



DEPARTMENT OF DEFENSE
TRICARE EUROPE OFFICE
UNIT 10310
APO AE 09094-0310

Dear TRICARE Europe Prime Remote Enrollee:

The TRICARE Europe Office is pleased to announce the TRICARE Europe Remote Site Healthcare Program. This Program is specifically designed for our active duty service members and their family members permanently assigned to remote locations throughout TRICARE Europe.

In order to participate in the TRICARE Europe Remote Site Healthcare Program you need to be permanently stationed in a remote location and be enrolled in TRICARE Europe Prime Remote. The Central TRICARE Service Center at Sembach Air Base, Germany is available to assist with your enrollment into TRICARE Europe Prime Remote and to answer any TRICARE questions you or your family may have. You can contact the Central TRICARE Service Center at DSN 496-7433 or commercial at 49-631-357-3780 or via email portaeur@mail.interquest.de. In addition to the Central TRICARE Service Center, a Point of Contact has been designated in your area to assist you with TRICARE related questions and to help you navigate the local healthcare system. If you do not know the name of your local point of contact, contact the TRICARE Europe Office at DSN 496-6320 or commercial 49-6302-67-6320.

The TRICARE Europe Office has contracted with International SOS, an organization recognized throughout the world for coordinating and providing quality healthcare services, to assist you and your family members with your healthcare needs while assigned to any remote location throughout TRICARE Europe. International SOS has visited and established a network of providers in the country you are stationed in. If you need a medical appointment or healthcare advice, contact International SOS at 44-20-8762-8133 collect. International SOS will refer you to the most appropriate care in your area. International SOS has a 24-hour a day 7 days a week Call Center to provide assistance with identifying a provider, as well as making appointments. The Call Center is staffed with qualified healthcare professionals who will also provide healthcare advice and assistance upon request. If you use the network of primary care providers and specialists developed by International SOS, there will be no out of pocket expenses and you will not have to file any claims. Recognizing many of you have established a relationship with the Embassy Health Unit Provider, this program was designed to augment that relationship. Using the Embassy Health Unit does not preclude you from utilizing International SOS if and when needed.

Families serving in remote areas face unique healthcare challenges. While we can never anticipate every possible circumstance, we are committed to assisting you with your healthcare needs and we are working hard to provide you the means to access quality care. Contact your local Point of Contact representative or International SOS if you need additional information accessing healthcare in your area.

A handwritten signature in cursive script, reading "Richard L. Ursone".

RICHARD L. URSONE
Brigadier General, U.S. Army
Lead Agent