRICARE OVERSEAS PROGRAM (TOP) - HEALTH CARE FINDERS (HCF)

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I. DESCRIPTION

The TRICARE Overseas Program (TOP) Health Care Finder (HCF), or in remote overseas areas call center functions, are an administrative activity established by the Overseas Area Director. Overseas HCF functions are performed by either overseas MTF designated personnel, Overseas Area Director contracts, or in overseas remote areas by the **TRICARE Global Remote Overseas (TGRO) healthcare contractor/Puerto Rico Contractor (PRC)**. For additional information on **TGRO** call center functions, selections, qualifications and referral processes and authorization requirements, contact the appropriate Overseas Area Director.

II. POLICY

A. The HCFs, or in remote overseas locations the call centers, are responsible for facilitating referrals for specialty health care and for authorizing certain health care services. Additionally, HCFs shall inform beneficiaries of access mechanisms, referral procedures, and rules regarding use of host nation TOP network/non-network providers. They shall also improve patient continuity of care by establishing mechanisms to facilitate necessary consultations, follow-up appointments and the sharing of medical records. The TOP HCFs will serve all Military Health System (MHS) beneficiaries in the region, including Medicare eligibles, regardless of their enrollment status. TOP Prime in overseas remote locations are only required to facilitate referrals or provide authorization for services to eligible beneficiaries as defined in [Chapter 12, Section 1.1, paragraph VII.B](#).

B. The TOP HCF is responsible for the following functions:

1. Referrals--The TOP Overseas Area Director and/or MTF Commander is required to ensure optimal use of Military Treatment Facilities (MTFs) and to foster coordination of all care delivered in the civilian sector and care referred to and from the MTF. The TOP HCF is the primary mechanism for achieving these objectives. The referral services of the TOP HCF are primarily to ensure access to care for enrolled beneficiaries, but the TOP HCF is also available to assist non-enrollees in finding network/non-network host nation providers. Under the **TGRO/PRC**, the contractor is only required to assist TOP Prime enrolled ADSMs and ADFMs in remote overseas locations and ADSM who are on temporary duty (TAD/TDY) in an authorized leave status and/or deployed personnel in an overseas remote location. For TOP Prime enrollees, the referral is generally initiated by the beneficiary's

Primary Care Manager (PCM). The PCM or beneficiary contacts the TOP HCF for assistance in locating an appropriate provider and to obtain authorization for the care.

2. Authorizations--The TOP HCF will authorize care for TOP Prime enrollees. Most health care received from other than the beneficiary's primary care manager must be authorized by the TOP HCF (see Chapter 12, Section 2.1). In overseas remote locations care authorizations are not required for TOP Prime enrollees.

3. Care subject to a PCM referral/authorization may receive a clinical review and authorization.

4. If a TOP Prime enrollee receives care that was not authorized by the Overseas Area Director or designee, the care may be covered under the TOP Point of Service option, with Point of Service deductibles and cost-shares. The care must also be otherwise covered.

5. Nonavailability Statements (called Care Authorizations Overseas)--In some TOP regions, the Overseas Area Director may delegate to the HCF the responsibility for issuing care authorization's.

C. Qualifications--HCF staff who perform authorization functions and/or such administrative functions as appointment scheduling, etc., must have training or experience that qualifies them for the duties of the position.

D. To the extent possible, the TOP Overseas Area Director or designee will ensure the TOP HCF functions are made available in each designated TOP Service Center and the service center is sufficiently staffed. Additionally, TOP HCF services must be made available through an accessible toll-free 800 number staffed 24 hours per day with qualified TOP HCFs.

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