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# Foreign Military Billing Webinar

DHA Uniform Business Office

October 2025

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# Agenda



- Overview
- Abbreviations
- NDAA 716
- Reciprocal Health Care Agreements (RHCA)
- Invitational Travel Orders (ITO)
- Foreign Military Health Plans
- Updating the Profile and Health Plan
- Foreign Military Work Items
- Resources



# Foreign Military Billing Overview



- Defense Health Agency (DHA) Military Treatment Facilities (MTFs) provide care to **foreign military members** at **Military Treatment Facilities (MTFs)** under specific circumstances.
- Foreign military members may be seen at MTFs if they fall into one of these authorized categories:
  - **Foreign Military Personnel (FMPs)** on official duty in the U.S. under **international military training or exchange programs** (e.g., IMET, FMS cases).
  - **NATO personnel** and their eligible family members, as outlined in **NATO Status of Forces Agreements (SOFA)**.
  - **Foreign military members** from allied nations receiving care under **reciprocal healthcare agreements or memoranda of understanding (MOUs)**.



# Abbreviations



- ITO – Invitational Travel Orders
- FMS – Foreign Military School
- FFM – Foreign Force Member
- IMET – International Military Education and Training
- IMS – International Military Student
- NATO – North Atlantic Treaty Organization
- NATO PfP – NATO Partnership for Peace
- RHCA – Reciprocal Health Care Agreement
- SOFA – Status of Forces Agreement



## Foreign Military and NDAA 716



- Foreign Military encounters are not subject to the NDAA 716 hold.
- Work is currently being done to update logic in Revenue Cycle to exclude encounters with a Foreign Military financial class from the NDAA 716 work items.
  - An audit is being completed and clean up efforts will be conducted to remove the work item from Foreign Military encounters that are currently in the NDAA 716 queue in Revenue Cycle.



# Reciprocal Health Care Agreement



- The DoD has a Reciprocal Health Care Agreement (RHCA) with certain foreign countries. The RHCA is a formal arrangement between the DoD and a foreign country that allows certain foreign military personnel (and in some cases their dependents) to receive health care at U.S. MTFs under agreed-upon terms.
- It is important to know whether an RHCA exists as it determines eligibility for care and whether the patient's care will be treated as reimbursable.
- For patients being seen under an RHCA, the care is provided at no cost.
- Please refer to the [RHCA SharePoint page](#), and the "UBO Helpful Handout Foreign Affiliate P&HP Worksheet", for a list of countries with an existing RHCA.



# ITO Orders



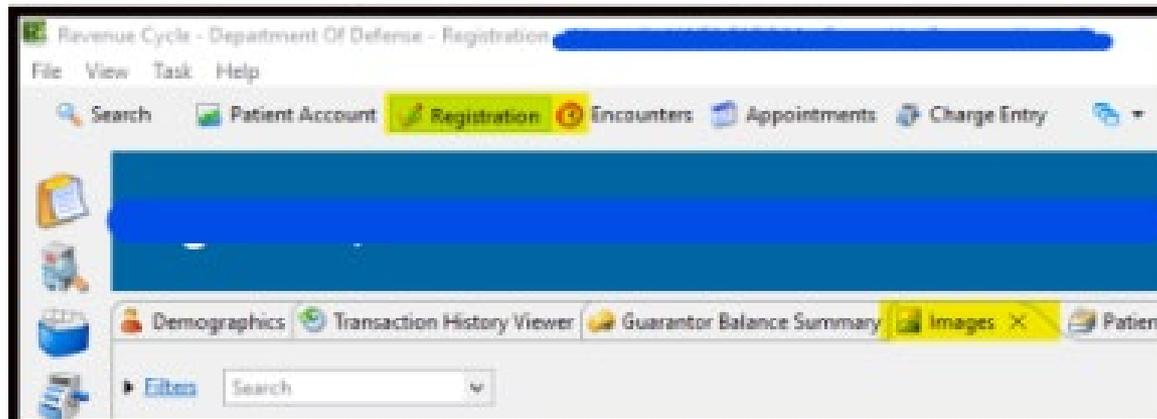
- **Invitational Travel Orders (ITOs)** are official travel authorizations for foreign military personnel participating in training, education, or other programs in the United States. These individuals often receive medical care at MTFs during their authorized stay.
- The MTF must obtain a copy of the ITO.
  - This documentation should be obtained and scanned into the Images tab in Revenue Cycle upon check-in. If known, check-in staff should add the P&HP.
  - Communication and collaboration across departments at your MTF is essential to ensure this information is obtained at check-in and that the appropriate health plan is attached to the encounter. The ITO orders provide essential information used to identify the correct health plan.



