



International SOS is honored to continue in our role as the TRICARE Overseas Program (TOP) contractor. We understand that many of our beneficiaries may be deployed or accompanying a sponsor overseas for the first time. As a result, you may be experiencing new languages, assimilating to new cultures, or even learning to navigate new street signs. All of this can be a daunting experience, especially when you first arrive to your Duty Station.

International SOS is committed to providing easy-to-access, high quality health care services, and putting your experience of care at the forefront of all that we do. To this end, International SOS is excited to introduce **MyCare Overseas™** — a secure and user-friendly Beneficiary Mobile App and web-based Portal that will enhance your health care experience.

MyCare Overseas™ is a self-service tool that offers easy access to our services, including checking your TRICARE Health Plan, verifying TRICARE covered services, and accessing other reliable sources of information.



FEATURES

Innovative Self-Service Features to Help Improve Your Patient Experience



24/7 Assistance

Quick access to the local Near Patient Team*, the Global First Call Desk, the Beneficiary Support Center, and Technical Support.



Chat

Access to a self-service ChatBot for immediate answers to FAQs and if needed, a direct link to chat with the Beneficiary Support Center.



My Appointments & Referrals

Keep track of your appointments and view provider contact details. Easy check of referral status and issued authorizations.



Healthcare Finder

Intuitive search tool which assists you in finding a TOP Network Provider.



Country Information

Useful country information such as emergency numbers, medical risk ratings and cultural tips.



My Medical Translations

Submit request for Medical Records Translations and download translated documents. **Note:** Applicable for TOP Prime and TOP Prime Remote ONLY.



Translation Help

Local language support via Microsoft Translate or easily connecting with real-time telephonic language assistance.



My Plan & Claims

Easy check of TRICARE Health Plan enrollment as well as useful links to TRICARE covered services and a direct link to the TOP Beneficiary Secure Claims Portal.

**International SOS' Near Patient Teams are available in Germany, Benelux (Belgium, Netherlands, Luxembourg), Italy, Spain, Greece, Poland, Bahrain, South Korea, and Japan.*

DOWNLOAD NOW

SPREAD THE WORD

Scan the QR code (to the right) or click on the App Store or Google Play buttons to download the new MyCare Overseas™ Beneficiary App!



MyCare Overseas™ is a registered trademark of International SOS Government Services, Inc. All rights reserved.

TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

**WORLDWIDE REACH.
HUMAN TOUCH.**

International SOS administers the TRICARE Overseas Program (TOP) benefit.
www.TRICARE-overseas.com
www.TRICARE.mil



SUPPORTING THE PATIENT JOURNEY

The **MyCare Overseas™** Beneficiary App and Portal was developed based on actual feedback from TRICARE beneficiaries to address pain points, personal needs, and frustrations that may occur when trying to access health care overseas. This results in quicker access to clinical and non-clinical professionals who are dedicated to helping beneficiaries navigate their overseas health care experience.

ACCESSING MYCARE OVERSEAS™ BENEFICIARY APP AND PORTAL

To access the **MyCare Overseas™** Beneficiary App and Portal, simply download the app onto your mobile device and register. This provides secure access to all relevant information and timely notifications, for the best experience of care.

The **MyCare Overseas™** Beneficiary App and Portal is the entry point for all TRICARE Overseas health care services and streamlines access to a convenient, easy-to-use application. This means TOP beneficiaries are empowered to get the information they need when they need it. Beneficiaries can fill out an important Episode of Care feedback form, set up reminders about upcoming medical appointments, access and download International SOS authorizations, locate health care facilities on a map, access translation assistance, or obtain help with follow-on care or other medical instructions.

Scan the QR code below or click on the App Store or Google Play buttons to download the new MyCare Overseas™ Beneficiary App!



Alternatively, to access the new **MyCare Overseas™** web-based Portal using your personal computer or laptop, visit <https://top.internationalsos.com/beneficiary!>

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