

# Health Care for Foreign Force Members and Their Families



# ELIGIBILITY & REGISTRATION

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- ❑ 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
<ul style="list-style-type: none"><li><input type="checkbox"/> Schedule an appointment at the MTF by calling the Care Line; 719-524-2273<ul style="list-style-type: none"><li>Routine Care Option 1</li><li>Urgent Care Option 3</li></ul></li><li><input type="checkbox"/> Care Line's system will not show an assigned provider<ul style="list-style-type: none"><li>Identify yourself as Foreign Military</li></ul></li><li><input type="checkbox"/> A doctor's order is required for ALL Ancillary Services.</li><li><input type="checkbox"/> Specialty care both on and off base require a referral.</li><li><input type="checkbox"/> <b>DO NOT seek medical services off base until your referral is authorized AND approved</b><ul style="list-style-type: none"><li>Authorization and approval will generate a TRICARE Approval Letter</li></ul></li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Will require a referral to Evan's Army Hospital at Ft. Carson<ul style="list-style-type: none"><li>Follow the specialty clinic/treating physician's directions for admission</li></ul></li><li><input type="checkbox"/> Inpatient care outside of an MTF is not covered by TRICARE.<ul style="list-style-type: none"><li>Payment will need to be coordinated with your embassy.</li></ul></li></ul>

# FOREIGN FORCE FAMILY MEMBER

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Outpatient Care	Inpatient Care
<ul style="list-style-type: none"><li><input type="checkbox"/> Schedule an appointment at the MTF by calling the Care Line; 719-524-2273<ul style="list-style-type: none"><li>• Routine Care Option 1</li><li>• Urgent Care Option 3</li></ul></li><li><input type="checkbox"/> Care Line's system will not show an assigned provider<ul style="list-style-type: none"><li>• Identify yourself as Foreign Military Dependent</li></ul></li><li><input type="checkbox"/> A doctor's order is required for ALL Ancillary Services.</li><li><input type="checkbox"/> Specialty care on base requires a referral, off base does not require a referral.</li><li><input type="checkbox"/> Family members <b>DON'T</b> need a referral and may choose to seek care directly from any <b><u>TRICARE-authorized provider</u></b> under their TRICARE Select benefit</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Will require a referral to Evan's Army Hospital at Ft. Carson<ul style="list-style-type: none"><li>• Follow the specialty clinic/treating physician's directions for admission</li></ul></li><li><input type="checkbox"/> Inpatient care outside of an MTF is not covered by TRICARE.<ul style="list-style-type: none"><li>• Payment will need to be coordinated Other Health Insurer Allianz Global</li></ul></li></ul>

# PROBLEMS UNIQUE TO OUR FOREIGN MILITARY

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## 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)

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## 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

# PHARMACY OPTIONS

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- ☐ 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**

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### **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

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- ❑ 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

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- 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?

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## ☐ Benefits Counselors (BCACs)

- Mrs. Karen Martin
  - [karen.l.martin8.civ@health.mil](mailto:karen.l.martin8.civ@health.mil)
  - 719-556-1016
- SSgt Jocelyn McVay
  - [jocelyn.l.mcvay.mil@health.mil](mailto:jocelyn.l.mcvay.mil@health.mil)
  - 719-556-5005
- SrA Cadence Dixon
  - [Cadence.a.Dixon.mil@health.mil](mailto:Cadence.a.Dixon.mil@health.mil)
  - 719-556-4267

## ☐ Military Dental Treatment Facility

- 719-556-1333

## ☐ Military Pharmacy

- 719-556-6200
- [www.tricare.mil/militarypharmacy](http://www.tricare.mil/militarypharmacy)