# ITO Orders



- When a Foreign Affiliate is identified, determine whether a new P&HP have been added. If not, review the Images tab in the Registration Perspective to locate the ITO orders.

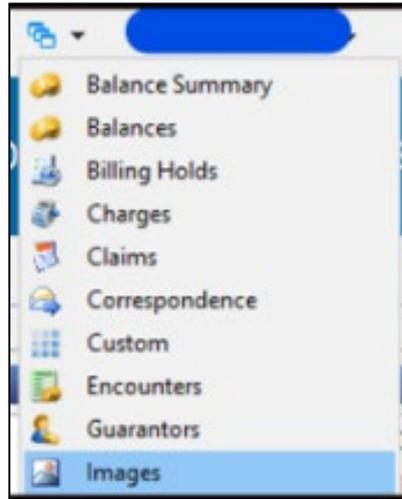




# ITO Orders



- If you do not see the Images tab in your view, select the icon with the three file folders, and select Images from the drop down.





# ITO Orders – Example



Invitational Travel order (ITO) for International Military Student (IMS)

1. ITO Number: NIT[REDACTED] 2. Country/Organization: Nigeria 3. Date: [REDACTED]

Country

IMS = International Military Student

8. a. Authorized Training: No additional training to that specified in this order will be provided.

CASE: [REDACTED]

a. WCN: [REDACTED] 1 MASL: [REDACTED] Title: [REDACTED] STU PREP  
 Military Service Course No: [REDACTED] School: [REDACTED] TRAINING CENTER  
 Location: [REDACTED] Report Date: 21-Aug-2010 End Date: 09-Sep-2010

CASE: [REDACTED]

b. WCN: [REDACTED] Title: [REDACTED] BASIC  
 Military Service Course No: [REDACTED] School: [REDACTED] SCHOOL  
 Location: [REDACTED] Report Date: [REDACTED] End Date: 18-Feb-2010

Start Date

End Date

12. Conditions:

a. Dependents: Dependents are not authorized by U.S. authority to accompany the IMS or join the IMS while in training.

b. Medical Services.  
 IMS:  
 IMS under IMET Xyr.  
 Charges for DoD and Military Treatment Facility-referred civilian medical and emergency dental care are chargeable to the IMET Xyr program and will be forwarded to the appropriate MILDEP for processing.  
 MilDep Billing Address: Army: USA-MEDCOM/OTSG  
 HCO/MCOP-P/FMS Section  
 2450 Connell Road

IMET = International Military Education and Training Program

Billing Address

C-TMS generated ITO [REDACTED] Page 1 of 3

BLDG 2264  
 JBASA Fort Sam Houston, Texas 78234-7664  
 Or items may be scanned and emailed to:  
 usarmy.jbsa.medcom.mbx.medcom-ims@health.mil

DD Forms 7 and/or 7A will be used for DOD reimbursements and SF 1034 for civilian reimbursements.



# Foreign Military Health Plans



- Assigning an accurate Foreign Affiliate Profile & Health Plan (P&HP) is a crucial step in accurately documenting and billing for the services provided. Recent updates have been made to the available Foreign Military health plans in Revenue Cycle.
  - A spreadsheet to assist with this process has been created to assist the MTF staff in identifying the correct Health Plan.
  - [‘UBO \(x2\) Helpful Handout Foreign Affiliate\\_1 P&HP Worksheet-Excel’](#). The spreadsheet is divided into sections; column C-Ds are the new profile and health plans, columns F-N are used for filtering, and columns P-U are the rates and PATCAT for reference.



