



## FREQUENTLY ASKED QUESTIONS



### REGISTRATION/LOGIN

#### What steps should I take after I download the MyCare Overseas app?

After you download or install the MyCare Overseas app on your mobile device, please remember to complete the registration process to begin enjoying the features of the app right away!

#### Why do I receive a “Verification Failed” message when I try to register on MyCare Overseas?

Two of the most common reasons for receiving a “Verification Failed” message are: either the Sponsor’s SSN was not used/entered correctly during the registration process or you are not enrolled in a TOP Prime, TOP Prime Remote or TOP Select plan. If you are unsure about your TRICARE Health Plan, please log in to [milconnect.dmdc.osd.mil/milconnect/](http://milconnect.dmdc.osd.mil/milconnect/) to check your coverage.

#### Why am I am not able to log in? Each time I input my credentials, I get an error message “Email address or password not recognized, please try again.”

Please make sure you enter the same email address you used during the registration process. If you cannot remember the password, click on “Forgot Your Password” and input the email address you used to register, in order to receive a password reset email. The email to reset your password may be marked as spam. Please check your Spam/Junk folders.

#### What can I do if I forgot which email address I used to register?

Please **contact us** and listen to the telephone prompts carefully to select the option to speak with a Technical Support agent, who will be able to assist you further.



### LIVE CHAT

#### Can I chat with the Near Patient Program (NPP) Local Care Team?

Please be aware that you’ll only have access to the “My Local Care Team” section if:

- Your are enrolled in TOP Prime or TOP Prime Remote, and
- You are enrolled in one of these locations: Germany, Benelux (Belgium, Netherlands, Luxembourg), Italy, Spain, Greece, Poland, Bahrain, South Korea, Japan, and Romania.
- You or one of your household members already has a case opened with the TRICARE Overseas Program.

To initiate a chat, click on “24/7 Assistance” and then “Chat Now” in the “My Local Care Team” section.

#### Can I chat with a Customer Service Representative?

All registered users are able to chat with a customer service representative. At the bottom right of the screen, please click on the “Chatbot” icon (a smiley face), to initiate the “Chatbot.” If you cannot find an answer in the “Chatbot” topics, click on “Chat with Customer Service” to be transferred to an agent at the Beneficiary Support Center (BSC).

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## FREQUENTLY ASKED QUESTIONS (CONT.)



### MY APPOINTMENTS/ MY REFERRALS

#### Can I set up an appointment with a provider in MyCare Overseas?

Currently in MyCare Overseas, you are only able to **create appointment reminders**. You will need to contact the provider directly to schedule or modify your appointment(s).

#### How do I download an authorization?

Go to "My Referrals" and click the "Full Details" button for the respective referral. Next, click on "Download All Authorizations." A message at the bottom of the screen will inform you when the download has been completed.



### MEDICAL TRANSLATION REQUESTS

#### How do I submit a Medical Translation Request?

Only TOP Prime and TOP Prime Remote beneficiaries are eligible to submit Medical Translation Requests on MyCare Overseas. On the "Menu" page (by clicking the three horizontal lines in the upper right corner if using the app, or on the left side of the page if using the web-based portal), click on "My Medical Translations." Next, click on the "Create Medical Translation Request" button, fill in the details and upload your file(s). Then press "Submit."

#### How do I download a Medical Translation?

Once the translation is ready, you will receive a MyCare Overseas notification. You can navigate to "My Medical Translations" and click on "Download Translation." A message at the bottom of the screen will inform you when the download has been completed.

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## FREQUENTLY ASKED QUESTIONS (CONT.)



### MY PROFILE / MY DEPENDENTS

#### What information can I update via MyCare Overseas?

Currently in MyCare Overseas, you are only able to update your phone number. Go to “Menu” (by clicking the three horizontal lines in the upper right corner if using the app, on the left side of the page if using the web-based portal), then click on “My Profile.” Press the pencil icon to the right of your phone number in order to amend it. If you need to update your email address, please call our Technical Support via MyCare Overseas (click on “24/7 Assistance” and scroll down to the “Technical Support” section. Country-specific contact information is also available at [tricare-overseas.com/contact-us](https://tricare-overseas.com/contact-us). All other personal information (Rank, Name, Date of Birth, Gender, Address, Plan) must be updated in DEERS (<https://tricare.mil/deers>).

#### Why is my personal information that is displayed in MyCare Overseas not accurate?

All information displayed in MyCare Overseas comes from DEERS (<https://tricare.mil/deers>). If you recently updated your information in DEERS, you will need to refresh MyCare Overseas. Go to “Menu” (by clicking the three horizontal lines in the upper right corner if using the app, or on the left side of the page if using the web-based portal), then click on “My Profile.” Scroll down until you see a “Refresh Page” button, then click on it. This will obtain the most up-to-date DEERS data.

#### Why am I unable to see records of my dependents in MyCare Overseas?

If your dependent is considered a minor in your enrolled location country, you will automatically have access to their records in MyCare Overseas (appointments, referrals, authorizations, medical translations). For all other dependents, you will need to submit a request in order to have their permission to access their records. In MyCare Overseas, go to “Menu” (by clicking the three horizontal lines in the upper right corner if using the app or, on the left side of the page if using the web-based portal), then click on “My Profile.” Scroll to the bottom and click the “Dependent Approvals for Disclosure” button. Use this function to request or grant approval. If you cannot find your dependent in the list, click the “Add Dependent” button. Scroll down the list and select your dependents, then press “Continue.”

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