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Health Care Council



16 Dec 2014, 0800-0930

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Agenda

- *McChord Medical Clinic*
- *McChord Dental Clinic*
- *62 MDS (Airman's Clinic)*
- *United Healthcare Military & Veterans*
- *Open Forum*

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McChord Medical Clinic



***Munoz, Anthony A CIV USARMY MEDCOM
MAMC (US)***

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McChord Medical Clinic



-
- *MMC Clinic Updates*
 - *Flu Vaccine*
 - *Help us help you.*



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McChord Medical Clinic



■ **General Clinic Updates**

- **Closed 2nd Thursday of month for training**
- **Closed Federal Holidays including Christmas Day, 26 Dec, New Year's Day, Martin Luther King Day and President's Day**
- **DONSA (day of no scheduled activities) on 2 Jan and 16 Jan. Pharmacy closed on the 2nd but will have limited window services on the 16th.**

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McChord Medical Clinic

■ Clinic Updates

■ Pharmacy Services:

■ Formulary changes

- Nasonex, Asmanex, Fosamax-D, Actonel, Symbicort and Dulara NON Formulary

- Levemir Flexpens non-formulary

- Staffing shortage –May have to drop off civilian scripts for next day pick up

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McChord Medical Clinic



mamc.amedd.army.mil



- Easy online refill
- Select McChord or other locations
- Check status
- Print receipt

We strive to be your pharmacy of choice!

The screenshot shows the 'Prescription Refills' page on the Madigan Army Medical Center website. The page includes a navigation menu with options like 'Appointments', 'Patients', and 'Locations'. The main content area is titled 'Prescription Refills' and contains instructions for users to complete a form to obtain prescription information. The form has several steps: Step 1 is 'Select a prescription option' with radio buttons for 'Prescription Status' and 'Refill Prescription'. Step 2 is 'Please enter the last four digits of your sponsor's social security number'. Step 3 is 'Please enter only the numeric portion of your prescription number' with a grid of input fields for Rx #2 through Rx #10. Step 4 is 'Pharmacy Location' with a dropdown menu. Step 5 shows 'Send this Request' and 'Erase the entries and start over' buttons.

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McChord Medical Clinic



■ Clinic Updates

■ Women's Health Clinic:

- 1 provider starting in January
- Priority is AD AF uncomplicated OB

■ Behavioral Health Clinic:

- 2 full time psychiatrists
- Addition of psych technician in January

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McChord Medical Clinic



-
- **Clinic Updates Patient Centered Medical Home**
 - **Primary Care Enrollment: FY 15 Goal 9000**
 - **Current: 8959**
 - **1058 Tplus (Appointment schedule changes made)**
 - **Primary Care Providers: 4 FM and 2.5 Peds**
 - **One FM provider retiring end December**
 - **Nursing staff on board or in training**
-



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McChord Medical Clinic

- **CAFAC transition to CAFBHS (Child and Family Behavioral Health System)**
 - **Changing to a “Consultative Model”**
 - **Does NOT affect AD AF**
 - **Family members > 18 years of age can still be seen in McChord BH Clinic**
 - **Family members < 18 years of age will see IBHC or CAFBHS based on Behavioral Health concern**
 - **EFMP patients with multiple psychiatric admissions or anorexia may be denied**
-

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McChord Medical Clinic

■ Clinic Updates

■ Flu Vaccine

- Available at appointment or walk in to Immunizations
- Vaccine effectiveness 40% this year due to changes in virus (H3N2)
- See your provider if fever, chills, aches- may be eligible for tamiflu

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McChord Medical Clinic



-
- How can YOU help us help your clinic?
 - Use TRICARE ON LINE to book appointments
 - Use Secure Messaging instead of face to face appt
 - Decrease UCC visits-contact Nurse Advice Line (NAL) or your PCMH Team nurse for phone advice
 - Complete your APLSS (Army Provider Level Satisfaction Survey)
 - Complete your routine health care maintenance (mammogram, colonoscopy, Hemoglobin A1C, etc)
 - Cancel your appointment if you cannot make it
-



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McChord Dental Clinic



Barry S. Wood, SSGT, USAF

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McChord Dental Clinic



- **Exam/Cleaning:** Mandatory once a year to keep you world-wide qualified.
- **All non-emergency call for appt**
- **Sick Call:** Call 982-5505 or walk in at 0730 to be triaged.
- **After hour emergency:** Go to the ER at Madigan.
- **Deployment Exams**
 - Call 982-5505
 - Last minute deployer – walk-in (may have to wait for Space-A)
- **Dependents:** Register with MetLife Dental Insurance at <http://militaryoneclick.com/metlife/> or Metlife.com
- **Retirees:** Tricare Retiree Dental Program. www.trdp.org



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62 MDS/Airman's Clinic

George O. Ogwela, 1st Lt, USAF

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62 MDS/Airman's Clinic

Airman's Clinic Enrollment

Providers / Specialty	
Lt Col Craig-Gray	Flight Med/MD
Lt Col Krueger	Flight Med/MD
Maj Chang	Flight Med/MD
Maj MacLean	Flight Med/MD
Maj Nielson	Flight Med/PA
Lt Col Kim	Family Med/MD
1Lt Joule	Family Med/PA
Lt Col Gervais	Family Med/MD

