

Health Care for Foreign Force Members and Their Families



ELIGIBILITY & REGISTRATION

- ❑ Foreign Force Members (FFM) and their families must complete in-processing with the Defense Enrollment Eligibility Reporting System (DEERS) prior to Military Treatment Facility (MTF) registration.
- ❑ After DEERS is updated, proceed to the MTF for registration into Genesis (electronic health system)
 - Must be completed at the Medical Records Office in Bldg 725
 - Please have your orders and all DEERS issued ID cards.
- ❑ **Do NOT call and register with TRICARE;** you are a Participant not an Enrollee.

FOREIGN FORCE MEMBER

Outpatient Care	Inpatient Care
☐ Schedule an appointment at the MTF by calling the Care Line; 719-524-2273 • Routine Care Option 1 • Urgent Care Option 3 ☐ Care Line's system will not show an assigned provider • Identify yourself as Foreign Military ☐ A doctor's order is required for ALL Ancillary Services. ☐ Specialty care both on and off base require a referral. ☐ DO NOT seek medical services off base until your referral is authorized AND approved • Authorization and approval will generate a TRICARE Approval Letter	☐ Will require a referral to Evan's Army Hospital at Ft. Carson • Follow the specialty clinic/treating physician's directions for admission ☐ Inpatient care outside of an MTF is not covered by TRICARE. • Payment will need to be coordinated with your embassy.

FOREIGN FORCE FAMILY MEMBER

Outpatient Care	Inpatient Care
☐ Schedule an appointment at the MTF by calling the Care Line; 719-524-2273 • Routine Care Option 1 • Urgent Care Option 3 ☐ Care Line's system will not show an assigned provider • Identify yourself as Foreign Military Dependent ☐ A doctor's order is required for ALL Ancillary Services. ☐ Specialty care on base requires a referral, off base does not require a referral. ☐ Family members DON'T need a referral and may choose to seek care directly from any <u>TRICARE-authorized provider</u> under their TRICARE Select benefit	☐ Will require a referral to Evan's Army Hospital at Ft. Carson • Follow the specialty clinic/treating physician's directions for admission ☐ Inpatient care outside of an MTF is not covered by TRICARE. • Payment will need to be coordinated Other Health Insurer Allianz Global

PROBLEMS UNIQUE TO OUR FOREIGN MILITARY

Accessing MTF Care

- ❑ Staff/Operators not recognizing foreign military are eligible for the same care as U.S. ADSMs and ADFMs
 - The health care delivery plan codes for coverage are:
 - 011 Reimbursable Direct Care for DoD Affiliates (CONUS Only)
 - 012 Reimbursable Civilian Coverage for DoD Affiliates (CONUS Only)

Referrals

- ❑ Only needed for the FFM when requested specialty care is not available through the MTF.
 - It will make the process easier with the off-base provider if you take a printed copy of your referral and TRICARE authorized letter with you.
 - They may not understand that you have TRICARE coverage, you can always refer them to me to confirm 719-556-1016.

PROBLEMS UNIQUE TO OUR FOREIGN MILITARY (CONT'D)

Claims Issues

- ☐ Denied for not being eligible for care
 - Was the foreign military family updated in DEERS properly?
 - Was the correct DoD Benefits Number (DBN) or Sponsor Foreign Identification Number (FIN) used?

- ☐ Civilian providers unfamiliar with foreign military and their benefits
 - Unwilling to see family members due to not being identified as “TRICARE Select” when checking eligibility
 - Benefits Number on back of ID Card

PHARMACY OPTIONS

- ☐ FF Members and family members can fill prescriptions at the military pharmacy
- ☐ NATO family members have the option to fill prescriptions at a civilian retail pharmacy or use the TRICARE Home Delivery services

DENTAL COVERAGE ---- FOREIGN FORCE MEMBER

Foreign force members receive dental care from the military dental treatment facility (DTF)

- ☐ Covered dental care focuses on function
 - Elective and cosmetic dental care is not approved
- ☐ Civilian dental care is only covered if the FFM is referred out by the military DTF
 - Coordination for civilian dental care services can be requested by the military dental treatment facility or the Active-Duty Dental Program Contractor
 - **Civilian dental services without a referral will be the financial responsibility of the FFM**

DENTAL COVERAGE ---- FOREIGN FORCE FAMILY MEMBER

- ❑ Family members are unable to receive dental care at Peterson Military DTF as there is no space available.
- ❑ FF Family members must contact Canada Life to coordinate dental care
- ❑ Family members are not eligible for civilian dental coverage under the TRICARE Dental Program
 - If civilian dental services are used the costs will be the financial responsibility of the FF Family member

RESOURCES

- Milconnect
 - Update demographics and view eligibility
 - <https://milconnect.dmdc.osd.mil>

- Canada Life
 - 1-855-415-4414

—TRICARE West

- TRIWEST Healthcare Alliance
- 888-874-9378
- <https://tricare.triwest.com>

LOOKING FOR MORE INFORMATION?

☐ Benefits Counselors (BCACs)

- Mrs. Karen Martin
 - karen.l.martin8.civ@health.mil
 - 719-556-1016
- SSgt Jocelyn McVay
 - jocelyn.l.mcvay.mil@health.mil
 - 719-556-5005

☐ Military Dental Treatment Facility

- 719-556-1333

☐ Military Pharmacy

- 719-556-6200
- www.tricare.mil/militarypharmacy