

The TRICARE Overseas Program

Medevacs in the Pacific

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Medical Director, TAO-Pacific

TRICARE Pacific Remote AOR

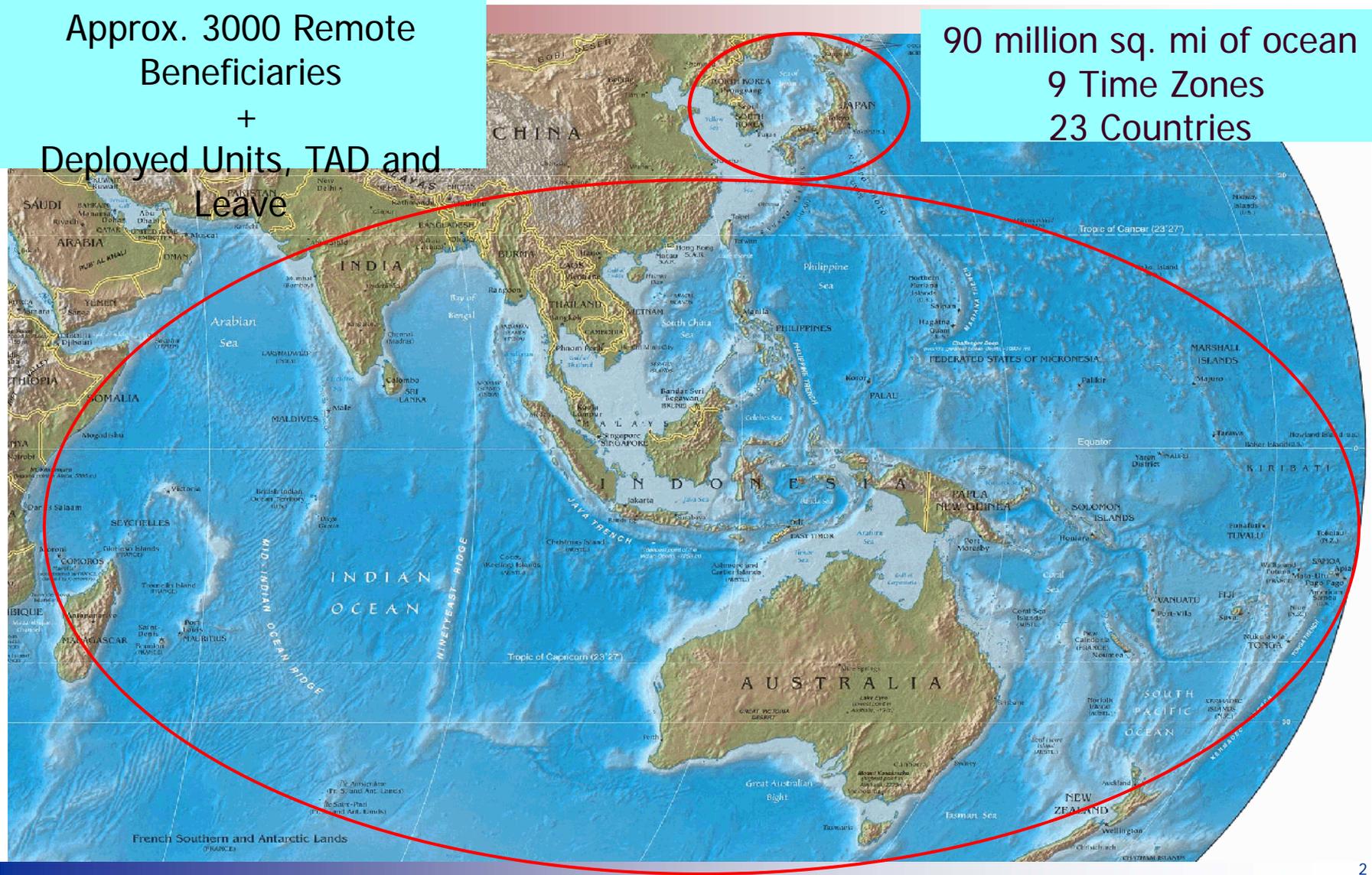


Approx. 3000 Remote Beneficiaries

+

Deployed Units, TAD and Leave

90 million sq. mi of ocean
9 Time Zones
23 Countries

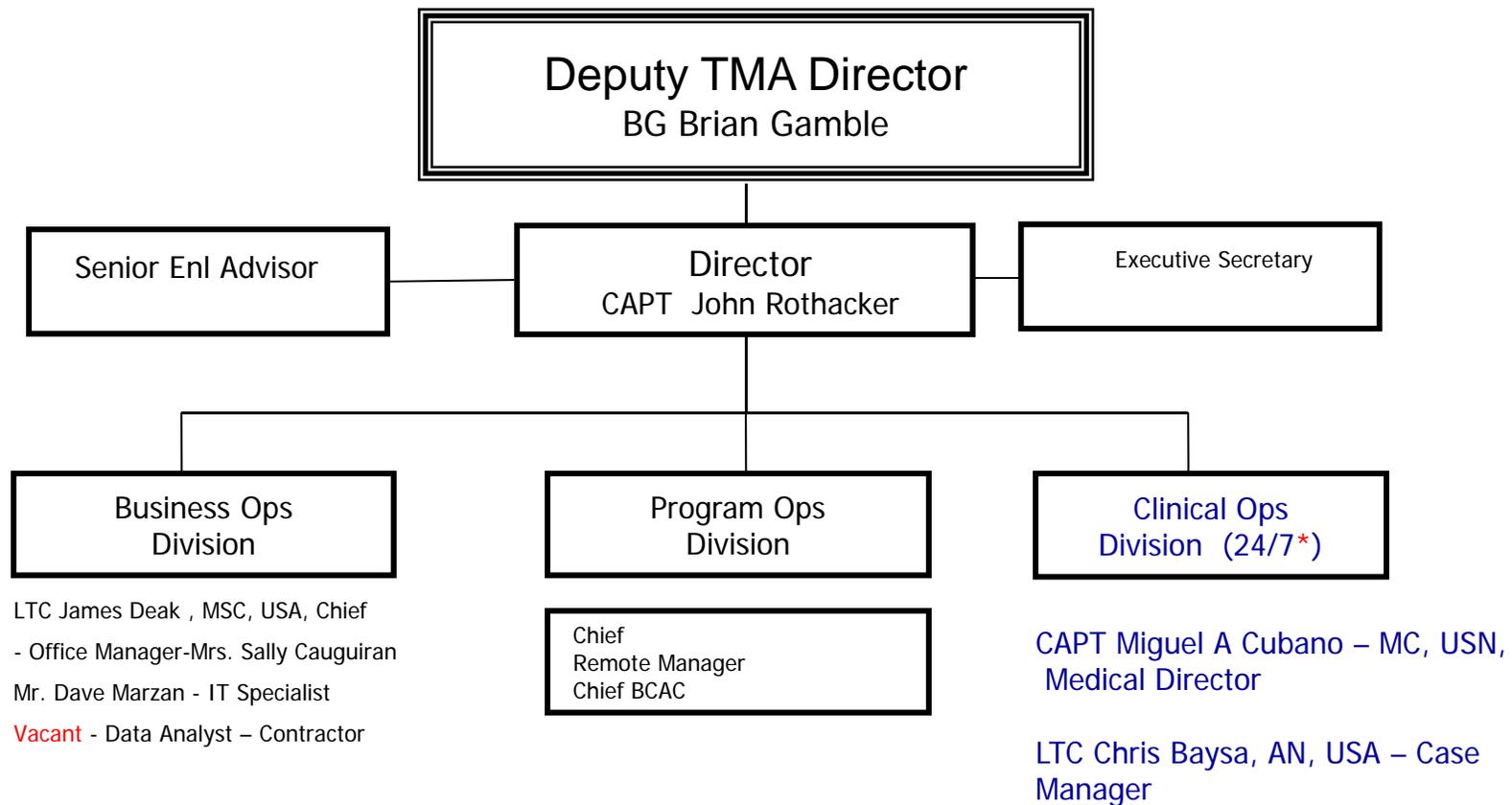


TRICARE Area Office-Pacific Organization



TRICARE Pacific

TRICARE Area Office (TAO-P) – Pacific Okinawa, Japan



*Medical Director on call 24/7

TRICARE Overseas Program (TOP) (01 SEP 2010)



TRICARE Pacific

TRICARE Overseas Program (TOP)

Single world-wide program
ISOS contractor
Starts 1 SEP 2010

TOP Prime (TOP-P)

MTF countries (Korea, Japan, Guam)
Establish Host Nation PPN

Prime and Standard Benefits

TOP Prime Remote (TOP-PR)/TGRO

- Remote (non-MTF countries) & MTF
countries outside MTF catchment

-Prime Benefit (PCS Remote Assigned)
-Limited Prime Benefit (Dep/TAD/Lv)