Total Enrollment	
Flt Med	1429
Family Med	2333
Total	3762

Holiday Hrs of Operation:

- Closed 2nd Thursday of month for training
- Closed Federal Holidays including Christmas Day, 26 Dec, New Year's Day, Martin Luther King Day and President's Day

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62 MDS/Airman's Clinic



McAuley, Jacqueline J Lt Col USAF

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62 MDS/Airman's Clinic



- **Appointments**
 - **Tricare Regional Appt Center (TRAC) 1-800-404-4506**
 - **Mon thru Fri 0600-2000; Sat/Sun 0700-1530**
 - **Online @ <https://www.tricareonline.com>**
 - **MiCare – follow-up appointments**
 - **Appointment refusals are logged**
 - **No-Show appointments are logged**

- **Influenza (flu) – Wg flu vaccination rate is >95%!**
 - **CDC recommendations:**
 - **Vaccination**
 - **Prompt treatment for people at high risk of complications (pregnant, chronic health conditions)**
 - **Preventive health measures such as staying home when you're sick & frequent hand washing**



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62 MDS/Airman's Clinic

■ Quarters Status

- **Commander or Supervisor – may allow AD members to stay home 24 hours (formal quarters not necessary)**
 - Per AFI 41-210, *TRICARE Operations and Patient Administration Functions*, 4.14. Quarters Status
- **Member may call the clinic or the Nurse Advice Line (NAL) to speak with a nurse about their symptoms**
 - **1-800-TRICARE (1-800-874-2273), option 1**

■ Clinic Walk-In Services (Hours 0800-1130; 1300-1530)

NO Walk-In Sick Call – by appointment only

*RTFS/RTCS

*Sore (Strep) Throat

*Pregnancy Testing

*Wart Treatments

*Suture/Staple Removal

*Fitness Test Illness/Injury**

*Recurrent Injections – Depo-Provera, Vitamin B12, etc.

*Blood Pressure Checks: Provider Directed Only

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62 MDS/Airman's Clinic

- **New Clinic Processes:**
 - **Separation History and Physical Exam (SHPE)**
 - **New process beginning 1 Jan 15**
 - **If not seen at MAMC or VA, will be seen in Airman's Clinic**
 - **Appointment with LPN/SHPE – complete DD2807 (report of medical history) & audiogram prior to appt**
 - **Provider appointment – to complete DD2808 (report of medical examination)**
 - **Fitness Test Illness/Injury**
 - **Will be evaluated by RN/IDMT same day**
 - **Medical paperwork will be completed before CCs 5 day limit for validity determination**
-

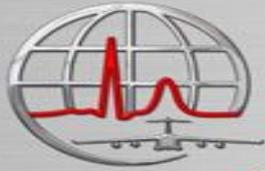
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62 MDS/Airman's Clinic

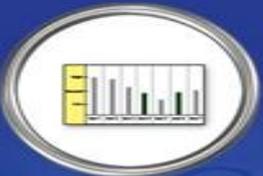


OUR CLINIC IS ONLINE!

Good News, now you can...

- 

Securely Message Your Healthcare Team
- 

Request Appointments
- 

Request Medication Refills
- 

Get Your Lab Results

It's Easy To Get Started

Visit -<https://app.relayhealth.com>

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62 MDS/Airman's Clinic



**Knutson, Danielle O CIV USARMY
MEDCOM MAMC (US)**

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FY 15 HEALTH PROMOTION



- **HAWC is located in Building 726 Fitness Center Annex**
- **USAF Health Promotion including McChord Field Health Promotion is undergoing transformational change. Beginning FY2015, the 62 MDS MTF is programmed to have a single Health Promotion Coordinator. The Health Promotion Coordinator here at McChord Field is Dr. Danielle Knutson who is the current supervisor for Health Promotion Operations.**
- **Dietitian position, and exercise physiologist (EP) position have been cut for FY 15. The Dietitian currently on staff will maintain contract until it expires in September FY 14 and will not be extended. Individuals can self-refer to Madigan Nutrition Clinic by calling 968-0547 for weight management and sports nutrition.**
- **The Exercise Physiologist will remain until Civilian Personnel relocate him into a new position.**



FY 15 HEALTH PROMOTION



- **McChord Field Health Promotion will continue group weight reduction interventions (Better Bodies Better Lives), and tobacco cessation counseling will be provided in group-based formats.**
- ***Policy/environmental changes have broadest reach and are most cost-effective interventions:*** Highest long-term yield will result from implementing evidence-based interventions that are population-based, high-reach, and low-cost; i.e. policy/systems/environmental changes that promote *“Culture of Health”*.
- **HQ SG staff partnering with AF/A1 staff to develop standardized online training for PTLs leading group PT which emphasizes safety; will end aerobic and strength intervention options for fitness failures**



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HAWC BE WELL Update

- **BEWELL class options are taken to meet AFI requirement for Airmen who do not pass FT**
 - **There are 5 options available to meet AFI mandatory requirement for Airmen Not Passing (NP) FT:**
 1. **On Line BE WELL Class**
<https://golearn.csd.disa.mil/kc/login/login.asp>
 2. **HAWC BE WELL Nutrition class, for Abdominal NP**
 3. **HAWC BE WELL Strength class, for strength NP**
 4. **HAWC BE WELL Cardio class, for Walk or Run NP**
 5. **Military One Source <http://www.militaryonesource.mil/>**
 - **HAWC currently offering BE WELL options 2, 3 and 4 bi-weekly**
-

