CONTACTS

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Medical Claims Clerk
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Fax: (202) 448-6438

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/

CAF HSS Policy
http://corpsec.mil.ca/admfincs/subjects/cfao/034-08_e.asp

http://cmp-cpm.mil.ca/en/health/policies-direction/series-5000.page

CANADIAN ARMED FORCES
MEMBER GUIDE
TO MEDICAL CARE WHILE POSTED TO THE UNITED STATES

ARRIVAL AT POST (MEMBER)

1. **Submit documentation for DEERS (Defense Enrollment Eligibility Reporting System). If need care prior to this, may need to create a Temporary file at Patient Registration** *(Process may vary at individual bases. Contact CAFMLO if issues)*

   - Bring posting message and passport, and possibly an escort, in order to gain access to base.
   - Report to visitor center for visitor/day pass.
   - Proceed to Military Treatment Facility (MTF).
   - Register at Patient Administration for temporary ID number.
   - At this point, you will be able to book appointments, covered by TRICARE, until your US DoD ID arrives.

2. **Once enrolled in DEERS, Register Patient Profile at MTF** *(Failure to do so may lead to administrative and financial issues)*

   - Upon receipt of your US DoD ID proceed to MTF and register your US DoD ID to your profile
   - Ask about sick call appointment processes
   - Visit https://tricare.mil/ for further information, as needed

ACCESSING MEMBER CARE

1. **Primary Care Appointments**

   - Book as per MTF SOP
   - If requesting Specialist, will require a referral from MTF
   - Visit covered by TRICARE

2. **Sick Call** (*new/worsening conditions requiring assessment*)

   - Report to MTF as per local SOP
   - Visit covered by TRICARE

3. **Inpatient** (*ie admission to hospital*)

   - Contact CAFMLO ASAP (*failure to do so may lead to incurring medical bills*)
   - If admitted to a civilian hospital –
     - Contact CAFMLO
     - Call 1-800-TRICARE and inquire about patient transfer to a MTF (*failure to do so may result in incurring medical bills*)

4. **In case of Emergency call 911 or go to nearest Emergency Department**

   - Contact CAFMLO ASAP
   - Call 1-800-TRICARE ASAP
   - Provide hospital with US DoD ID

5. For urgent care outside of hours call 1-800-TRICARE. **Do <u>not</u> use civilian Urgent Care/Walk-in – TRICARE will not cover**

ADMINISTRATION (MEMBER)

1. **Once discharged** (if significant injury or MELs >5 days)

   - Proceed to medical records and complete form DoD 2870 (Authorization for Disclosure of Medical or Dental Information)
   - Retrieve medical records and send encrypted/faxed to the Health Services Coordinator and/or Medical Records Clerk (*member responsibility IAW CFAO 34-8. Failure to do so may lead to an incomplete medical file that may impact limitations, medical category, postings, extensions, or VAC claims*)
   - Must contact CAFMLO for Sick Leave >5 days (*even if provided by MTF*)

CLAIMS

1. **You may see expenses for**:
   - Inpatient care – under existing agreements, inpatient hospital services are not covered for CAF members in all US States. In these cases, expenses will be reimbursed by HSS Det Washington
   - Sustenance fees (per diem)
   - Over-the-counter medications
   - **Claim through CF H Svcs HQ Det Washington** at MedAdmin. Provide: Invoice, Proof of payment, and the CF 52 will be drafted for you.