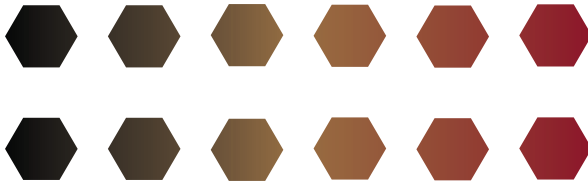


# Foreign Medical Program

VA



**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
Office of Community Care



## Foreign Medical Program (FMP)

FMP is a Department of Veterans Affairs (VA) health care benefits program for U.S. Veterans with VA-rated, service-connected disabilities who are living or traveling abroad. This brochure addresses the procedures for obtaining health care services for service-connected disabilities while in a foreign country and how to file a claim for reimbursement of a medical service or supply.

All health care services provided in foreign countries fall under the jurisdiction of FMP. The program is administered by the Veterans Health Administration (VHA) Office of Community Care in Denver, Colorado. The Office of Community Care is responsible for all aspects of the program, including the Veteran's registration process, application processing, verification of eligibility, authorization of benefits and the processing and payment of claims.

You may apply for FMP benefits by submitting to us your full name, mailing address, address of residence (including country), U.S. Social Security number and VA claim number.

Veterans who are simply traveling overseas and are not planning on a permanent relocation may still want to notify the Office of Community Care in the event that medical services are required for a VA-rated, service-connected disability.

### Eligibility

The eligibility requirements for medical services for Veterans outside the United States are different from

those for Veterans within the United States. VA may authorize foreign medical services for Veterans only for a VA-rated, service-connected disability, or any disability that is associated with and held to be aggravating a VA-rated service-connected disability. This means that disability percentages have no bearing when determining eligibility for foreign medical services

### Authorization

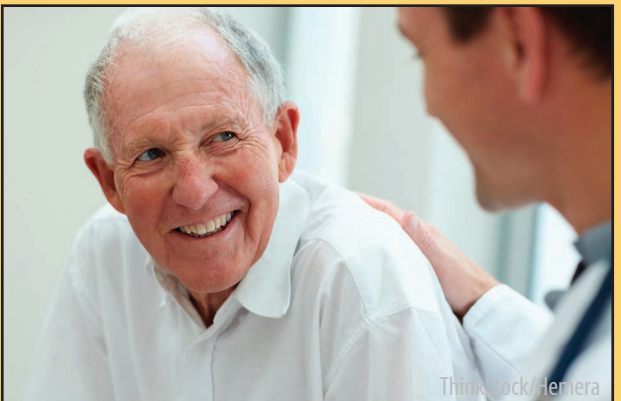
Authorization in advance of obtaining FMP health care services for VA-rated, service-connected disabilities is not necessary. Veterans who have established permanent residence in a foreign country are encouraged to notify the FMP of their current address. At that time, arrangements will be made for FMP registration and the mailing of program materials.

### Selecting Health Care Providers

Although Veterans may select providers of their choice, it is recommended (not required) that selected providers have the ability to produce their medical documentation and billing statements in English. Documents submitted in a language other than English will require contracted translation services, which may delay claims processing and payment.

### Covered Benefits

Generally, as long as the service is medically necessary for the treatment of a VA-rated, service-connected disability, or any disability associated with and held to be aggravating a service-connected disability, it will be covered.



Services must be accepted by VA and the U.S. medical community, including the U.S. Food and Drug Administration and the American Medical Association.

### How to File a Claim

Under FMP you may elect to choose any health care provider who is licensed to provide the medical services you require. You may pay the provider and then file a claim by submitting the bill, medical documentation and proof of payment to the FMP office. Or your provider, if willing, may submit the bill and medical documentation to FMP for payment. The FMP address is:

VHA Office of Community Care  
Foreign Medical Program  
PO Box 469061  
Denver CO 80246-9061  
USA

FMP payments are made by U.S. Treasury checks, issued in U.S. currency. Payments are based on the exchange rate applicable for the date service was rendered, or in the case of hospitalization, the discharge date.

### Canada

Veterans living in Canada are under the jurisdiction of the FMP; however, inquiries and claims must be directed to:

Foreign Countries Operations  
Veterans Affairs Canada  
2323 Riverside Dr., 2nd Floor  
Ottawa, Ontario  
Canada, K1A0P5

**Telephone (toll-free):** 1-888-996-2242  
**Fax:** 1-613-991-0305

## FMP Assistance

For assistance with issues concerning health care services provided in foreign countries, contact the Office of Community Care at:

### Mail

VHA Office of Community Care  
Foreign Medical Program  
PO Box 469061  
Denver CO 80246-9061

### Telephone

303-331-7590

### FAX

303-331-7803

## FMP Help online

**Website:** <https://www.va.gov/COMMUNITYCARE/programs/veterans/fmp/index.asp>

**FAQs:** <https://www.va.gov/COMMUNITYCARE/programs/veterans/fmp/index.asp#FAQs>

**E-mail:** To contact us by e-mail, please go to <https://iris.custhelp.com> and follow the directions for the Inquiry Routing & Information System (IRIS).

## Assistance with Other VA Issues

The Office of Community Care is responsible for FMP health care-related issues. VA regional offices are responsible for determining service-connected disabilities. VA regional offices are also responsible for administering educational benefits, vocational rehabilitation and other benefit programs.

Inquiries related to any of these matters should be directed to the Veteran's servicing regional office.

For general information related to these and other benefits, visit VA's Foreign Benefits website:

<http://www.benefits.va.gov/persona/veterans-abroad.asp>

## VHA Office of Community Care Foreign Medical Program

PO Box 469061  
Denver CO 80246-9061

### Website:

<http://www.va.gov/communitycare/programs/veterans/fmp>

### Phone:

1-303-331-7590

(8:05 a.m. to 6:45 p.m. EST  
Monday–Friday)

## Toll free numbers to contact FMP from select countries

(8:05 a.m.–6:45 p.m. EST)

**USA/Canada:** 877-345-8179

**Australia:** 1-800-354 965

**Costa Rica:** 0800-013-0759

**Germany:** 0800-1800-011

**Italy:** 800-782-655

**Japan:** 00531-13-0871

**Mexico:** 001-877-345-8179

**Spain:** 900-981-776

**UK:** 0800-032-7425

