

# HOW TO SCHEDULE A HOST NATION APPOINTMENT:

**\*\*\* TRICARE Overseas Prime enrolled beneficiaries must have a network referral from their PCM and authorization from International SOS before initiating a host nation appointment \*\*\***

Authorization Processing Times:

Routine: [Within 3 business days](#) / Urgent: [Within 24 hours](#)

## Option 1: Schedule directly with a host nation provider or clinic:

- Get your TRICARE authorization from the MyCare Overseas mobile app, your personal email (search inbox for sender [tricareoverseas@top.internationalsos.com](mailto:tricareoverseas@top.internationalsos.com)), or the Grafenwoehr TRICARE Service Center.
- The host nation clinic's name, address, and phone number are in the top left corner. Call the number to schedule an appointment and to get any information needed for it.

Email [usarmy.bavaria.medcom-bhc.list.gfw-tricare-referrals@health.mil](mailto:usarmy.bavaria.medcom-bhc.list.gfw-tricare-referrals@health.mil) with your appointment date and time (helpful for tracking medical reports), or if the referral isn't needed anymore.

## Option 2: Schedule through the TRICARE International SOS (ISOS) Regional Call Center:

- Call TRICARE ISOS and ask to schedule a host nation appointment:

German toll free 24/7: 0800-589-1599

or

Stateside toll free 24/7: 877-678-1207



## Option 3: Schedule through the Health Care Finder, in the TRICARE Service Center (Building 476, Grafenwoehr):

- TRICARE Referral/Authorization section walk-in hours are Monday-Friday, 8-11 a.m.; closed on U.S. and German holidays
- Email your inquiry to [usarmy.bavaria.medcom-bhc.list.gfw-tricare-referrals@health.mil](mailto:usarmy.bavaria.medcom-bhc.list.gfw-tricare-referrals@health.mil) (Provide full name, DOD I.D. number, date of birth, your request, and a good callback number)
- Speak to an HCF representative at 06371-9464-3075, Monday-Friday, 1-4 p.m. **No appointment booking;** for information only

## Important Reminders:

- Bring the **printed** authorization to your network appointment!
- Check how many visits are on the authorization and when it expires (Valid for 6 months; some specialties 12 months).
- Arrive at least **15-20 minutes before** the appointment to allow time for parking, etc.
- Your PCM must place a new referral to authorize continued care if the authorization is expired or more visits are needed from the same provider.
- If you need to cancel or reschedule your appointment, call ISOS, or come to the TRICARE Service Center during walk-in customer service hours. Contact the network provider directly for same-day cancellations.
- If your host nation provider recommends routine or urgent follow-up care with another specialty, diagnostic imaging (MRI), or surgery, a new referral authorization is needed **BEFORE** initiating follow-up. Otherwise, you may be responsible for network service costs.
- You might receive a medical report after being seen by a host nation provider. Please bring the report to the main clinic patient reception or medical records ASAP for translation/follow-up care.
- If the wrong host nation provider is listed on the authorization or you would like to change the provider, please call ISOS (Germany 0800-589-1599/Stateside 877-678-1207) to begin the change.

**\*\* Help Tool \*\*** The MyCare Overseas app offers self-service features that allow you to self-manage your host nation referral activities, such as authorizations, local language support, network provider search, etc. To register, please visit the [TRICARE Overseas beneficiary page](#) or scan the QR code to view the MyCare Overseas beneficiary fact sheet.