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TRICARE



Eisfeldt, Pamela L CTR (US)

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TRICARE[®]

Your Military Health Plan

TRICARE Self-Service Options

Updated July 2014



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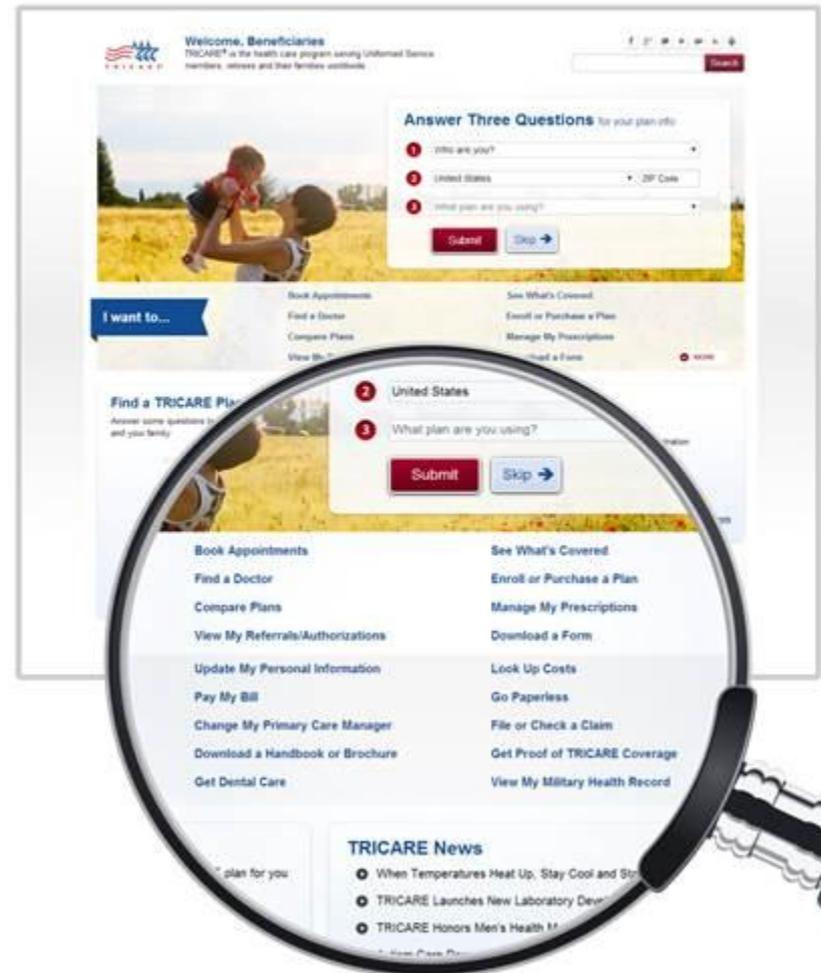
Self-Service Options Online

Using TRICARE's "I want to ..." Section

You can manage your benefits at home or on the go via TRICARE partner secure Web sites. On www.tricare.mil, the "I want to ..." section directs you to links that allow you to:

- Enroll in or purchase a plan
- File or check a claim
- View referrals and prior authorizations
- Find a doctor
- Update your contact information

... and **much more!**



Self-Service Options Online

Log-On Options by Beneficiary Category

Service Members*

Retirees

**Eligible family members—
spouses, widow(er)s, children
ages 18 and older**



Common Access Card



**Coast Guard and U.S. Public Health Service members are not paid by the DoD and do not have DFAS myPay PINs.*

Self-Service Options Online
DS Logon (continued)

**Beneficiary Web
Enrollment**

[? Help Center](#) [-AA+](#)

DS LOGON Registration

Welcome to the registration wizard.
Here you can create your DS LOGON account,
whether you are a service member, veteran, or family member. [?](#)

Select registration method

- I have a Common Access Card (CAC) with accessible card reader. [?](#)
- I have an active DoD ID card and an email on file in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)
- I have a Defense Finance and Accounting Service (DFAS) myPay account. [?](#)
- I have none of the above, but I am registered in the Defense Enrollment Eligibility Reporting System (DEERS). [?](#)

Continue

Cancel



Self-Service Options Online

Many TRICARE-Related Sites Accept DS Logon

- Health Net Federal Services, LLC (Health Net)—North Region
- Humana Military, a division of Humana Government Business (Humana Military)—South Region
- UnitedHealthcare Military & Veterans (UnitedHealthcare)—West Region
- TRICARE For Life
- myTRICARE (claims processor)
- TRICARE Dental Program
- TRICARE Retiree Dental Program
- RAPIDS Self Service
- TRICARE Online
- Defense Manpower Data Center's (DMDC's) Reserve Component Purchased TRICARE Application
- Beneficiary Web Enrollment (BWE)
- milConnect



Self-Service Options Online

Sample Log-On Pages

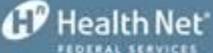


[? Help Center](#) [-/+](#)

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)



Information and Technology for Better Decision Making

[? Help Center](#) [-/+](#)

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)

Need a DS LOGON? ?
Have a DS LOGON activation letter? ?
Need to upgrade your DS LOGON? ?
Need to manage your logon profile settings? ?

