



OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS  
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FALLS CHURCH, VIRGINIA 22041-3206

TRICARE  
MANAGEMENT  
ACTIVITY

OCT 23 2009

Dear TRICARE Beneficiary:

TRICARE has learned that mail service through the APO/FPO Military Postal Service Activity (MPSA) provided by the Department of State, will no longer be available to retirees and their family members living or traveling overseas who are not serving in an official capacity. If you are impacted by this change and have been using the TRICARE Mail Order Pharmacy (TMOP), we will not be able to continue to mail medications to you once your APO/FPO mail access is terminated. This change will not affect Mail Order Pharmacy services to Active Duty Service members and their family members or retirees and their family members serving overseas in an official status or those located near an Department of Defense Installation.

We understand mail services will end on December 31, 2009 by the Department of State. TMOP will continue to process your prescriptions through December 1, 2009, to allow delivery prior to December 31, 2009 as it may take up to 4 weeks to receive your medications through the APO/FPO service. (Please note that TRICARE cannot authorize more than a 90-day supply of medication.) This should give you time to make arrangements for filling future prescriptions at host nation pharmacies.

Fortunately, the TRICARE Overseas Program Standard provides reimbursement for many medical costs, including prescription medications from host nation pharmacies. When filling prescriptions locally, please be prepared to pay for the entire cost of your medications and file a manual claim with the TRICARE overseas claims processor for reimbursement after the deductible is met. The attached flyer provides basic cost information, as well as instructions on how to file a claim.

Please know that TRICARE is committed to providing beneficiaries the best possible health care. We appreciate your patience and apologize for any inconvenience this may cause.

Sincerely,

C.S. Hunter  
RADM, MC, USN  
Deputy Director

Attachment:  
As stated

## TRICARE Overseas Program for Standard/TFL Beneficiaries Information on Submitting Host Nation Pharmacy Claims

Retirees and their family members living overseas, who are not serving in an official capacity or status, should have prescriptions filled at host nation pharmacies and file a claim with the TRICARE overseas claims processor for reimbursement. Please be prepared to pay 100 percent of the cost up front when filling a prescription. (The TRICARE Mail Order Pharmacy cannot deliver medications to host nation addresses, including residential).

The following table provides basic cost information for retirees and their family members using TRICARE Overseas Program Standard.

<b>Deductible</b>	Individual \$150 / Family \$300
<b>Host Nation Pharmacy Cost-Share</b>	25% after deductible is met

To file a claim, use DD Form 2642 *Patient's Request for Medical Payment*, available under the "Forms" tab located on the TRICARE Web site at [www.tricare.mil](http://www.tricare.mil). Mail all claims to Wisconsin Physicians Service (WPS) at one of the following addresses, depending on your location:

Europe, Asia and Africa	Latin America, Canada and Pacific
WPS-Overseas Claims P.O. Box 8976 Madison, WI 53708-8976	WPS-Overseas Claims P.O. Box 7985 Madison, WI 53707-7985

Please also make sure your Defense Enrollment Eligibility Reporting System (DEERS) information is accurate. You may update your DEERS record through any of the following ways:

<ul style="list-style-type: none"> <li>• <b>Phone:</b> 011-800-538-9552</li> <li>• <b>Fax:</b> 011-831-655-8317</li> <li>• <b>Online:</b> <a href="http://www.dmdc.osd.mil/appj/address/">www.dmdc.osd.mil/appj/address/</a> or <a href="http://www.dmdc.osd.mil/appj/bwe/">www.dmdc.osd.mil/appj/bwe/</a></li> </ul>	DMDC Support Office 400 Gigling Road Seaside, CA 93955-6771
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If you have questions or would like more information about using host nation pharmacies or filing claims, please call WPS at 011-608-301-2310 (*Europe, Asia and Africa/Pacific*) or 011-608-301-2311 (*Latin America/Canada*). You can also visit the WPS Web site at [www.TRICARE4u.com](http://www.TRICARE4u.com).