



TRICARE Dental Program (TDP): Overseas

TDP POINTS OF CONTACT

1. TDP OCONUS Customer Service is available 24 hours a day, Monday-Friday
 - 1-888-418-0466 First dial the AT&T operator in Germany 0800 2255 288, UK 0800 013 0011, Italy 800 172 444, Turkey 0811 288 0001, Spain 900 00 0011, Belgium 0800 100 10
2. TDP Web site: www.TRICAREdentalprogram.com or contact UCCI at oonus@ucci.com
 - Provides guidance on various topics such as finding a Host Nation Provider, eligibility, enrollment, filing claims, annual maximums, cost-shares, FAQ's and you can view and download the "TDP Benefit Booklet"
3. TRICARE Area Office Dental Representatives
 - Europe: DSN 496-6358 Comm 49 (0)6302 67 6358 or TDP@europe.tricare.osd.mil

ENROLLMENT

- To be eligible for TDP benefits patients must be enrolled in the TDP before seeking dental care from host nation dentists
- To enroll on-line, go to www.TRICAREdentalprogram.com. You may also submit a completed enrollment form to United Concordia Companies Inc.
- TDP enrollees who are command sponsored are covered by the OCONUS rules; non-command sponsored patients are covered by CONUS rules

FIND A HOST NATION PROVIDER/TRICARE OCONUS PREFERRED DENTISTS

- To find a host nation dentist, go to www.TRICAREdentalprogram.com and click on "Find an Overseas Host Nation Provider" under "Enrollee" tab. "Preferred Dentists" are listed and noted
- "Preferred Dentists" are providers who will file claims for you with the TDP contractor - UCCI and only require you to pay applicable cost-shares "up front."

NON-AVAILABILITY and REFERRAL FORMS (NARF)

- Patients need a Non-availability and Referral Form (NARF) for orthodontic & implant treatment
- Patient informational brochures are available at military Dental Treatment Facilities (DTFs)
- DTFs issue an initial NARF for the exam and treatment plan
- Treatment plans should be sent to TAO Dental Offices for review and approval and for issuance of a second NARF before comprehensive orthodontic or implant treatment begins

COST SHARES and PREDETERMINATIONS

- It is recommended that a predetermination be submitted to UCCI for implants, prosthetics, crown and bridge work, or when the total cost of care is more than \$1200
- Use the TDP OCONUS Claim Form and complete sections 1-13 and mark "pre-treatment estimate" box at the top of the form and include the provider's estimated costs

CLAIM FILING

- Submit the following to file the claim with UCCI:
 - The TDP OCONUS Claim Form (Complete sections 1-14 for "Preferred Dentists" and mark the "Actual Services" box at the top of the form)
 - The provider's bill
 - A NARF if the claim is for orthodontics or implants