Need a DS LOGON?

Have a DS LOGON activation letter?

Need to upgrade your DS LOGON?

Need to manage your logon profile settings?



[? Help Center](#) [-/+](#)

DS LOGON ?

Department of Defense
Self-Service

[Forgot DS Logon Username?](#)
[Forgot DS Logon Password?](#)

Need a DS LOGON? ?
Have a DS LOGON activation letter? ?
Need to upgrade your DS LOGON? ?
Need to manage your logon profile settings? ?



Self-Service Options Online

Your TRICARE Regional Contractor: UnitedHealthcare

The screenshot displays the UnitedHealthcare TRICARE website interface. At the top left, the UnitedHealthcare logo and the TRICARE logo are visible. On the top right, there are links for "Contact Us" and "Help", and a search bar with a "Search" button. Below the header is a navigation menu with tabs for "Home", "Beneficiaries", "Providers", "Government", "Find a Provider", and "About". A printer icon is located on the far right of this menu.

The main content area is divided into three columns:

- Left Column:** Includes "Overview", "Secure Content" (with links for My Eligibility, My Referrals and Prior Authorizations, My Claims, My Deductibles, My Other Health Insurance, My Profile, and Make a Payment), and "Resources" (with links for 2014 TSC Closures, Affordable Care Act, Behavioral Health Programs, Case Management Program, Claims, Disease Management Program, Enrollment, Find a Form, Healthy Lifestyle, Help Guides, and National Guard and Reserve).
- Center Column:** Titled "Overview", it features two login options: "DS Logon" (for those who qualify) and "uhcmilitarywest Logon" (for those without a DS Logon). Both options include a "Register Now" link. A red oval highlights the "DS Logon" and "uhcmilitarywest Logon" buttons and their associated text.
- Right Column:** Titled "Getting Started", it lists actions such as "Download the Welcome Packet (871kb)", "Update DEERS", "Update your TRICARE Plan Enrollment", "Change Your PCM", and "Enroll in Automatic Recurring Payments". Below this is a "Latest News" section with a link to "Department of Defense Announces New Policy Forthcoming for Autism Benefits" and a "Popular Topics" section with links for "ABA Pilot Applied Behavior Analysis (ABA) Pilot program..." and "TRICARE Newsletters Current and archived newsletters".

At the bottom of the center column, there is a photograph of a soldier in military uniform standing in front of a vehicle with the number "82 3C73" on it. Below the photo is the headline "Men Get Depressed Too! What You Can Do About It".



Self-Service Options Online **milConnect**—<http://milconnect.dmdc.mil>

- **milConnect** is a Web application provided by DMDC. Sponsors, spouses, and eligible family members (*age 18 and older*) can access personal information, health care eligibility, personnel records, and other information in a central location.

milConnect Powered by DMDC

About Us | Contact Us | Help

Home Q & A

milConnect is a web application provided by the DMDC that offers sponsors, spouses, and their children (18 years and older) access to their personal information, health care eligibility, personnel records, and other information from a centralized location.

Breaking News:

The Patient Protection and Affordable Care Act: The Affordable Care Act requires you to maintain basic health care coverage—called minimum essential coverage. Beginning in 2014, if you do not have minimum essential coverage, you will have to pay a fee for each month you are not covered. The TRICARE program is considered minimum essential coverage. For more information, visit <http://www.tricare.mil/aca>.

Pay Information: To request pay information you may visit <http://www.dfas.mil/> or if you need your W2 or a Form 1099, please visit: <http://www.dfas.mil/contractorvendors/taxinfo.html>.

UnitedHealthcare Military and Veterans: If you've recently gotten a letter from UnitedHealthcare Military and Veterans and have questions about your policy, primary care managers, automated payments, etc., please go to <http://www.uhc.militarywest.com> or call 1-877-988-9578.

Life Events that Impact Your Benefits

- Medicare
- Marriage
- Children
- Divorce
- Death of a Family Member

Military Transitions

- Lam Resignation
- AD to TAMC (Traditional Assistance)
- AD to Guard / Reserve
- AD to Retirement
- Reserve Retiree Recalled to AD

Education Benefits

- Transfer Your Education Benefits in milConnect
- How To Submit a Transfer Request

DEERS

- General Information
- DEERS and TRICARE

ID Cards

- General Information
- Temporary ID Number (TIN)

Sign In

If you have a Common Access Card (CAC), DFAS (myPay) Account or DoD Self-Service (DS) Login, click the button below to sign in.

Sign Up

Sponsors can create a DS Login by clicking the button below. Please have your CAC or DFAS Account ready.

Quick Links

- Go to Transfer Education Benefits (TEB)
- Go to Update Address
- Go to Update GAL
- Go to eCorrespondence

Veterans Crisis Line
1-800-273-8255 PRESS 6

Safe Helpline
Small Insect Support for the Red Community

EXTERNS LINKS

Air Force	Air Force National Guard	Department of Defense	TRICARE.mil	DFAS/myPay
Army	Army National Guard	Department of Reserve Affairs	TRICARE.mil/ACA	Military One Source
Coast Guard	NOAA	Department of Veterans Affairs	TRICARE Online	Social Security Administration
Marines	AAPES	DMDC	TRICARE for Guard and Reserve (TRG)	Warrent Officer Net (Member)
Navy	Beneficiary Web Enrollment (BWE) VA Forms		Wounded Warrior	Warrent Officer Net (Guest)
Public Health Service				

Home | About Us | Contact Us | Help



Self-Service Options Online

milConnect—Once you log on, you can securely ...

