

Emergency Medical Care

There are limited medical insurance agencies available locally, and the cost may be considerably higher than comparable plans purchased in the United States or online.

- The 374th MDG Urgent Care Clinic will evaluate and stabilize any true emergency **defined as threat to life, limb, eyesight, fertility, or chest pain (heart attack)**.
 - After performing life saving measures/stabilization, "119" (Japanese emergency medical services) will be called to transport the patient to a host nation hospital.
- All non-emergencies will be directed to a nearby host nation hospital.

Recommendations

A list of facilities/clinics with English-speaking staff is provided by the **U.S. Embassy & Consulates in Japan**:



This information is to be used strictly at your own risk. We do not assume responsibility or liability for the professional ability, reputation of, financial indebtedness incurred by the individual, or the quality of services provided by entities or individuals whose names appear on the list.

Please note that many facilities require patients to pay for services at time of appointment and file a claim with your insurance carrier for reimbursement. For questions or concerns, please contact your health insurance company.

Additional Information

We can't stress strongly enough how **important** getting health insurance compatible with Japanese medical facilities is **before** arriving in Japan.

U.S. Embassy Tokyo

1-10-5 Akasaka, Minato-ku,
Tokyo 107-8420 Japan
Telephone
81-3-3224-5000
Emergency
81-3-3224-5000
Fax
81-3-3224-5856
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TokyoACS@state.gov

Translation/Interpreter Service Information:

Brighter Life Corporation (Medical Translation only)
Contact Number: 046-876-6921
Address: 1-21 Odakicho, Yokosuka-shi, Yokosuka,
Kanagawa 238-0008

Yamada Translation Bureau, Inc. (Translation only):



Ministry of Foreign Affairs of Japan List of Registered Guarantors (Medical Coordinators, etc.):



More facilities and information:

Japan National Tourism (medical) and Japan Expat guides:



374th Medical Group

**Non-DOD/Non-SOFA
Affiliated Status
Visiting Japan**

**Policy, Procedures,
Recommendations**

374th MDG Mission:

Samurai Medics providing Ready, Reliable Care,
anytime, anywhere

374th MDG Vision:

Agile and Resilient Medics committed to ensuring
a free Indo-Pacific region



**374th Medical Group
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APO AP 96328**

Current as of Oct. 29, 2022

374th Airlift Wing Policy

- By Order of the Commander, 374th Airlift Wing, Yokota Air Base visitors who are not traveling on orders, or otherwise affiliated with the Department of Defense (DoD), must provide proof of healthcare insurance valid in Japan in order to receive a base pass for more than 24 hours.
- When friends and family have serious medical problems while visiting Japan, finding suitable medical care can be difficult and expensive. Unless visitors are properly insured, the cost of emergency medical care, hospitalization and/or aeromedical evacuation can exceed \$120,000.
- Visitors should be aware that many United States (US) medical insurance companies, including Medicare and Medicaid, will not pay for care outside of the US.

374th Medical Group Policy

- Per Medical Group Instruction (MDGI) 44-147, routine medical care to Non-DoD/Non-SOFA (Status of Forces Agreement) affiliated persons is not authorized at the 374th Medical Group.
- Only emergency medical care can be provided and is defined as a threat to threat to life, limb, eyesight, fertility, or chest pain (heart attack).

Procedures

MULTI-DAY BASE PASS COORDINATION PROCESS

PROCEDURES BEFORE GUESTS ARRIVE:

Sponsors must present proof of visitor's medical insurance coverage valid in Japan to the TRICARE Operations & Patient Administration (TOPA) office, and are encouraged to do so before the visitor arrives. Below are ways to obtain insurance verification letter from the TOPA office prior to the arrival of guests:

Option 1: Scan proof of insurance and mail it to 374mdss.topaflight@us.af.mil. TOPA will provide insurance verification letter (or request additional info) via email within three duty days.

Option 2: Bring copy of insurance to TOPA office, Room 101, Hospital Bldg. 4408. TOPA will provide insurance verification letter (or request additional info) while the sponsor waits.

The insurance policy must be written in English or the sponsor will be required to provide a certified English translation of the proof of insurance. The sponsor will take the insurance verification letter (received from TOPA) to the Pass and Registration (P&R) office and obtain an extended base pass in accordance with current visitor policy.

PROCEDURES IF GUEST ARRIVES WITHOUT INSURANCE

When a visitor arrives at the Visitor Control Center (VCC) and there is an indication they will be on-base for greater than 24 hours, the VCC will provide a handout explaining the new insurance guidance and instructions on how to obtain and prove medical insurance coverage valid in Japan

while visiting and staying on Yokota Air Base. The visitor will be issued a 24-hour pass with instructions to obtain medical insurance and report to the TOPA office during duty hours (Monday-Friday, 7:30 a.m.-4:30 p.m.) to obtain verification of required medical coverage.

Note: Not all insurance companies process applications and issue insurance within 24 hours. The VCC issues only a limited number of 24-hour passes.

Once the insurance verification letter is received from the TOPA Office, the sponsor shall proceed to P&R where the guest will be issued an extended base pass in accordance with current visitor guidance.

OBTAINING TRAVELER'S INSURANCE

Medical travel insurance plans are relatively inexpensive (approx. \$5/day depending on age) with medical coverage options from \$50,000 to over \$1,000,000. Most plans may be purchased online instantly (or within 24 hours) with coverage starting as early as the next day. Although many plans have similar benefits, coverage for pre-existing conditions varies significantly, ranging from zero benefits to full coverage if pre-existing conditions are controlled with medications. Almost all plans provide multilingual representatives 24 hours per day, 7 days per week. Most also include emergency medical coverage and medical evacuation benefits.

Medical plans can be found at these websites:

travelinsure.com

insubuy.com



The Air Force does not endorse the above insurance plans. They are listed only to illustrate approximately how much a medical insurance plan will cost. There are many medical plans at various websites offering similar benefits. All persons visiting Japan should research multiple insurance plans to determine which plan best fits their specific needs.

We recommend purchasing at least \$100K of medical travel insurance, emergency medical care, repatriation and aeromedical evacuation coverage before arriving at Yokota Air Base.