What is a Network Provider?

Network Providers are Providers who have entered into a formal agreement with International SOS, have signed a Mutual Cooperation Protocol Agreement and supplied International SOS with their full credentials. Network Providers have agreed to provide cashless, claimless services to TOP Prime and TOP Prime Remote beneficiaries, submit the appropriate Standard U.S. Claim Forms on behalf of the TRICARE beneficiaries they treat, and provide medical services in line with TRICARE policy.

Network Providers are added to International SOS’ database of Providers and will always be our first choice when referring patients to the host nation network. Network Providers will also be continually published on www.tricare-overseas.com, which can be accessed by all TRICARE beneficiaries.

If a Provider wishes to participate in TOP, but does not wish to sign a Mutual Protocol Agreement with International SOS, they may agree to participate without the contract. These Providers will still be required to provide cashless, claimless services to TOP Prime and TOP Prime Remote beneficiaries, submit the appropriate Standard U.S. Claim Forms on behalf of the beneficiaries they treat, and provide medical services in line with TRICARE policy. They will also be required to provide International SOS with their license. These Providers will not be published on www.tricare-overseas.com.

Becoming an International SOS Network Provider

Becoming an International SOS Network Provider benefits both Host Nation Providers and TOP beneficiaries. When TOP Prime and TOP Prime Remote beneficiaries are referred for host nation care, they are referred to one of International SOS’ Network Providers. Network Providers are always International SOS’ first choice of Providers.

International SOS’ TOP Provider Support Services staff is available 24 hours a day, 365 days a year to assist Network Providers.

In turn, Network Providers offer a number of benefits to TRICARE patients:

- Patients feel confident that they are receiving quality care, because Network Providers’ credentials have been reviewed.
- Beneficiaries are more comfortable, because their Provider can directly or indirectly communicate with them in English.
- TOP Prime and TOP Prime Remote beneficiaries can receive cashless, claimless health care.

How to Become an International SOS Network Provider

We encourage you to contact your International SOS TOP Regional Call Center and press option #5 to speak with a TOP Provider Support Services staff member on how to become a Network Provider. For a full list of phone numbers, see page 7 of this TOP Provider Manual or visit www.tricare-overseas.com.

Your Network Coordinator will provide you with all the information you need, along with a Mutual Cooperation Protocol Agreement between you and International SOS. Once you have reviewed the document, provided the required information (including your credentials), and both parties have signed the Mutual Cooperation Protocol Agreement, you may become an International SOS Network Provider.

Examples of credentials include a copy of professional license, proof of malpractice insurance (where applicable), fee schedules and other information.

Network Provider Responsibilities

A detailed list of Network Provider responsibilities can be found in the International SOS Mutual Cooperation Protocol Agreement.

Network Providers are expected to follow the guidelines below:

- Do not discriminate based on sex, race, color, creed or religion.
- Communicate directly or indirectly with patients in English.
- Identify and assist TRICARE patients who seek emergency care and properly authorized routine and specialty care.
Maintain health records for TRICARE beneficiaries and, whenever possible, make English-language summaries of these records available for inclusion in the beneficiaries’ U.S. military medical records.

Promptly return consultation results to the referring Military Treatment Facility (MTF).

Note: Routine consultation reports should be returned within 10 working days, emergency consultation reports should be returned within 24 hours.

Keeping Your Provider File Current

International SOS’ TOP Provider Support Services staff is committed to keeping Network Provider files current and accurate. Reviewing this information on an annual basis helps prevent confusion and avoid problems.

Listed below are events that will require a yearly update to your Network Provider file:

- The address from which you provide care changes.
- Your billing address or other billing information changes.
- Your phone, fax, email or other contact information changes.
- Your office hours change.
- Your credentials change or are renewed.

In the case of these events, please contact your TOP Network Executive using the email addresses below, or you can refer to page 7 of this TOP Provider Manual for your TOP Regional Call Center numbers and select option #5.

Europe, Middle East & Africa
providerseurasiafrica@internationalsos.com

Latin America and Canada
providerslatinamerica@internationalsos.com

Puerto Rico
provider.inquiries.PR@internationalsos.com

Asia-Pacific
providersasiapacific@internationalsos.com

Network Provider Quality Mission

International SOS is committed to delivering quality medical care to all beneficiaries living overseas. By becoming a Network Provider, you can be proud to know that you are part of this mission.

International SOS works with you to understand how problems can be corrected or improved. We also work with you to develop a plan for avoiding quality- or service-related problems in the future.

The Mutual Cooperation Protocol Agreement, together with our ongoing development and maintenance of the Network Providers, helps International SOS ensure our quality performance.

From time to time, you may be contacted by International SOS or TRICARE directly, to assess and monitor your overall satisfaction with TOP, including service, accessibility, Provider education and other topics.