- Update contact information in DEERS
- View current health care enrollments and manage TRICARE enrollments
- Locate the nearest military ID card-issuing facility
- View personnel information
- Obtain proof of insurance if currently in a TRICARE program
- Find answers to frequently asked questions about health care eligibility
- **Also:** Transfer education benefits to eligible family members, view ID cards, view Servicemembers' Group Life Insurance information (*except Marine Corps and Coast Guard*)



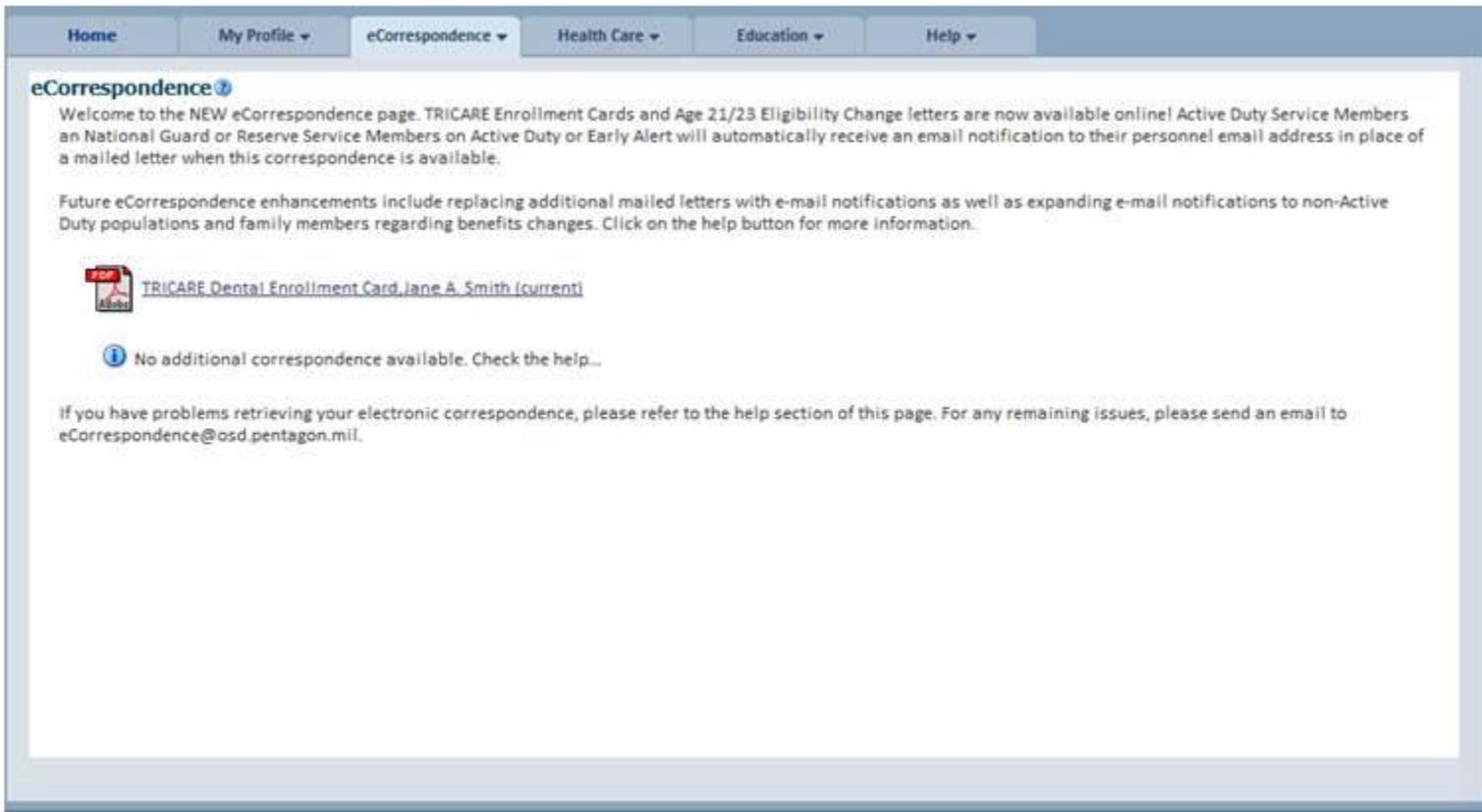
Self-Service Options Online Using milConnect

