

## Overseas insurance member (OUTPATIENT ONLY):

海外保険をご利用の患者様へ (外来用)

- **TRAVELER'S INSURANCE** : Full medical fee will be at the patient's expense.  
Please submit a claim for your reimbursement on your own. Our direct billing service is only available for patients who reside in Okinawa.
- **ORAL SURGERY DEPT. PATIENT** :  
Direct billing services are not available for any type of Overseas insurance.  
The full amount of medical fee will be at the patient's expense.  
A detailed statement (Japanese) will be issued upon request. Please ask our staff.
- **TRICARE** :  
**PRIME MEMBER (Active Duty & Family):**  
An appointment will be made through USNH liaison office or Tricare representatives With referral. If you have an authorization letter, the hospital will claim to TRICARE directly. Please be advised that the patient is responsible for all payments when visiting WITHOUT an authorization letter, TRICARE will not reimburse any expenses you submit.  
**SELECT MEMBER (Reserve, Retiree and / or Civilian):**  
The full amount of medical fee will be at the patient's expense.  
Please submit a claim for reimbursement at TRICARE individually.  
A detailed statement (Japanese) will be issued upon request. Please ask our staff.
- **CONTRACTED INSURANCE** :  
To issue GOP/GOB, please contact to your insurance company or contact IMSD in advance.

**Direct billing available ; Outpatient, Inpatient,  
Healthcare center (annual health checkup)**

- **AETNA** : NAP, EURO-CENTER, and / or AETNA International
- **Cigna**
- **GeoBlue**



**※The full amount of medical fee will be at your own expense at outpatient if you have following insurance;**

Inpatient and Healthcare center (annual health checkup) are available for direct billing.

- **AETNA : AFSPA (American Foreign Service Protective Association)**
- **BCBS FEP members** :



**※ Direct billing is not available for other overseas insurance.**

Please see back page

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- ※ Please Inform us **(IMSD: International Medical Support Department)** or contact your insurance company to request for issuance of a guarantee of payment / Benefit (GOP/GOB) if you'd like to use our direct billing service before your visit.  
See bottom of the page for contact information.
- ※ GOP/GOB must be issued for each visit of department.
- ※ It may take 3-4 business days for insurance company to issue the GOP/GOB.
- ※ If your GOP/GOB is issued, please send it in advance to the e-mail below or bring the copy of GOP/GOB to the hospital on the day of your visit.
- ※ In the case of an unexpected visit such as an emergency, or if you do not contact to request GOP/GOB to IMSD in advance, please pay all of medical fee at the cashier counter on the day of your visit.
- ※ If you visit us without GOP/GOB, you will be responsible for payment of full medical fees at the cashier counter on the day of your visit even contracted insurance companies with Chubu Tokushukai Hospital.
- ※ Inquiries regarding direct billing will be available during the business hours of IMSD.
- ※ Confirm department's service hours in advance (Outpatient schedule is updated every Monday on the website). If you skip this step, you may not be able to be seen by doctor due to the department being closed even if you obtained a GOP/GOB.
- ※ Please confirm with your insurance company for your Deductible / Co-pay.
- ※ GOP/GOB is not eligible for past visits. Please be sure to request issuance before your visit.
- ※ Insurance companies are able to accept receipt, detailed statement and any document written in Japanese.
- ※ A detailed statement (Japanese) will be issued upon request. Please ask our staff.
- ※ Please keep your receipt. You will be charged to reissue the receipt.

Contact us at IMSD (International Medical Support Department);

Email : [cthimsd@cyutoku.or.jp](mailto:cthimsd@cyutoku.or.jp) Phone : 098-932-1110

English available : 0900-1630 (Monday-Friday), 0900-1200 (Saturday)

Close : Saturday afternoon, Sundays and Japanese Holidays

As of February, 2023