

Out-of-Area Care



US FAMILY
HEALTH PLAN

What if I have an emergency when I'm out of town?

If you have an unexpected life- or limb-threatening illness or injury while you're out of town, go to the nearest emergency room immediately. Your emergency room (and subsequent hospitalization fees if applicable) will be covered by the US Family Health Plan—whether you're 3 or 3,000 miles from home.

Please follow these instructions:

After you've been treated, call your Primary Care Provider (PCP) if you have not already done so. Then call US Family Health Plan Member Services at 1-888-674-8734. If you are admitted to the hospital after an emergency room visit, have someone call the US Family Health Plan as quickly as possible. We will work with the hospital to manage your inpatient care.

Can I get urgent care while traveling?

Yes, you can get urgent care when you are away. If you need treatment for something like an earache, sore throat, or minor cut, go to an urgent care clinic nearby, wherever you are. You will be covered by the US Family Health Plan. You do not need a referral from your primary care provider, but it's a good idea to contact his or her office as soon as you reasonably can so they can coordinate any follow-up care you might need.

What if I am out of the country and need care?

You are covered for urgent or emergency care anywhere in the world. Please get copies of your receipts and as many medical records as possible and call Member Services at 1-888-674-8734 for reimbursement help when you return home.

As a member of a TRICARE Prime plan, urgent or emergency services outside the country can be coordinated by **International SOS**, the TRICARE Overseas contractor. If you are seeking urgent or emergency care, you can call them for a referral prior to getting that care for the confidence you need in a provider and their billing practices. www.tricare-overseas.com or use one of the below numbers:

Eurasia-Africa Area

+1 44-20-8762-8384 (overseas)
+1 877-678-1207 (in the US)

Latin America and Canada Area

(Includes South America)
+1 215-942-8393 (overseas)
+1 877-451-8659 (in the US)

Pacific Area

+65 6339-2676 (overseas)
+1 877-678-120 (in the US)

What if I need follow-up care after an emergency or urgent care visit?

Up to two (2) office visits for follow-up care after a covered emergency event or covered hospitalization may also be covered. Please consult your primary care provider for coordination of care. Please call Member Services at 1-888-674-8734 for assistance if you get bills for follow-up care.

How do I get reimbursed for out-of-pocket expenses?

When you receive emergency or urgent care while traveling, tell the provider that you are a US Family Health Plan member. You may be required to pay at the time you receive out-of-area emergency or urgent care services (especially when out of the country), but you will be reimbursed by the US Family Health Plan. Please be sure to get a statement and proof of payment, and when you return home, the US Family Health Plan will help you obtain this refund. If you have any questions, call Member Services at 1-888-674-8734.

I also have Medicare. Can I use it when I am traveling?

As a US Family Health Plan member, you are not permitted to use your Medicare benefits for any services routinely covered by the US Family Health Plan. If you intentionally use Medicare, we are required to disenroll you from the US Family health Plan. If you have questions about this rule, please call Member Services at 1-888-674-8734.

Can my son/daughter use Plan benefits while at college?

In order to be covered by the US Family Health Plan, college students must receive routine health care from their PCP. The same out-of-area benefits and limitations apply to college students. They should make arrangements to have their routine services done while they are at home. If you have any questions please call Member Services at 1-888-674-8734.

What is not covered while I'm out of town?

The US Family Health Plan will cover emergency and urgent care situations when you are traveling. Some nonemergency services, such as routine colonoscopies or preventive immunizations, may be covered under your out-of-network (Point of Service) benefit. Other services, such as routine physical exams or annual eye exams, are only covered in the US Family Health Plan network. You should see your PCP or network provider for these services before you leave town. Call Member Services at 1-888-674-8734 for more information.

Is there anything else I should do before I leave home?

Make sure you have enough prescription medications on hand to last you through your trip. If you have questions about your medications or you'd like to call in for refills with our Mail-Order Pharmacy, call 1-800-707-9853.