

# TRICARE in Europe

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## Heidelberg Military Health Care During Deployment

MAJ Matt Burns

Heidelberg MEDDAC

DSN 371-3052

COMM 06221-17-3052

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# Overview

- Overview of how your TRICARE health plan works
- Heidelberg Specific Information
- Important TRICARE Reminders for deployments
- Take HANDOUTS



# Heidelberg Hospital Services

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- Heidelberg Hospital Clinics include:

Family Practice Clinic

Pediatrics

Internal Medicine

Optometry

Dermatology

Social Work

Teen Clinic

OB/GYN

Orthopedics

General Surgery

Ophthalmology

Psychiatry/Psychology

Preventive Medicine

Wellness Center

EFMP/EDIS



# TRICARE Access Standards

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- Priority for appointments given to Prime enrollees
- Access Standards
  - Acute (serious) illness: 24 hours
  - Routine: 1 week
  - Preventive health visit: 4 weeks
  - Specialty referral: 24-48 hours for urgent care; 4 weeks for routine care



# Heidelberg Hospital Access

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- Central Appointments  
DSN 371-2622  
Commercial 06221-17-2622
- TOL (TRICARE On-Line) for PRIME and PLUS  
<https://www.tricareonline.com/>
- Use of the Emergency Room
  - Triage based
  - Last resort for routine care



# Heidelberg Hospital Access

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- No shows average about 10% at hospital clinics
- Approximately 950 appointments per month
- Automated Appointment Cancellation Line  
Toll Free 0800-914-6133 or  
Commercial 06221-375-933
- Or call Central Appointments  
DSN 371-2622  
Commercial 06221-17-2622



# Health Care Information Line

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- 24 hours a day, 7 days a week
- Offers guidance on health and wellness matters
- Staffed by Registered Nurses
  - Determines if a condition is of an emergency nature
- Audio Health Library
- Toll-free from Germany 0800-825-1600
- Web site:  
<http://www.hcil-online.com/tricare-europe/>



# Host Nation Care

- Routine care should be delivered by Military PCM
- Care on the economy
  - In case of emergency - Go to nearest medical facility capable of handling your emergency
  - In ALL other cases, Prime beneficiaries **MUST** have a referral for authorized service
  - Referral given if military can not meet medical need
- Preferred Provider Network
- Care must be Covered and Authorized benefits
- Contact TSC for Claims Form



# Out of Area Care

- TRICARE Europe Fact Sheets on Traveling with Prime and Claims or TRICARE websites
- Carry your TRICARE Europe credentials
  - TRICARE Europe Passport
  - Provide billing address to provider for TRICARE Europe claims
  - Payment issues
- Keep all receipts and other documentation
- Always contact your TRICARE Service Center when you return



# Filing claims

- Claims are filed when a beneficiary sees a provider in a civilian facility
- Exact process differs in each situation
  - Provider will file in some cases, in others, the beneficiary is responsible to determine
- TRICARE is always the last payer after OHI
- Need signed Claims form for family members
- Debt Collection Assistance Program
- Work closely with TRICARE Service Center



# TRICARE Dental Program

## Features

- Similar to the stateside dental insurance program
- Augments care provided by military dental clinic
  - Must obtain non-availability statements from military dentist if required
  - Must use designated providers
- Enrollment
  - United Concordia Companies Inc. (UCCI)
  - Not mandatory nor automatic
  - \*\* Enroll/Disenroll is for 12 months minimum
  - <http://www.ucci.com> (1-888-418-0466)  
toll free only if used with ATT or other access code (0-800-2255-288)



# TRICARE Dental Program

## To enroll or not to enroll

- Decision should be based on your family's unique needs, situation, and requirements
  - Ease of obtaining care at your nearest dental treatment facility
  - Frequent trips back to the US
  - Family members residing in the US
- Bottom line: It's a personal choice
- For more information on available services or TDP, see your dental clinic
- TRICARE Europe Dental Program POC  
DSN 496-6358 or Commercial 06302-67-6358



# Heidelberg Military Community

## TRICARE Service Center

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- **Shopping Center ITC or at the Hospital**
- **One stop shopping for**
  - Enrollment
  - PCM assignment
  - Routine and specialty appointments
  - Referrals (within MHS and host-nation providers)
  - Translations
  - Care authorizations
  - Claims processing
  - Dispute resolution



# Heidelberg Military Community

## TRICARE Service Center

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- **Health Benefits Advisors**  
DSN 371-2363/2362  
Commercial 06221-17-2363/2362
- **Patient Liaison**  
DSN 371-2474/2881  
Commercial 06221-17-2474/2881
- **Patient Representative**  
DSN 371-2666/2751  
Commercial 06221-17-2666/2751



# Heidelberg Military Community

## Other Information

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- **Hospital Dental Clinic**  
DSN 371-2728 Commercial 06221-17-2728
- **PHV Dental Clinic**  
DSN 338-9500 Commercial 06221-388-9500
- **Mannheim TSC**  
DSN 380-4708 Commercial 0621-730-4708



# Websites for TRICARE Europe

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- **TRICARE**

<http://tricare.osd.mil/>

- **TRICARE Europe website**

<http://webserver.europe.tricare.osd.mil/>

- **ERMC website**

<http://www.healthcare.hqusareur.army.mil/>

- **Hospital website**

<http://www.heidelberg.healthcare.hqusareur.army.mil/hmeddac.htm>



# Reminders for Deployments

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- **Take Handouts and create information folder**
- **Possible Impact on Military Treatment Facilities**
  - **Potential loss of staff to deploying units**
  - **Still provide care based on Access standards**
- **Traveling/Visiting/Relocating**
  - **Remember claims sent to TRICARE Europe processor**
  - **Enrollment issues for long stays or moving**
  - **Different Region = Different rules**



# Reminders for Deployments

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- **Ensure DEERS and CHCS Demographics updated**
- **Visitors Coming to Europe may not be authorized care at military facilities – may need private insurance**
- **Single parents make TRICARE information part of Family Readiness Plan**



Questions?

MAJ Matt Burns

371-3052

06221-17-3052