# Foreign Military Health Plan Example



Modify Patient - DoD

Patient Alerts and Statuses Military Information Relationships Guarantor Insurance

Medicare Coverage Medicare Beneficiary ID Wounded Warrior

+ Add View Remove Manage Profiles Submit Eligibility Eligibility Details

Profile	Seq	Health Plan	Payer	Financial Class
^ v DOD-FOREIGN MILITARY PERSONNEL	1	NATO MIL OCONUS INDV PAY RATE FRR FOR	FOREIGN AFFILIATES	FOREIGN AFFILIATES
v DOD-NO DIRECT CARE BENEFITS				

Foreign Military  
Profile

Health Plan *(select  
appropriate health plan based  
on ITO orders)*

Foreign Affiliates  
Financial Class



# Identifying the Correct Health Plan

## 1. Review ITO orders

Invitational Travel Order (ITO) for International Military Student (IMS)

1. ITO Number: NIT[REDACTED] 2. Country/Organization: **Nigeria** 3. Date: [REDACTED]

Country: Nigeria

IMS = International Military Student

8. a. Authorized Training: No additional training to that specified in this order will be provided.

CASE: [REDACTED] 1 MASL: [REDACTED] Title: [REDACTED] STU PREP  
 Military Service Course No: [REDACTED] School: [REDACTED] TRAINING CENTER  
 Location: [REDACTED] Report Date: 21-Aug-16 End Date: 09-Sep-16

CASE: [REDACTED] 2 MASL: [REDACTED] Title: [REDACTED] BASIC  
 Military Service Course No: [REDACTED] School: [REDACTED] SCHOOL  
 Location: [REDACTED] Report Date: [REDACTED] End Date: 18-Feb-16

Start Date

End Date

12. Conditions:

a. Dependents: **Dependents are not authorized** by U.S. authority to accompany the IMS or join the IMS while in training.

b. Medical Services.  
 IMS: **IMS under IMET Xyr.**  
 Charges for DOD and Military Treatment Facility-referred civilian medical and emergency dental care are chargeable to the IMET Xyr program and will be forwarded to the appropriate MILDEP for processing.  
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DD Forms 7 and/or 7A will be used for DOD reimbursements and SF 1034 for civilian reimbursements.



## Identifying the Correct Health Plan



### 2. Open the “UBO Helpful Handout Foreign Affiliate P&HP Worksheet”

- Download a copy
- Review the “Reciprocal” tab and locate the patient’s country
  - ✓ This tab includes a list of countries, and whether an RHCA exists, and whether the country is a part of NATO (North Atlantic Treaty Organization)
  - ✓ In this example, the country is Nigeria. The table shows that we do not have an RHCA agreement with Nigeria, and they are not a NATO country,

Country	Agreement Type					for FFM			
	Current RHCA (1, 2, 3)	NATO - Member Country (4, 5)	NATO PIP - Partner Country (4, 5)	NATO PIP but Did Not Ratify SOFA (6)	None (6)	DoD MTF Outpatient Care	DoD MTF Inpatient Care	Civilian Outpatient Care	Civilian Inpatient Care
New Zealand					√	Reimb	Reimb	No	No
Nicaragua					√	Reimb	Reimb	No	No
Niger					√	Reimb	Reimb	No	No
<b>Nigeria</b>					√	Reimb	Reimb	No	No
North Macedonia		√			√	No cost	Reimb	With MTF referral	No
Norway		√				No cost	Reimb	With MTF referral	No



## Identifying the Correct Health Plan



- Navigate to the “Foreign Affiliates HP” tab in the Foreign Affiliate P&HP Worksheet.
  - This tab includes a list of all Foreign Military health plans in Revenue Cycle
  - Filter the list as necessary to determine the correct health plan based on the information we have gathered.
  - In our example, we have ITO orders, the patient is an IMET student, Nigeria is a non-NATO country, and the patient is Military.

ITO	FMS	IMET	RECP	NATO NON-NATO	MIL/CIV FAM MBR	AGENCY INDIV	SF1080 STATEMENT
ITO		IMET		NON-NATO	MIL	AGENCY	SF1080/DD7 STATEMENT

- In the INPT Agency column, select IMET in this example.

