



DEPARTMENT OF DEFENSE
TRICARE HEALTH SERVICES REGION 15
FORT GORDON, GEORGIA 30905-5650

Dear TRICARE Latin America & Canada Prime Enrollee in the U.S. Virgin Islands:

Welcome to TRICARE Latin America & Canada Prime! The information enclosed will help you make full use of your benefits. Provided in this package are the TLAC InfoPak, TRICARE Pocket Card and a Self-Help Manual. Your TRICARE Prime card(s) will be sent to you directly from DEERS.

We partnered with International SOS to establish a network of quality healthcare providers. Contact the International SOS TLAC PCM Call Center for all your healthcare needs, such as medical advice and information, scheduling medical appointments and locating network primary and specialty care providers. Using a network provider will ensure no upfront out of pocket costs. You may choose to use a non-network provider, however, when receiving care from a non-network provider you may be required to make payment in full at the time of service and file the claim yourself. Be sure all claims are sent to WPS, PO Box 7985, Madison, WI 53707-7985 for processing and include your TLAC mailing address on all claims.

Active duty personnel should contact the TLAC PCM Call Center to make a dental appointment in your host country. The TRICARE Family Member Dental Plan (CONUS Program) is available to active duty family members. The sponsor must enroll family members by completing a DD Form 2494 at their servicing Personnel Office. Before seeking care, active duty family members should contact United Concordia at (800) 866.8499 for enrollment verification, benefits information and for assistance in locating a participating dentist for all dental care, whether in the Virgin Islands or in CONUS.

When traveling away from your current country of residence, enrolled family members do not require referrals or pre-authorizations for covered benefits except inpatient mental health. If you prefer to use local civilian health services during your visit to the United States, please contact the TRICARE contractor for the region where you plan to receive care, (see TLAC InfoPak). If you see a civilian provider while on leave, please ask them to send your claims to Wisconsin Physician Services (WPS) at WPS, PO Box 7985, Madison, WI 53707-7985. If you have claims questions, please feel free to call WPS at (608) 310.2310. The TRICARE contractor will help you locate a civilian provider near you. Dental care is not included in this benefit.

We hope your assignment in Latin America & Canada is rewarding and healthy. Please feel free to contact us at the TRICARE Support Office at the phone numbers listed above or email us at tricare15@se.amedd.army.mil. Also, please visit our website at <http://tricare15.army.mil>.

Sincerely,

Paul W. Lund
Captain, Medical Service Corps U.S. Navy
Deputy Director, TRICARE Region 15
(Latin America & Canada)