Pacific Summary

Number of Cases: 1 Oct to 31 Dec 2010



TRICARE Pacific

TOP-PR Enrolled:

- Managed care of 1130 patients
- Total Amount of claims submitted to WPS:
 - US\$ 556K
- Total number of service provider invoices processed:
 - 3842

Deployed/TAD/Lv:

- Managed care for 190 members
- Total Amount of claims submitted to WPS:
 - \$ 178K
- Total number of service provider invoices processed:
 - 276

*TGRO Enrolled – Medical

**Information obtained from ISOS Quarterly Brief

*TDY/TAD/DP – Medical

Pacific –Deployed/TAD/LV

Med Transports Cost: 1 Oct to 31 Dec 2010



TRICARE Pacific

<u>Evac type</u>	<u>Country of Origin</u>	<u>Claim Amt</u>	<u># of Transports</u>
Air	Singapore	\$115,550	1
	Diego Garcia	291,450	3
	Indonesia	46,100	1
	Thailand	22,514	1
	Total	\$475,614	3
Ground	Hong Kong	\$ 726	1
	Indonesia	136	1
	Total	\$ 862	1
<u>Grand Total</u>		<u>\$476,476</u>	<u>10</u>

Note: USAF cost to frag priority (Bravo) mission on KC-135 = \$13,000/flight hr.

**Information obtained from ISOS Quarterly Brief

Pacific Summary

Medical Care Cost: 1 Oct to 31 Dec 2010



TRICARE Pacific

- Pacific TOP-PR Enrolled by Service
- Pacific Deploy/TAD/Lv by Service

<u>Branch</u>	<u>Total</u>	<u>% of Total</u>
USN	\$362,950	39%
USA	\$217,944	26%
USAF	\$196,643	23%
USMC	\$69,332	8%
USPHS	\$20,826	2%
USCG	\$13,892	2%
Total	\$848,588	100%

<u>Branch</u>	<u>Total</u>	<u>% of Total</u>
USN	\$123,927	70%
USMC	\$30,252	17%
USA	\$12,345	7%
USAF	\$9,954	6%
USCG	\$842	0%
USPHS	\$269	0%
Total	\$177,591	100%

*TGRO Enrolled – Medical

*TDY/TAD/DP – Medical

**Information obtained from ISOS Quarterly Brief

Pacific Summary

Number of Cases: 1 Oct 2010 to 31 Jul 2012



TRICARE Pacific

TOP and TOP-PR Enrolled:

- Average of 133K per month, does not account for retirees, retiree family members or non-command sponsored family members
- Total Amount of claims submitted to WPS:
 - \$ 84,060,060
- Total number of invoices processed:
 - 210,749
 - Not insignificant workload or dollars being spent

On-going Issues

TRICARE Pacific

- Not calling ISOS Singapore/Sydney Assistance Center initially for case direction and guarantee of payment.
 - Result: Utilization of inappropriate local medical facility
 - Loss of Cashless/Claimless benefit
 - Point of Service charges (ADFM)

- Insisting on maintaining medical control
 - Result: ISOS relinquishes medical control (monitoring/report)
 - They will attempt to ensure cashless/claimless support only

- Not prepared to handle discharged patient
 - Issue: No passport, orders, tickets, money, escort
 - Result: Service member stranded



Singapore 100720
 Tel: (65) 6339 2676 Fax: (65) 6336 0921
 Email: Sin.Tricare@internationalsos.com
 Co.Reg.No.198104581M

Medical Report / Case Up-date (Case File No: 3TSN018216)

