



March 30, 2010

Dear TRICARE Provider

- Angola
- Australia
- Azerbaijan
- Bahrain
- Botswana
- Cambodia
- Canada
- China
- Czech Republic
- Estonia
- France
- Gabon
- Germany
- India
- Indonesia
- Japan
- Kazakhstan
- Malaysia
- Myanmar
- Namibia
- Netherlands
- New Caledonia
- New Zealand
- Nigeria
- Papua New Guinea
- Philippines
- Russia
- Singapore
- Slovak Republic
- South Africa
- South Korea
- Spain
- Switzerland
- Taiwan
- Thailand
- United Kingdom
- USA
- Venezuela
- Vietnam

Thank you for the care you provide TRICARE beneficiaries. We would like to take this opportunity to introduce our organization to you and your staff. As part of the transition phase into the new TRICARE Overseas Prime (TOP) Program, one of the International SOS network staff will soon contact you to further discuss how we can best work together to continue supporting the TRICARE enrollees in your practice.

Since 1998, International SOS has supported TRICARE in ensuring that active duty service members and their families receive the highest quality care, no matter where their work or travels take them outside the United States and Puerto Rico. Under the new TRICARE Overseas Program, International SOS will assist TRICARE Area Offices and Military Treatment Facility Commanders in the implementation of an integrated health care delivery system combining the military's direct medical care system with International SOS support services to nearly half a million of enrolled members, deployed personnel, travelers and retirees outside the 50 United States and the District of Columbia. Our network and participating providers are instrumental to ensure we can meet the needs of our beneficiaries, your patients. We are very pleased to have the opportunity to support the Puerto Rico beneficiaries going forward.

Operating in over 70 countries, International SOS helps organizations manage the health and safety risks facing their travelers, international assignees and other globally-mobile employees. Our services range from consultancy and planning services to 24-hour medical and security advice and assistance. We provide emergency medical and security evacuations when there is a critical illness, accident or civil unrest. Last year, the company handled over 1,000,000 cases, including nearly 18,000 evacuations. International SOS works in partnership with businesses, governments and non-profit organizations and currently provides key services to 83 percent of the Fortune Global 100 companies. For additional information www.internationalsos.com

Our network staff will reach out to you via phone and through visits to your practice. We are available to answer any questions and we trust the attached FAQ will further help address any immediate concerns. Kindly direct inquiries about the new TRICARE Overseas Prime Program to International SOS at provider.inquiries.pr@internationalsos.com or call us at 1-877-867-1091. All questions related to the current program should be directed to Humana-Military at 1-800-700-7104.

We look forward to working with you.

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Worldwide reach Human touch

International SOS is the world's leading provider of medical assistance, international healthcare, security services and outsourced customer care.

International SOS Assistance, Inc.

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Web Site: www.internationalsos.com