



USAHC GRAFENWOEHR TRICARE SERVICE CENTER



**WALK-IN CUSTOMER SERVICE IS TEMPORARILY SUSPENDED
UNTIL FURTHER NOTICE DUE TO THE COVID-19 SITUATION**

WALK-IN EXCEPTIONS ARE: OUT-PROCESSING/CLEARING STATION

Services Assistance Can Be Accessed As Follows:

<p><u>HEALTH CARE FINDER/ REFFERALS:</u></p> <ul style="list-style-type: none"> • Schedule or Cancel a Host Nation medical Appointment • Network Referral Authorizations • Referral Pick-up 	<p>International-SOS: 0800-5891599 (Germany, toll free) 1-877-678-1207 (stateside, toll free)</p>	<p>or</p>	<p>Call the Grafenwoehr Appointment Line at: CIV: 06371-9464-3000 Select option # 4, then # 1 Alt. Phone: 06371-9464-3075 Email: usarmy.bavaria.medcom-bhc.list.gfw-tricare-referrals@mail.mil</p>
<p><u>BENEFITS SERVICE REPS:</u></p> <ul style="list-style-type: none"> • TRICARE Eligibility Verification • TRICARE Enrollments • PCM Assignments & Changes • Clearing Station (PCS/ETS/ Retirement) 	<p>International-SOS: 0800-5891599 (Germany, toll free) 1-877-678-1207 (stateside, toll free)</p>	<p>or</p>	<p>Call the Grafenwoehr Appointment Line at: CIV: 06371-9464-3000 Select option # 4, then # 3 Alt. Phone: 06371-9464-3101 Email: usarmy.bavaria.medcom-bhc.list.gfw-tricare-bsr@mail.mil</p>
<p><u>BCAC/DCAO:</u></p> <ul style="list-style-type: none"> • Claims Processing • Billing & Debt Collection Inquires • Covered Benefits Questions 	<p>International-SOS: 0800-5891599 (Germany, toll free) 1-877-678-1207 (stateside, toll free)</p>	<p>or</p>	<p>Call the Grafenwoehr Appointment Line at: CIV: 06371-9464-3000 Select option # 4, then # 2 Alt. Phone: 06371-9464-3055 Email: usarmy.bavaria.medcom-bhc.list.gfw-tricare-bcac-dcao@mail.mil</p>
<p><u>MEDICAL REPORT TRANSLATIONS:</u></p> <ul style="list-style-type: none"> • Drop Off Host Nation Medical Reports for Translation 	<p>***Please present to the main clinic (bldg. 475) and pull a ticket for MEDICAL RECORDS to drop off medical reports for translation***</p>	<p>or</p>	<p>N/A</p>