



DEPARTMENT OF DEFENSE
TRICARE AREA OFFICE-Pacific
Bldg 6060, Camp Lester, Okinawa, Japan

August 1, 2008

Dear Provider:

Thank you for treating our **TRICARE** beneficiaries. Ensuring high quality health care for our beneficiaries is of paramount importance. Our TRICARE team appreciates your willingness to deliver professional services to our beneficiaries and we welcome your continued association.

In addition to conveying our thanks, I'm also taking this opportunity to highlight some differences in TRICARE coverage between our **Active Duty** military members (and their dependents), and our **Retiree** beneficiaries (and their dependents). Whilst the term "**TRICARE**" is the overall name of our health care program, there are different types of coverage depending upon whether a beneficiary is active duty military (**TRICARE Prime**) or is already retired from active duty service (**TRICARE Standard** or **TRICARE for Life (TFL)**). Prime, Standard and TFL are each unique. I will briefly discuss TRICARE Prime but I will focus mostly on **Retiree coverage** (TRICARE Standard and TRICARE for Life).

TRICARE Prime beneficiaries are covered by the TRICARE Global Remote Overseas (TGRO) contract with International SOS. Procedures for TGRO beneficiaries are unchanged and their claims should continue to be submitted via International SOS. However, **TRICARE Standard** and **TFL** beneficiaries (Retirees and their dependents) normally must pay the provider **100% "up front"** for care received then file a claim themselves directly with WPS (Wisconsin Physicians Service). A retiree beneficiary normally should never ask (or demand) a provider to file a claim on their behalf--contact us immediately if a patient persists on asking.

As previously mentioned, TRICARE in Thailand normally requires **retiree beneficiaries** to pay **100% up front**; however, inpatient care can easily become quite expensive. On a limited case-by-case basis, we (TRICARE) may ask certified providers to accept **partial payment** (25%) from the patient, **pending** TRICARE payment of the remaining 75% of **covered services** (allowable charges)--please note, it is the beneficiary's/patient's responsibility to always pay **100% of non-allowable charges**. Any **partial payment arrangement** must be agreed to between provider and TRICARE **prior to patient admission**. Our beneficiaries know this.

If you are asked to provide medical care to someone claiming to be covered under TRICARE and they refuse to pay **up front** (or they are physically incapacitated), you must **contact** our office (or after-hours mobile) **immediately** so we can verify their TRICARE eligibility. Yes, occasionally a dishonest person fraudulently tries to obtain medical care under TRICARE. There have also been a few occasions when eligible beneficiaries have told provider staff that a "**partial payment arrangement**" had already been negotiated between our office and the care provider when in actuality it had not--we use a **Partial Payment Arrangement** letter/form to record agreements. Bottom line: Contact us immediately if you have any doubts or questions.

To help maintain program integrity, TRICARE returns a sample of claims and a form asking providers to confirm that you actually provided the service(s) to the patient identified on the claim(s) and date(s) and at the location(s) specified. TRICARE will further request that you certify that the amount billed TRICARE is the amount you charge the general public and other health plans/insurers.

Other licensed providers may petition to become a TRICARE certified provider by requesting certification from International SOS, a company that contracts with the U.S. Government to validate providers' credentials and practice locations. Please contact us for further details.

Lastly, TRICARE does **not** process Department of Veterans Affairs (VA) Foreign Medical Program claims. Please just be aware of this if a beneficiary mentions "The VA". Even though the U.S. Government manages both TRICARE and VA medical programs, they are uniquely different.

Once again, we thank you for providing healthcare to our beneficiaries and look forward to your continuing relationship with TRICARE. If you wish, you may obtain additional information about TRICARE by contacting us, or through our main website at <http://www.tricare.mil/>.

Sincerely,



Nurse Tiphida Suwannadhat
CM, TRICARE Services, Representative

TRICARE Health Benefits Advisor - Thailand

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Office Hours: 0730-1200 & 1300-1600, Monday-Friday (Lunch: 1200-1300)

Online Resources:

<http://www.tricare.mil/>
<http://www.tricare4u.com/>
<http://www.tricare.mil/tma/pacific/>