



U.S. Naval Hospital Okinawa, Japan

Uniform Business Office (UBO)

UBO Phone: (DSN) 315-646-7213 (Off-Base) 098-971-7213

Customer Window Hours:

UBO Email: USN.NHOKICollectionOffice@mail.mil

Monday – Friday, 7:30 am to 4pm

*** Our office accepts checks, money orders, and credit/debit cards for CRS payments. ***

Billing Process Information

1. An itemized bill will be generated and reviewed for accuracy within 30 days from the date of service.
2. Within 60 days, the bill will be loaded into CRS* who will send out a bill the following business day.

Have you registered your email to receive electronic bills yet? Contact UBO to update your email. You will receive an electronic notice of a bill, which will direct you to Pay.Gov where you can locate your CRS bill.

3. CRS bill is due within 60 days from the invoice date – See CRS invoice for payment timeline. Please take one of the following actions:

Option A: Pay the full bill initially. Submit the itemized invoice along with the paid receipts to your medical insurance provider and wait to be reimbursed. Please ask your insurance to send payment to you.

Option B: Wait for insurance. Submit the itemized invoice along with any paid receipts to your medical insurance provider and wait to be reimbursed. Please ask your insurance to send payment to you.

Option C: Coordinate payment plan with CRS while waiting for insurance. 1) File the itemized invoice with your medical insurance provider. 2) Contact CRS at 855-549-2684 to set up a “payment plan”. You have 6 months to make payments while you work with your insurance. Please ask your insurance to send payment to you.

IMPORTANT: If you do NOT make any payments to CRS, your bill will be forwarded to FedDebt for collections after 60 days which will likely accrue interest charges, administrative costs, and penalties. These costs can be severe and in most cases are non-reimbursable.

4. Contact UBO for any questions or concerns.
5. Prior to leaving Okinawa, please contact UBO to audit your account and verify contact information.

Helpful Information

- I. If your Medical Insurance Provider requests additional information, please contact Outpatient Records to request your medical records:
 - usn.butler.navhospokinawaja.mesg.outpatientrecords2@mail.mil
 - 646-7684
- II. Please contact the Civilian Assignment Program Manager located in the TRICARE Service Center Office via email at USN.NHOKITRICARE@mail.mil or by phone at 646-7700 in order to:
 - Update your contact information, e-mail, address, and rotation dates (every 6 months)
 - Transfer or retire this year
 - Update a Letter of Employment
 - Capture a change in dependent status (age, marriage, birth, college, etc.)
 - Update a change to employment since original enrollment

* Centralized Receivables Service