The screenshot displays the milConnect website interface. At the top left is the milConnect logo with the text "Powered by DMDC". At the top right are links for "Sign Out", "About Us", "Contact Us", "Help", and a user icon. Below the header is a navigation bar with tabs: "Home", "My Profile", "eCorrespondence", "Health Care", "Education", "Life Insurance", "ID Cards", and "Help". The "My Profile" tab is circled in red. Below the navigation bar is the "Update and View My Profile" section. On the left is a "Family Members" table with one entry: "Name Appears Here (Sponsor)". The main content area is titled "Personal Information" and includes fields for Name, Display Name for GAL, DoD ID Number, Relationship to Sponsor, Gender, Birth Date, Citizenship, Organ Donor Status, and Enterprise Username (EUN). A large bracket groups the "Relationship to Sponsor" field and the text "Sponsor Information". Below this is an "Addresses" section. On the right is a "Quick Links" sidebar with a list of options: "Transfer Education Benefits", "Update Address", "Update GAL Info", "eCorrespondence", "Beneficiary Web Enrollment", "eBenefits (VA Portal)", "Family Subsistence Supplemental Allowance (FSSA)", "Joint Qualification System (JQS)", "Manage DS Logon Account", "RAPIDS Self Service", "RAPIDS Site Locator", "TRICARE Claims", and "TRICARE for Guard and". The "Beneficiary Web Enrollment" and "eBenefits (VA Portal)" items are circled in red. A red arrow points from the "My Profile" tab to the "Beneficiary Web Enrollment" link.



Self-Service Options Online

eCorrespondence



The screenshot shows a web application interface with a navigation bar at the top containing links for Home, My Profile, eCorrespondence, Health Care, Education, and Help. The main content area is titled "eCorrespondence" and includes a welcome message, a paragraph about future enhancements, a PDF document titled "TRICARE Dental Enrollment Card, Jane A. Smith (current)", and a message stating "No additional correspondence available. Check the help...". At the bottom of the content area, there is a note about troubleshooting and a contact email address.

Home My Profile eCorrespondence Health Care Education Help

eCorrespondence

Welcome to the NEW eCorrespondence page. TRICARE Enrollment Cards and Age 21/23 Eligibility Change letters are now available online! Active Duty Service Members an National Guard or Reserve Service Members on Active Duty or Early Alert will automatically receive an email notification to their personnel email address in place of a mailed letter when this correspondence is available.

Future eCorrespondence enhancements include replacing additional mailed letters with e-mail notifications as well as expanding e-mail notifications to non-Active Duty populations and family members regarding benefits changes. Click on the help button for more information.

 [TRICARE Dental Enrollment Card, Jane A. Smith \(current\)](#)

 No additional correspondence available. Check the help...

If you have problems retrieving your electronic correspondence, please refer to the help section of this page. For any remaining issues, please send an email to eCorrespondence@osd.pentagon.mil.



Self-Service Options Online

TRICARE Self Service—www.tricare.mil/contactus

Contact Us

[Call Us](#)

[Crisis Hotlines](#)

[Log in for Secure Services](#)

[Email Us](#)

[TRICARE Service Centers](#)

[Fraud or Abuse](#)

[File a Grievance](#)

[Home](#) » [Contact Us](#)

 [Print](#) | [Need Larger Text?](#)

Contact Us

Select from one of the following customer service options:

[Call Us](#)

Call toll-free to speak to a customer service representative.

[Crisis Hotlines](#)

Call or chat online with mental health counselors.

[Log in for Secure Services](#)

Log in or register for secure services on our partner sites.

[Check FAQs](#)

Find instant answers to the most frequently asked questions.

[Email Us](#)

Send us your questions and we will reply in 30 business days.

[Fraud or Abuse](#)

Report any suspicious activity regarding your health care.

[File a Grievance](#)

File a complaint about the quality of care you received.

Related Topics

[Find a Beneficiary Counseling and Assistance Coordinator](#)

[Find a Debt Collection Assistance Officer](#)

[Find a Military Hospital or Clinic](#)

[Download a Mobile App](#)

Related Downloads

[TRICARE Resources for Service Overview](#)

[TRICARE Contact Wallet Card](#)



Self-Service Options Online

TRICARE Self Service—www.tricare.mil/callus

Contact Us

Call Us

[Crisis Hotlines](#)

[Nurse Advice Line](#)

[TRICARE Regional Offices](#)

[TRICARE Area Offices](#)

[TRICARE For Life](#)

[US Family Health Plan](#)

[TRICARE Pharmacy Program](#)

[TRICARE Dental Options](#)

[Continued Health Care Benefit Program](#)

[Defense Enrollment Eligibility Reporting System](#)

[Defense Health Agency, Great Lakes](#)

[TOL Secure Web Portal](#)

[Crisis Hotlines](#)

[Log in for Secure Services](#)

[Email Us](#)

[TRICARE Service Centers](#)

[Home](#) » [Contact Us](#) » [Call Us](#)

 [Print](#) | [Need Larger Text?](#)

Call Us

The North, South and West regional contractors provide customer service for all plans except [TRICARE For Life](#) and the [US Family Health Plan](#). The overseas contractor provides customer service for all overseas plans.

