DEPARTMENT OF THE ARMY
UNITED STATES ARMY EUROPE REGIONAL MEDICAL COMMAND
CMR 442
APO AE 09042

September 29, 2010

Dear Beneficiary,

The Europe Regional Medical Command is keenly aware of administrative problems with the new TRICARE Overseas Contract that took effect September 1. We are working diligently with the TRICARE Management Activity (TMA) to resolve them as soon as possible.

Some beneficiaries have reported difficulty reaching TRICARE Regional Call Centers to schedule appointments with Host Nation providers. Some have reported that they have received misleading or incorrect information from TRICARE Regional Call Center representatives or have noted delays in receiving referrals to Host Nation providers.

Additionally, some Host Nation providers have reported delays receiving authorization to treat U.S. military beneficiaries or are reluctant to continue treating our beneficiaries due to uncertainties about the new contract. I have reassured Host Nation providers that these administrative issues are being addressed and also thanked them for their continuing care of Soldiers, Family members, DoD civilian employees and other beneficiaries.

All of our Military Treatment Facilities have taken steps to assure that you receive the Host Nation medical care you require. If you have difficulty getting emergency care, an authorization for treatment, or an appointment with a Host Nation provider, please call the International SOS Medical Assistance phone number at civilian phone 0044-20-8762-8133. You can also call or email the TRICARE Overseas Program Regional Call Center at civilian phone 0044-20-8762-8384. The email address is tricarelon@internationalsos.com. The TRICARE/International SOS Web site is at www.tricare-overseas.com.

If you continue to have problems, call or visit your local health clinic's TRICARE Service Center or Patient Representative (Patient Advocate). Contact information is enclosed. Phone numbers are also available on your local health clinic web site and in the "Guide to Host Nation Healthcare" posted there. Go to http://ermc.amedd.army.mil/mtf and choose the name of your clinic.

Your clinic and the Europe Regional Medical Command are doing everything we can to advise and assist TRICARE Management Activity as they consider administrative and staffing adjustments to provide the medical services you expect.

We are committed to your care and ask for your patience during the resolution of these contract transition issues.

Sincerely,

Nadja Y. West
Brigadier General, US Army
Commanding

Enclosure