INPT Individual	OUTPT Individual	INPT Agency	OUTPT Agency
N/A	N/A	IMET '0.6097 MD	IMO '0.6097 MD



## Identifying the Correct Health Plan



4. Once the health plan list is filtered based on the information gathered, the appropriate health plan in this example is:

PROFILE	HEALTH PLANS
DOD-FOREIGN MILITARY PERSONNEL	IMET NON NATO MIL AGENCY PAY RATE IMET IMO

- Update the health plan at both the Registration and Encounter perspective.



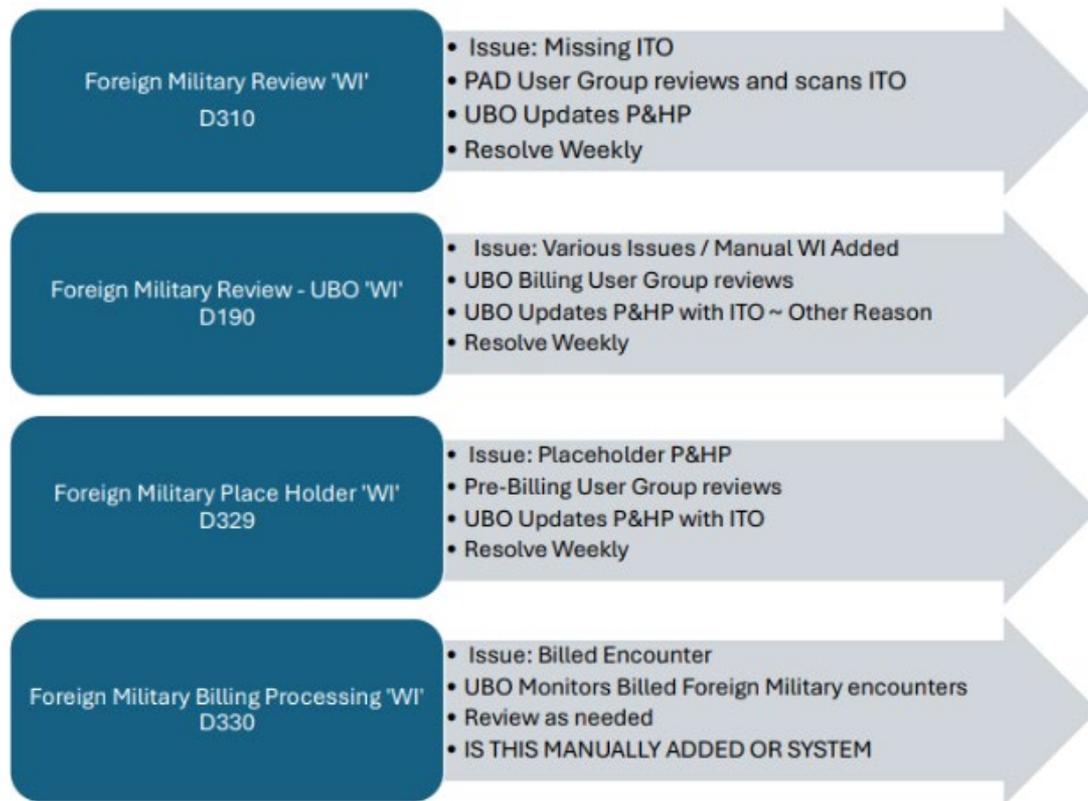
# Foreign Military Work Items



- There are several work item queues for Foreign Affiliate health plans. Each queue may require adding a P&HP, locating an ITO, tracking of encounters, applying an Action Code for resolution, removing a Billing Hold, and/or ongoing research.
- All Foreign Military Work Items have the 'Foreign Military Review' Billing Hold. The hold will be cleared once the work item is resolved and an action code is applied.