North Region

- Health Net Federal Services, LLC
- www.hnfs.com
- 1-877-TRICARE (1-877-874-2273)

South Region

- Humana Military, a division of Humana Government Business
- Humana-Military.com
- 1-800-444-5445

West Region

- UnitedHealthcare Military & Veterans
- www.uhcmilitarywest.com
- 1-877-988-WEST (1-877-988-9378)

Overseas

- International SOS, Government Services, Inc.
- www.tricare-overseas.com
- [Country-Specific Toll-Free Numbers](#)

Regional Call Centers

Eurasia-Africa

- +44-20-8762-8384

Related Websites

[Veterans' Affairs Toll-Free Numbers](#)

Related Topics

[Find a Beneficiary Counseling and Assistance Coordinator](#)

[Find a Debt Collection Assistance Officer](#)

Related Downloads

[TRICARE Resources Overview](#)

[TRICARE Contact Wallet Card](#)



Call 1-800-TRICARE (874-2273); Option 1
24 hours a day, 7 days a week



TRICARE Interactive Resources Online

- Sign up for general TRICARE news and benefit alerts at **www.tricare.mil/subscriptions**.
- Use keywords and search frequently asked questions at **www.tricare.mil/FAQs**.
- Download handbooks, fact sheets, and more at **www.tricare.mil/smart**.
- Manage TRICARE benefits through **www.tricare.mil**, the “I want to ...” section—get coverage, find providers, check referrals and prior authorizations, view claims, and more.
- View TRICARE information on your mobile device by typing **www.tricare.mil** into your mobile browser.



Additional Regional Slides

TRICARE West Region— UnitedHealthcare Military & Veterans



Self-Service Options Online

TRICARE West Region—Enrollment by Phone

- Enroll in TRICARE Prime by calling **1-877-838-7532**.
- You must be age 18 or older, registered in DEERS, and have your sponsor's Social Security number.
- Hours of operation: Monday—Friday, 7:00 a.m. to 7:00 p.m. Pacific Time.
- Questions? Call Customer Service at **1-877-988-WEST (1-877-988-9378)**.



Self-Service Options Online

TRICARE West Region—Beneficiary Resources

The screenshot displays the TRICARE West Region website interface. At the top, a green navigation bar contains the following tabs: Home, Beneficiaries (circled in red), Providers, Government, Find a Provider, and About. A printer icon is located in the top right corner.

Below the navigation bar, the page is divided into several sections:

- Overview:** This section contains two columns of text. The left column states "DS Logon is a preferred secure login for those who qualify" and features a green button labeled "DS Logon" (circled in red). Below this button is the text "Don't have a DS Logon?" and a red arrow pointing to a "Register Now" link. The right column states "uhcmilitarywest.com Logon for those without a DS Logon" and features a green button labeled "uhcmilitarywest Logon" (circled in red). Below this button is the text "Don't have a uhcmilitarywest.com Logon?" and a red arrow pointing to a "Register Now" link.
- Getting Started:** This section lists several tasks: "Download the [Welcome Packet](#) (871kb)", "Update [DEERS](#)", "Update your TRICARE Plan [Enrollment](#)", "[Change Your PCM](#)", and "Enroll in [Automatic Recurring Payments](#)".
- Latest News:** This section lists "Popular Topics" including "[ABA Pilot](#) Applied Behavior Analysis (ABA) Pilot program..." and "[TRICARE Newsletters](#) Current and archived newsletters".
- Resources:** This section is circled in red and lists various links: "2014 TSC Closures", "[Affordable Care Act](#)", "[Behavioral Health Programs](#)", "[Case Management Program](#)", "[Claims](#)", "[Disease Management Program](#)", "[Enrollment](#)", "[Find a Form](#)", "[Healthy Lifestyle](#)", "[Help Guides](#)", "[National Guard and Reserve](#)", "[Newsletters](#)", "[Referrals and Prior Authorizations](#)", "[Report Fraud, Waste, & Abuse](#)", "[TRICARE Benefits](#)", and "[Your Mobile Tools](#)".
- PTSD Study: Men Versus Women:** This section features a photograph of a young woman in a military uniform looking upwards. Below the image is the title "PTSD Study: Men Versus Women" and the text "Are women Veterans more susceptible to developing post-traumatic stress disorder than their male counterparts? And if so, why?". A "Learn More >>" link is provided at the bottom.



Self-Service Options Online

TRICARE West Region—Grant Access to Family

Home Beneficiaries Providers Government Find a Provider About

Overview

Secure Content

- My Eligibility
- My Referrals and Prior Authorizations
- My Claims
- My Deductibles
- My Other Health Insurance
- My Profile
- Make a Payment

Resources

- Behavioral Health Programs
- Case Management Program
- Claims
- Disease Management Program
- Enrollment
- Find a Form
- Healthy Lifestyle
- National Guard and Reserve
- Referrals and Prior Authorizations
- Report Fraud, Waste, & Abuse

My Profile

Note: This profile information only pertains to your uhcmilitarywest.com account.

Personal Information

Name: any name
Address: 123 Address Way
Any City, NJ 07083
Date of Birth: 01/01/1964
Email Address: name@test.com

User Name & Password

Username: example
Password: *****

Challenge Questions

Grant Access to Family Members

Allow family members to view your health information on uhcmilitarywest.com

Allow family members to view an under 18 family member's health information on uhcmilitarywest.com

Help

To update your name or address, please visit [Defense Enrollment Eligibility Reporting System \(DEERS\)](#).

For more information on granting permissions, visit the [Granting Access to Family Members](#) page in the TRICARE Benefits section, under Resources.

[Edit Email Address](#)

[Change Password](#)

[Edit Challenge Questions](#)

[Manage List](#)

[Specify Access](#)

Select "Manage List" to grant access to a family member.



