



TRICARE BENEFICIARIES OVERSEAS

Important Information on Filing and Following Up on Claims



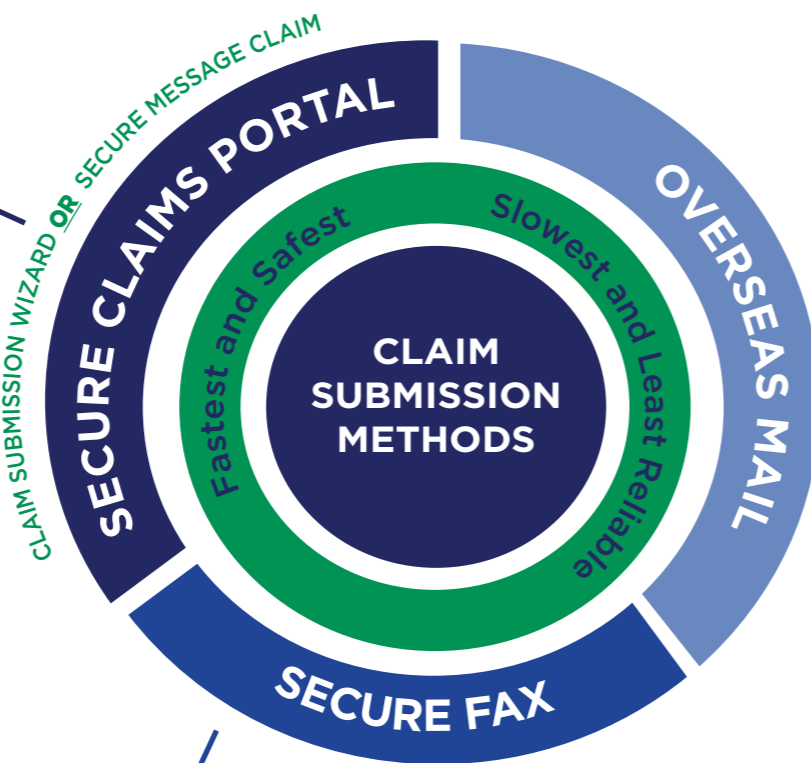
HOW DO I SUBMIT MY CLAIM?

TRICARE Beneficiaries Overseas can submit claims directly to the TOP Claims Processor through any of the options available below:

THE CLAIM IS RECEIVED INSTANTLY!

Claim and Claim Number will be visible on the portal as soon as it is submitted. Requires an account and TRICARE Overseas Beneficiaries can register at: www.tricare-overseas.com.

The Claims Submission Wizard is the fastest way to submit TRICARE Overseas claims, as it guides you through the process and ensures your claim is entered directly into the claims processing engine. You can also submit your TRICARE Overseas claim via "Secure Messaging" by selecting the 'New Claim' option, however the claim will still need to be manually entered by the TOP Claims Processor and thus is a slower option.



Claims must be sent to:
+1-608-301-2251
The Claim is Received Same Day of Submission by TOP Claims Processor.

Dependent on delivery timelines to the US, the claim can **take 7-28 days to reach** the TOP Claims Processor. There are different addresses for Active Duty Claims as well as regionally (area where you received care). Address details can be found on www.tricare-overseas.com and www.tricare.mil.

WHO DO I CONTACT IF I HAVE QUESTIONS REGARDING A CLAIM PAYMENT?



SECURE CLAIMS PORTAL

An email can be sent via "Secure messaging on the Secure Claims Portal. Select "**CREATE NEW MESSAGE**" and the subject should be either "Question about claim" or "Appeal."

FAX



+1-608-301-2250

This is **ONLY FOR EXISTING CLAIM INQUIRES**. Beneficiaries should not send any NEW claims to this fax number, as this may result in processing delays.



GOVERNMENT CLAIMS PRIORITY TEAM

Visit www.tricare-overseas.com/contact-us for all country-specific contact numbers (*Toll-free numbers are also available*). Select the region and then the country you reside in overseas. Listen to the prompts and select Option 2 "Claims" and then Option 1 to speak with a member of the team.

WHERE DO I FIND CONFIRMATION MY CLAIM HAS BEEN RECEIVED?



Once logged into the Secure Claims Portal, a summary of each submitted claim can be found on the "Dashboard." Each Claim will have a unique "Claim Number."



Beneficiaries can email the TOP Claims Processor directly via Secure Messaging only available on the Secure Claims Portal. Select the "Create New Message" button and choose the relevant subject.



Visit www.tricare-overseas.com/contact-us for all country-specific contact numbers. (*Toll-free numbers are also available*).

NOTE: When submitting claims via fax or overseas mail, claim details including the claim number will be visible on the Secure Claims Portal (beneficiary must be registered) within **15 working days after receipt** of a TOP Claim.

If not registered on the portal, then you will not receive any confirmation that your claim has been received. You will be sent an Explanation of Benefits (EOB) by overseas mail once the payment has been made.

If registered on the portal you will receive EOB's electronically via the portal.

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WORLDWIDE REACH. HUMAN TOUCH.

International SOS administers the TRICARE Overseas Program (TOP) benefit.

www.TRICARE-overseas.com

www.TRICARE.mil