# Foreign Military Work Items





# Foreign Military Review WI



- **Work Item:**
  - The **D310 – DoD Foreign Military Review** work item is assigned to the PAD User Group.
  - UBO may request to have this WI queue added to their view.
- **Cause:**
  - This WI is triggered when the health plan “DoD-Review Foreign Military” is associated with the encounter. PAD User Group should review and scan the ITO orders. Review is required to update to the appropriate Foreign Military health plan. Review the patient’s ITO orders in the Images tab.
- **Action Code:**
  - Once the health plan has been updated appropriately, apply the action code “D310 DoD Resolve Foreign Military Review” in the Workflow tab.



# Foreign Military Review – UBO WI



- **Work Item:**
  - The D190 – DoD Foreign Military Review – UBO work item is assigned to the Pre-Billing User Group.
- **Cause:**
  - This work item is applied by the system after the D310 DoD Foreign Military Review WI is resolved by a user, but the health plan was not updated.
  - Review is required to update to the appropriate Foreign Military health plan.
- **Action Code:**
  - Once updated, apply the action code “D190 DoD Foreign Military Review-Complete”



# Foreign Military Placeholder HP WI



- **Work Item:**
  - The D329 – DoD Foreign Military Placeholder HP work item is assigned to the Pre-Billing User Group.
- **Cause:**
  - This work item is applied by the system when a “Placeholder” health plan is attached to the encounter. Review is required to update to the appropriate Foreign Military health plan. Review the patient’s ITO orders in the Images tab.
- **Action Code:**
  - Once the health plan has been updated, apply the action code “D329 DoD Resolve Foreign Military”



# Foreign Military Billing Processing WI



- **Work Item:**
  - The D330 – DoD Foreign Military Billing Processing work item is assigned to the Pre-Billing user group.
- **Cause:**
  - UBO should monitor and review this queue as needed. Ensure encounters in this queue have the appropriate health plan attached.
- **Action Code:**
  - Once updated, apply the action code “D191 – DoD Resolve Foreign Military – Bill”.



# Foreign Military WI Checklist



- Recommendations:
  - Registration Perspective
    - ✓ Are there ITO orders on file in the Images tab?
      - If yes – use the ITO orders to assign the correct health plan.
      - If no – attempt to obtain a copy by contacting the patient/sponsor
        - » Inform leadership that there gaps in the front-end ITO scanning process
      - If the Country of Origin is listed in the Insurance tab, this can be used to assist in selecting the correct Foreign Military health plan.
        - » If no country of origin is listed, attempt to contact the patient.
        - » Review DEERS (GIQD)



# Generating Statement and Posting Payment



- Once the Foreign Military hold has been removed and all charges have rolled to Self Pay, a manual statement can be generated.

The screenshot shows a software interface with a menu bar at the top containing: Balances, Claims, Charges, Statements, Insurance Transactions, Self Pay Transactions, Billing Holds, Workflow, Timeline, Images, Balance Summary, Related Encounters, and Refs. Below the menu is a header for 'Encounter' with the date '09/06/2024'. A 'Filters' section is visible. The main area contains a table with the following data:

Begin Date	Sequence	Status	Health Plan	Payer	Financial Class	Charge Grouping	Adjustments	Payments	Balance
09/06/2024	Primary	Complete	IMET NON NATO MIL ...	FOREIG...	FOREIGN AFFILIATES	DOD Default Technical Charge Group	\$0.00	\$0.00	\$0.00
09/06/2024	Primary	Complete	IMET NON NATO MIL ...	FOREIG...	FOREIGN AFFILIATES	DOD Default Professional - HELTON,...	\$0.00	\$0.00	\$0.00
09/06/2024	Self Pay	Ready to bill	Self Pay	Self Pay	Self Pay	Self Pay	\$0.00	\$0.00	\$95.73

- For step by step instructions, please review the “UBO Helpful Handout Foreign Affiliate Process”.
- Post payments using the manual remittance process. Please see the “Post Patient Statement Remittance” section in the “UBO Helpful Handout Poster UBO” document.



# Resources



- [UBO \(a2\) Helpful Handout Foreign Affiliate Process 2025](#)
- [UBO \(x2\) Helpful Handout Foreign Affiliate P&HP Worksheet 2025](#)
- [UBO Workflows and Narratives](#)
- [1DOD – Patient Accounting – Foreign Military](#)



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  - View the entire broadcast
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