

## CONTACTS

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**CFMAP:** 1-800-268-7708

**Nurse Advice Line:** 1-800-TRICARE

## RESOURCES

**MFS Health Care Website**  
<https://cfmws.ca/united-states/healthcare-in-the-us>

**TRICARE Home Page**  
<https://tricare.mil/>

**TRICARE Claims**  
<https://tricare.mil/FormsClaims/Claims/MedicalClaims>

**MSH International Claims**  
<https://mycanadalife.com/s/make-a-claim>

**Canada Life Dental Claims**  
<https://www.myworkplacebenefits.ca/psdcp>

**TRICARE Network Providers – EAST**  
<https://www.goperspecta.com/VPD/HumanMilitary/public/ProviderSearch/Main>

**TRICARE Network Providers – WEST**  
[https://www.tricare-west.com/content/hnfs/home/tw/bene/symbolic\\_links/nw-prov-dir-app.html](https://www.tricare-west.com/content/hnfs/home/tw/bene/symbolic_links/nw-prov-dir-app.html)



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# **CANADIAN ARMED FORCES DEPENDENT GUIDE TO MEDICAL CARE WHILE LIVING IN THE UNITED STATES**

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## ARRIVAL AT POST (FAMILIES)

### 1. Submit documentation for DEERS (Defense Enrollment Eligibility Reporting System)

- DEERS provides access to TRICARE medical coverage and care at US military medical facilities.
- You will be provided with a DEERS beneficiary card (US ID card) to access US military facilities (MTF).
- If care is required prior to enrolling in DEERS, use civilian resources (contact the Health Services coordinator for assistance).
- Proceed to MTF with DEERS cards and register yourself/family for care.

### 2. Register at MTF to initiate TRICARE coverage – ensures best medical coverage even if not planning to access care at the MTF)

- Upon receipt of your DEERS card, proceed to MTF Patient Registration (or Patient Administration) and register your family for care. A profile for you/family will be created in MHS Genesis, the US military medical record system (NOTE; this is NOT MSH International).
- Book appointments as required.
- Visit <https://tricare.mil/> for further information.

## ACCESSING FAMILY CARE

*Family members can choose to receive care on base (advised) or on the economy*

### 1. Accessing MTF Care

- Make an appointment through the front desk or appointment line.
- No administration or billing is required for on-base care.
- Excellent support is generally available on base (physiotherapy mental health, specialists, pharmacy).
- Some bases do not see family members (US or CDN) but while families here are required to get care on the economy, TRICARE will cover.
- If you receive a bill in the mail, contact the Benefits Advisor at Patient Administration to resolve.

### 2. Accessing Civilian Clinic/Facility Care

- Provide your health care provider with your DEERS card (if you have one – has TRICARE benefits number).
- Inform provider that TRICARE is primary insurer and complete your appointment. You will receive an EOB invoice in the mail – may have a co-pay – pay this to provider.
- Submit the EOB and co-pay proof of payment to MSH International for reimbursement.
- R70 amounts from MSH International can be claimed through your supporting OR.

## PHARMACY

*Pharmaceuticals can be filled on base/on the economy*

- Pharmaceuticals filled on-base are free. This is an option even if prescription is from an off-base provider.
- Pharmaceuticals filled off-base are only covered up to 80%.

## DENTAL

*Dental available only on the economy*

- Get a cost estimate - best to shop around.
- Submit cost estimate to Canada Life for a predetermination of benefits.
- Submit claim as you would in Canada.

## MEDICAL CLAIMS

*What if TRICARE won't cover the medical costs (ie admitted to civilian hospital)?*

- You will be required to pay out-of-pocket and then claim through MSH Intl.
- You can request a medical advance through your Orderly Room (OR) if supported by CFSU or [MedAdmin](#) for CDLS.
- Pay bill for medical care and claim via MSH Intl.
- Receive your reimbursement with Explanation of Benefits (EOB) from MSH.
- Submit invoice, proof of payment, EOB and your OR/CDLS will draft your CF 52 General Allowance Claim (EOBs coded R70 by MSH; required immunizations; subsistence fees or EOBs labelled 'Excess Dental' are reimbursable by the CAF).
- Reimburse the CAF any advanced funds.