Date:		SOS Staff:		From:	Int'l SOS Singapore
PATIENT INFORMATION					
Name of Patient:		SSN:	DOB:		
Patient Telephone:		Patient Email:			
*Status: (Check Box)			*Command / Unit Information		
<input type="checkbox"/>	AD	<input type="checkbox"/> Enrolled in TOP PRIME Remote (*0983)	Service Branch / Rank:		Marine Corps(M) / Sergeant(SGT)
		<input type="checkbox"/> Enrolled in MTF (Japan / Korea / Guam)	Command/Unit/Ship Name:		
		<input type="checkbox"/> TAD / TDY / On Leave	Commanding Office (CO):		
		<input type="checkbox"/> Deployed (on ship)	CO Tel / Email:		
<input type="checkbox"/>	ADFM	<input type="checkbox"/> Enrolled in MTF (Japan / Korea / Guam)	Enrolled Site:		
		<input type="checkbox"/> Enrolled in TOP PRIME Remote (*0983)	Sponsor Name:		
		<input type="checkbox"/> PRIME Traveler	Sponsor PCS Date:		
FIRST CALLER / POC INFORMATION					
Name of Caller :		Caller Telephone/Email:			
Request for Assistance:					
REFERRAL INFORMATION					
Name of Treating Doctor:		Doctor Specialty :			
Admitting Hospital:		City; Country:			
Date of Admission:		Date of Discharge:			
Diagnosis:					
MEDICAL EVACUATION / REPATRIATION INFORMATION					
Request for Medical Transport?		<input type="checkbox"/> Yes <input type="checkbox"/> No (if yes, justify & complete the fields below)			
International SOS Travel Recommendation:		<input type="checkbox"/> Commercial Seated with Medical Escort <input type="checkbox"/> Air Ambulance with Medical Escort			
From (Country, City):		To (City; Country):			
Nature of Notification:		<input type="checkbox"/> For Your Information	<input type="checkbox"/> For Case Direction	<input type="checkbox"/> For Authorization	
Date of update:		By:			

Sample Case



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- TAO-P,
- This NOC is for a ADSM with trauma to the back after falling from their feet during a walk. Medic request medevac.
- Resent Script:
- This 25 yrs old male ADSM located of the coast of the Philippines fell from his feet and receive trauma to the lower back. Medic request medevac. Patient with pain in the buttock but no loss of sensation, severe pain when move legs. Patient presently stable in the Philippines.
- CAPT Cubano and TPMRC notified patient.
- This NOC is sent to provide the detail in regard to the case management. We authorize the care at this time. Update will be provided.

Sample Case



TRICARE Pacific

- TAO-P,
- Patient stable , medevac arrange to Bangkok in the next couple of hours. Patient seen by our team and he is able to walk. Patient history includes a fall from 10 feet during the exercise and a fall from the hammock last night. No neurological deficit.
- TAO-P,
- Patient arrived at Bangkok and was admitted to the room. Xrays are normal and CT of abdomen and pelvis normal. Patient tell the doctor that he slip 10 feet because it was muddy. The doctor told our medical team that he will keep him for observation overnight and probably discharge patient in the morning.

CQM



TRICARE Pacific

CQM - Meeting

Meeting [H]

Accept Tentative Decline Propose New Time Reply Reply to All Forward

Delete Move to Folder Calendar Other Actions

Categorize Follow Up Mark as Unread

Find Related Select Find

This meeting request was updated after this message was sent. You should open a later update or open the item on the calendar.

From: Maggie SINCLAIR [Maggie.SINCLAIR@internationalsos.com] Sent: Wed 1/9/2013 12:43 PM
Required: Michael FREWEN; Mark ZIMMERMAN; Ann TSANG; Ken MCDONNELL; Rothacker, John A. CAPT; Cohen, Barry, CIV, OASD(HA)/TMA; Carter, George G Lt Col; Maryalice MORRO; lois.krysta@tma.osd.mil; Craig STARK; Baysa, Christopher D LTC; Cubano, Miguel CAPT; Shawn Franklin; Deak, James LTC; Bonnie PAUL.TOP
Optional:
Subject: CQM

Location: Dial in
When: Tuesday, February 12, 2013 10:00 AM-11:00 AM (GMT-09:00) Osaka, Sapporo, Tokyo.
Description:

Important Notice: This communication (including any attachments) is intended for the use of the intended recipient(s) only and may contain information that is confidential, privileged or legally protected. Any unauthorized use or dissemination of this communication is strictly prohibited. If you have received this communication in error, please immediately notify the sender by return e-mail message and delete all copies of the original communication. Thank you for your cooperation.

Case Management



TRICARE Pacific

- LTC Christopher Baysa
- International SOS Medical Team
- Liaison with all services
- Assist in Exceptional Family Cases
- Collects information and include in AITHA
- PATH.... TRIPLER
- We do not do orders or buy tickets
- F/U complex cases

Take Home Message



TRICARE Pacific

In need of Urgent or Emergent medical care?

Call

ISOS Assistance Center (+65-6338-9277)

In need of Routine medical care?

Call

ISOS Assistance Center (+65-6339-2676)

Take Home Message



TRICARE Pacific

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QUESTIONS?

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