TOP Provider Support Services

A dedicated team of administrators, nurses and quality staff dedicated to the TRICARE Overseas Program are available to assist you. The team is responsible for working with Providers in their respective countries, building and maintaining relationships and answering questions in local languages about TOP covered services, authorizations and submitting claims for payment.
Access to Care

International SOS is committed to ensuring that TOP beneficiaries have access to quality care with suitable wait times and other standards of service delivery. Below is an overview of these standards and guidelines, as established by TRICARE policy.

### TOP Access to Care Standards

<table>
<thead>
<tr>
<th>Element</th>
<th>Definition</th>
<th>Service Standard</th>
</tr>
</thead>
</table>
| **Wait Time for an Appointment** | When a TRICARE beneficiary contacts you to make an appointment, you are expected to follow the guidelines below for seeing the patient:  
  — Well-patient Visit or Specialty Care Referral: 4 weeks  
  — Routine Visit: 1 week  
  — Urgent Care: 24 hours | Well-patient: 4 weeks  
  Routine: 1 week  
  Urgent: 24 hours |
| **Office Waiting Times**       | When a TRICARE beneficiary comes in for their appointment, the office waiting time to see their clinician can be no more than 30 minutes — unless the clinician’s schedule is disrupted because of a medical emergency. | No more than 30 minutes   |
| **Availability of Emergency Services** | Providers of emergency care services are expected to be available 24 hours a day, 7 days a week. Emergency care Providers are selected based on their ability to meet this requirement. If your availability changes, you must notify us immediately. | 24 hours a day / 7 days a week |

**Note:** If you have any questions or concerns about your ability to meet these standards and guidelines, please contact International SOS.

Provider Credentialing Process

With 25 years of experience in international health care and medical assistance services, and operations in 70+ countries, International SOS understands that health care delivery differs significantly from country to country.

Factors such as local country legislation and regulations are considered, as well as existing health care infrastructure and any unique challenges that may impact the delivery of care in a specific region.

International SOS takes these differences into account, when reviewing Provider capabilities and determining eligibility to participate in TOP. Country-specific credentialing guidelines are used and we work with host nation licensing agencies, to maintain accurate and up-to-date information about local standards.

Provider performance is monitored on an ongoing basis so that potential problems can be addressed before they impact beneficiary satisfaction and quality of care. Provider satisfaction surveys are also used to monitor your overall satisfaction with International SOS, including how accessible or helpful our call center and TOP Provider Support Services staff is in assisting with claims processing, Provider education, and other topics.

The following credentialing items are required to become an International SOS Network Provider:
## Beneficiary Access to TOP Network Providers

All Host Nation Providers with a signed Mutual Cooperation Protocol Agreement and approved credentials on file with International SOS will be published on [www.tricare-overseas.com](http://www.tricare-overseas.com) and displayed for beneficiaries.

The published list of Network Providers is matched with International SOS’ internal database, so it is important that you keep all of your information up-to-date.

TRICARE beneficiaries using the [www.tricare-overseas.com](http://www.tricare-overseas.com) website have the comfort of knowing that listed Providers are “quality assured” and recommended for care locally. Detailed information about referrals and authorizations is also included on this website, making Provider selection easier and more convenient for beneficiaries.

**Note:** If you would not like your Provider information published, please contact your TOP Regional Call Center and select option #5 to speak with a member of the TOP Provider Support Services staff.

### Criteria Standards

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Standards</th>
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<tbody>
<tr>
<td>Signed Provider Agreement</td>
<td>An International SOS Provider Agreement (Mutual Cooperation Protocol) must be signed, in order to become a Network Provider.</td>
</tr>
<tr>
<td>Meet the Standards for Authorization</td>
<td>All health care services for TOP Prime and TOP Prime Remote beneficiaries are provided on an authorized basis. You will be expected to accept International SOS’ authorization for services, and agree to submit claims and invoices for payment to International SOS, through our subcontractor Wisconsin Physicians Service (WPS). You agree not to balance bill a TOP Prime or TOP Prime Remote beneficiary for uncovered services.</td>
</tr>
<tr>
<td>Valid Malpractice Insurance (If Applicable)</td>
<td>You must have professional liability insurance, if this is required by the laws of your respective host nation. If you are a country, state, province, etc., entity Provider, and you are self-insured, then you are not required to have malpractice insurance.</td>
</tr>
<tr>
<td>Licensure/Registration</td>
<td>You must meet the requirements for licensure/registration as specified by your local governmental authority or licensing board. This includes having a valid license or registration in the host nation where you practice.</td>
</tr>
<tr>
<td>Evidence of Professional Qualifications and Experience</td>
<td>You must be a graduate of an accredited program in health care sciences. This includes completing a certificate (residency) program, leading to certification in general medicine, family practice, gynecology, pediatrics, dentistry or other disciplines/specialties recognized by the applicable certifying agency in your country.</td>
</tr>
<tr>
<td>English Language Proficiency</td>
<td>You must be able to proficiently communicate in English (both verbally and in writing), or to provide English translation and interpretation services at the time of service.</td>
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