

TRICARE Overseas Program (TOP)

Beneficiary Medical Records Translation (MRT) Portal Overview Guide and FAQ



A QUICK OVERVIEW

Submit your Medical Records for translation directly to International SOS via the MyCare Overseas™ Beneficiary App

Welcome to this Overview Guide for the TRICARE Overseas Program (TOP) Beneficiary Medical Records Translation (MRT) Portal, found in the “My Medical Translations” feature of the **MyCare Overseas™ beneficiary app and portal!**

TRICARE Prime Overseas and TRICARE Prime Remote Overseas beneficiaries are eligible to submit medical records for translation through the MyCare Overseas™ beneficiary app and web-based portal.

VALID TRANSLATION REQUESTS INCLUDE:

- Physician treatment notes
- Consultation results
- Claims and supporting documentation
- Patient consent forms
- Hospitalization and operative summaries
- Physician letters summarizing care
- Emergency treatment results
- Laboratory results and radiology reports
- Contracting Officer Representative (COR) approved documents more than 365 days from the date of discharge/appointment

THE FOLLOWING DOCUMENTS ARE **NOT** ELIGIBLE FOR TRANSLATION:

- Documents older than 365 days (not approved by the COR)
- Blank medical forms
- Pre-printed patient educational or instructional materials
- Investigational, legal, and/or insurance reports
- Handwritten notes from health care providers that are unrelated to medical treatment

URGENT TRANSLATIONS

are processed within **two business days** after acceptance.*

ROUTINE TRANSLATIONS

are processed within **10 business days** after acceptance.*

** New requests are accepted or rejected within one business day of receipt. Business days follow the U.S. Eastern time zone and calendar. U.S. federal holidays are observed.*

LANGUAGES

Timelines and certification only apply to the 19 languages below. All other languages are completed on a best-effort basis.

German	Arabic	Romanian	Italian	Hungarian
Dutch	Turkish	French	Polish	Korean
Flemish	Bulgarian	Greek	Japanese	Tagalog
Portuguese	Czech	Russian	Spanish	

ANSWERING YOUR QUESTIONS

Beneficiaries should submit their Medical Records via the MyCare Overseas™ Beneficiary App as soon as they receive them from their TOP Provider

FREQUENTLY ASKED QUESTIONS



I am a TRICARE Prime Overseas/TRICARE Prime Remote Overseas beneficiary. How can I have my medical records translated?



Translation help

International SOS, as the TOP contractor, is required to proactively collect and translate medical records for TRICARE Prime Overseas and TRICARE Prime Remote Overseas beneficiaries through its Medical Records Collection (MRC)/MRT program. Alternatively, you may submit a translation request to your enrolled Military Treatment Facility (MTF), TRICARE Remote Point-of-Contact (POC), or via the TRICARE Area Office (TAO) for the overseas area in which you are enrolled. You may also submit your MRT request via the MyCare Overseas™ beneficiary app and portal. For more information on the MyCare Overseas™ beneficiary app, including comprehensive instructions on how to download and register for the app, click [here](#).

What can I do if I have a login issue?

Please refer to the MyCare Overseas™ Beneficiary App and Portal Fact Sheet, which can be found online [here](#), for all technical support-related needs.

Is there a limit to the number of pages that can be submitted for translation?

To ensure the timely and efficient processing of your Medical Records Translations, please be sure to separate your requests by episode of care, (i.e., one request per hospitalization, or one per outpatient specialist visit, etc.). The records should clearly identify the patient (i.e., name, DOB, sponsor ID) and be limited to one patient per case.

Will my MyCare Overseas™ Medical Records Translations be delivered to my military record?

No. Unlike the other submission methods, MyCare Overseas™ translations are only made available for download by the individual who created the request.

What is the “Date of Discharge/Appointment” field?

The “Date of Discharge/Appointment” is the date when you received medical care from your health care provider, as it corresponds to the translation request. For example, it may be the date you visited your doctor/provider or the date that you were discharged from the hospital.

I have a medical report from my doctor’s visit two years ago. Can I still use the translation service for this older document?

Yes. Any files that are more than 365 days old from the “Date of Discharge/Appointment” must first be reviewed and approved by the COR. This is the authorizing party in the Defense Health Agency’s TRICARE Overseas Program Office (TOPO). Please submit your request as you normally would; you then will be asked to provide a reason for the late submission in each case. This can be summarized in 2-3 sentences. Requests will not be approved without provided rationale.

Note: The 365 days are calculated as the number of days between the date when you received medical care from your health care provider (“Date of Discharge/Appointment”) and the date when your translation request was submitted.

ANSWERING YOUR QUESTIONS

Beneficiaries should submit their Medical Records via the MyCare Overseas™ Beneficiary App as soon as they receive them from the TOP Provider

FREQUENTLY ASKED QUESTIONS



Can I translate my English language documents into another language?

International SOS is only required to translate host nation language (native) documents into English at this time.

I already submitted a translation request. Can I change the information previously entered, such as language, page count, or priority?

Once submitted, the information previously entered cannot be changed. If language and page count were incorrectly entered, International SOS will correct that information.

Can a translation request be canceled once it is submitted?

Once submitted, your medical records translation request cannot be canceled.

My request was rejected as a duplicate of another translation case, but I cannot access the case number referenced in the “Rejection Comments.” What can I do?

Due to the numerous submission methods available, duplication may occur. If two or more parties (e.g., beneficiary, MTF, International SOS' MRC Team) submit the same document for translation, it will only be processed once. If you have any questions or require further assistance, please contact your enrolled MTF or International SOS' TOP Translations Team by emailing TOPTranslations@top.internationalsos.com.

I am a TRICARE Select Overseas beneficiary. Can I have my medical documents translated?

At this time, International SOS is not contractually required to translate medical documents for TRICARE Select Overseas beneficiaries.

I have recently retired, but I was Active Duty at the time of my medical appointment. Can I have my medical documents translated?

If you were eligible for MRT at the time of the medical visit (receiving care as an Active Duty Service Member or Active Duty Family Member), you can still have the records translated. Please contact the TOP Translations Team by emailing TOPTranslations@top.internationalsos.com for further assistance.

I have questions about the quality of my translation. Where can I submit my feedback?

Please email your feedback to TOPTranslations@top.internationalsos.com and be sure to include your MRT Case Number in the subject line.

ADDITIONAL INFORMATION AND ASSISTANCE

International SOS is available to assist 24 hours a day, 365 days a year. If you have any questions, please contact your TOP Regional Call Center via the methods shown below.

CONTACT US

If you have any other questions or need additional assistance, contact the TOP Translations Team by emailing TOPTranslations@top.internationalsos.com.

Additional information and resources can be found online at tricare-overseas.com/medical-records-translation.

TRICARE Latin America & Canada <i>(Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin Islands)</i>	
TOP Regional Call Center	+1-215-942-8393 (overseas) 1-877-451-8659 (stateside) tricarephl@internationalsos.com
TRICARE Eurasia-Africa <i>(Africa, Europe, and the Middle East)</i>	
TOP Regional Call Center	+1-44-20-8762-8384 (overseas) 1-877-678-1207 (stateside) tricarelon@internationalsos.com
TRICARE Pacific <i>(Asia, Guam, India, Japan, Korea, New Zealand, and Western Pacific remote countries)</i>	
TOP Regional Call Center	+65-6339-2676 (overseas) 1-877-678-1208 (stateside) tricaretsn@internationalsos.com



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