

## Foreign Medical Program(FMP) – Hospital Nacional Overview

### June 2016

This updated letter is a brief summary of how Hospital Nacional works with the Foreign Medical Program (FMP), as recently there have been a lot of new patients with the FMP, or other patients returning after not receiving services here for a number of years. Below are the rules and procedures that Hospital Nacional has developed over our 15 years of working with the FMP. Please take the time to review this information, as it is important that all of the rules are followed. If you have any questions about the process they can be answered in the International Claims Office of Hospital Nacional.

Also, please remember that the staff members of the International Claims Office are all employees of Hospital Nacional and do not work for FMP. The hospital also cannot answer questions as to why different hospitals, clinics, or pharmacies handle the program differently. You can receive more information about the FMP at their web site:

<http://www.va.gov/hac/forbeneficiaries/fmp/fmp.asp>

**SERVICE CONNECTED CONDITIONS:** Unlike VA hospitals in the US, Hospital Nacional can only treat conditions that have been rated by the VA as service connected. Once they have been rated, you simply apply to the FMP by mailing or faxing the registration form 10-7959f-1 to the FMP, the hospital can assist with faxing the form. The FMP will send out a letter once you have been registered, however they will only send it to the patient. Once you receive the letter from the FMP please bring a copy in to Hospital Nacional so you can be registered into our database. Even if you are deemed to be 100% disabled, that does not mean that the FMP will cover everything, they will still only cover the conditions rated by the VA as service connected. The veteran will have to pay for any services that are not directly related to a service connected condition.

**Medical Appointments:** As you know, the doctors in Panama do not work for the private hospitals, they are all independent contractors. If you would like a list of bi-lingual doctors that the hospital has screened, the International Insurance Office can provide that to you. Please make sure to ask your doctor

before your appointment if they will accept the FMP. If you have a doctor that does not understand the program, Hospital Nacional will gladly explain it to them. It is important that you, the patient, work closely with the doctors that you choose. When the doctor is prescribing a medicine, lab tests, or a procedure, etc; if it is not directly related to a service connected condition, you will have to pay for the service. Hospital Nacional cannot bill the FMP for conditions that patients or their doctors believe developed because of a service connected condition, it must be rated. Remember to ask your doctor if it is for a service connected condition.

**Physical therapy:** The number of sessions allowed per year is limited to no more than 30 for a specific condition. The patient should work with the therapist to develop a program that they will be able to continue in their own home.

**Pharmacy:** The pharmacy is able to provide medications as long as it is prescribed for a service connected conditions. This medication must be FDA approved or the FMP will not pay for it. If you have registered with Hospital Nacional, the pharmacy has access to a database which lists your benefits, and will be able to tell you if we can bill it to the FMP or not. **The doctor must include the diagnosis on the prescription (as well as any requests for lab work, radiology, surgery, etc). Please remind your doctor when they are writing the prescription that it must be FDA approved.**

**Hospital Nacional's Quality Assurance(QA) Program:** Part of Hospital Nacional's QA program is that any hospitalization or surgery must be first approved by the QA department as being related to a service connected condition. Please make sure that your doctor makes the request by completing the pre-authorization form at least 48 hours before they schedule the surgery.

Here at Hospital Nacional, we strive to provide you with the best service possible. But it is also important that you understand Hospital Nacional's policies and the way in which we work with the FMP; we need the assistance and cooperation of both you and your doctor. If all of the information is not done correctly and the FMP denies payment because it is not service connected, you the patient will have to pay for the service.

Regards,



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PS. If you have not given Hospital Nacional a new FMP letter within the last 5 years, or have recently been awarded new service connected condition, please make sure to provide a copy to the International Claims Office so that they can add those conditions into our data base.