



TRICARE Pacific Travel Card

Traveling in the U.S.

- Seek care at the nearest MTF. If there is no local MTF, call one of the toll free numbers below to help find medical care in your travel area. Care should be sought from a TRICARE Network provider, if at all possible.
- If care is received from a non-network provider, you may have to pay for the care out of pocket and file for reimbursement through TRICARE.
- Active Duty Service Members -Authorization is required for all routine care. Contact your PCM, Overseas Region, or ISOS/TGRO, as appropriate, to request authorization.
- Authorization is not required when Active Duty/ Prime Active Duty Family Members seek civilian care in CONUS for urgent and emergent care.

REGIONAL TRICARE SERVICE CENTER TELEPHONE CONTACTS:

North Region - (877) 874-2273 (North & Northeastern States)

South Region - (800) 444-5445 (South & Southeastern States to include Texas)

West Region - (888) 874-9378 (Western States including Alaska & Hawaii)

Overseas Region - (888) 777-8343 (Pacific, Europe, Latin America & Canada)

ISOS/TGRO - (800) 834-5514 (For all enrolled into ISOS/TGRO)

(Detach for billing department)

Receiving Care Overseas

(Deployed, TDY/TAD, on Leave, or on Liberty/Pass)

Active Duty Service Members: For medical and dental urgent or emergent care go to the nearest MTF. If there is no local MTF, call **International SOS (Collect) 65-6338-9277**, 24 hours per day, 7 days a week. (IDD is the international direct dial code, if you don't have the IDD code, contact the international operator and request a collect call to the ISOS number). By contacting ISOS before receiving care, or as soon as possible for emergent care, you can be referred to a qualified health care provider, avoid paying up front for care and avoid filing claims. Otherwise, you can expect to pay the provider at the time of service and file a claim for reimbursement at a later date.

Prime Active Duty Family Members:

For Medical Care: For Emergent care go to the nearest MTF or emergency room or call **International SOS (collect) 65-6338-9277**, 24 hours per day, 7 days a week. If routine/urgent, non-MTF care is sought, a referral may be required. Please contact your PCM.

Standard Active Duty Family Members: For Emergent care go to the nearest MTF or emergency room. For Emergent/urgent/routine care, you can expect to pay the civilian provider at the time of service and file a claim for reimbursement.

For Dental Care: Coordinate all dental care through your dental insurance plan.

**Active Duty Member Claims Payment for Medical or Dental
Care received in the U.S.**

When you complete patient information and/or claim forms, always use the patient's overseas mailing address. Using a local U.S. address may result in payment delays/problems. All bills for active duty military, based in the Pacific and who receive medical care in the U.S., should be mailed to:

**Wisconsin Physician Services (WPS) – Active Duty Overseas
P.O. Box 7968
Madison, WI 53707-7968**

If you have questions regarding obtaining medical care or how to process any claims you may call:

WPS claim processors: **608-301-2310/2311**

TRICARE Pacific Service Center: **888-777-8343 (option 4)** or **011-81-6117-43-2036** or DSN **(315) 643-2036** or email: tpao.csc@med.navy.mil

Mental Health Care or Traumatic Injury: Contact the Military Medical Support Office (MMSO) at 888-647-6676 as soon as possible, for care coordination.

This card is for information purposes only. This card does not guarantee payment for services rendered. Claims must be processed according to TRICARE Regulations.

(Detach for billing department)

**Family Member Claims Payment for Medical or Dental
Care received in the U.S.**

When you complete patient information and claim forms, be sure to use the patient's overseas mailing address. Using a local U.S. address may result in payment delays/problems. All medical bill claims for military family members, who are living in the Pacific, should be mailed to:

**Wisconsin Physician Services (WPS) - Foreign Claims
P.O. Box 7985
Madison, WI 53707-7985**

If you have questions regarding obtaining medical care or how to process these claims you may call:

WPS claim processors: **608-301-2310/2311**

TRICARE Pacific Service Center: **888-777-8343 (option 4)** or **011-81-6117-43-2036** or DSN **(315) 643-2036** or email: tpao.csc@med.navy.mil

Mental Health: Call Value Options: 800-700-8646 ext 2070 and ask for a TRICARE Overseas Representative, for referral/authorization.

Dental Care: Coordinate all dental care through your dental insurance plan.