Self-Service Options Online

TRICARE West Region—Find a Provider

Home Beneficiaries Providers Government **Find a Provider** About

Overview

TRICARE Network Provider Search By

- [Name/Location](#)
- [Condition/Procedure](#)
- [Specialty](#)

MTF Search

[Search](#)

Facility Search By

- [After Hours Care](#)
- [Hospitals, Surgery Centers and Other Facilities](#)

National Ancillary Providers

[Search](#)

TRICARE Out of Network Providers

- [Name/Location](#)
- [Specialty](#)

Overview - Find a Provider

Network Providers



TRICARE network providers are managed by UnitedHealthcare. Network providers have signed contracts with UnitedHealthcare to file TRICARE claims on your behalf.

[Name/Location](#)

[Condition/Procedure](#)

[Specialty](#)

MTF and Clinics



Military Treatment Facilities (MTF) and clinics are the core of the military health system. They are found at military bases around the world.

If enrolled in TRICARE Prime and referred by your Primary Care Manager (PCM) for specialty care, you may be referred to an MTF or clinic even if you have a civilian PCM.

[MTF Search](#)

Facility Care



Facilities include After Hours Care, Hospitals, Surgery Centers, Professional Groups and Ancillary Providers such as Durable Medical Equipment providers.

Center Locations:

- [LabCorp Patient Services](#)
- [Quest Diagnostics Patient Services](#)
- [Compare Hospitals](#)
- [Transplant COE Medical Centers](#)

[After Hours Care](#)

[Hospitals, Surgery Centers and Other Facilities](#)

Directory Updates

Report invalid information by [submitting this form](#). (92kb)



TRICARE West Region—Network Provider Search

Home Beneficiaries Providers Government Find a Provider About 

[Overview](#)

TRICARE Network Provider Search By - Name/Location

* = Required

TRICARE Network Provider Search By

- Name/Location** 
- [Condition/Procedure](#)
- [Specialty](#)

MTF Search

[Search](#) 

Facility Search By

- [After Hours Care](#)
- [Hospitals, Surgery Centers and Other Facilities](#)

National Ancillary Providers

[Search](#) 

TRICARE Out of Network Providers

[Name/Location](#)

Last Name

Exact Match

First Name

Gender

Language

ZIP *

OR

City *

State *

Radius

Return PCMs Only

Search Help

Narrow Your Search:
Narrow search results by completing one or more non-required fields (Last Name, First Name, Gender or Language).

Exact Match Search:
Selecting 'Exact Match' will allow you to search a specific last name. For example: a search for 'John' will only return results for 'John'. If 'Exact Match' is not selected, a search for 'John' will also return results for 'Johnnes', 'Johnson', 'Johns', etc).



TRICARE West Region—Provider Results Table View



[Contact Us](#) | [Help](#)

[Home](#) |
 [Beneficiaries](#) |
 [Providers](#) |
 [Government](#) |
 [Find a Provider](#) |
 [About](#)

[Overview](#)

Provider Search By - Name/Location

[Search](#) > Search Results

- Last Name = allen
- First Name = deborah
- Radius = 25 Miles
- Zip = 92120
- Exact Match = Yes

Total Results = 1 ➔ [Table View](#) | [Map View](#) | [Print Results](#)

Name	Office Phone	Address	Accepting New Patients	Gender	Distance/ Directions
ALLEN, DEBORAH, MD	(619) 229-5018	6719 Alvarado Rd Ste 200 SAN DIEGO, CA 92120	Yes	Female	1.519 miles
Primary Specialty : ORTHOPAEDIC SURGERY Other Specialties : None					

TRICARE Network Provider Search By

- ▶ [Name/Location](#)
- [Condition/Procedure](#)
- [Specialty](#)

MTF Search

[Search](#)

Facility Search By

- [After Hours Care](#)
- [Hospitals, Surgery Centers and Other Facilities](#)



Self-Service Options Online

TRICARE West Region—Provider Results Map View

[Overview](#)

TRICARE Network Provider Search By

[Name/Location](#)

[Condition/Procedure](#)

[Specialty](#)

MTF Search

[Search](#)

Facility Search By

[After Hours Care](#)

[Hospitals, Surgery Centers and Other Facilities](#)

National Ancillary Providers

[Search](#)

TRICARE Out of Network Providers

[Name/Location](#)

[Specialty](#)

Provider Search By - Name/Location

[Search](#) > Search Results

- Last Name = al
- Radius = 25 Miles
- Zip = 92120

Showing 1 - 75 results [Table View](#) | [Map View](#) | [Print Results](#)

Provider Name

- A [ALLEN, DERRICK R., MD](#) ←
- B [ALEXANDER, JOSHUA, DO](#)
- C [ALLEN, DEBORAH M., MD](#)
- D [ALEXIEWICZ, JADWIGA M., MD](#)
- E [ALFARA, KIRSTEN, NON](#)
- F [ALLMAN, ELIZABETH C., MA](#)
- G [AL-NASER, RAED ADNAN, MD](#)
- H [ALAMAR, ALL G., MD](#)



Map data ©2014 Google, INEGI [Terms of Use](#) [Report a map error](#)



Self-Service Options Online

TRICARE West Region—After Hours Care

Home
Beneficiaries
Providers
Government
Find a Provider
About

Overview - Find a Provider

TRICARE Network Provider Search By

[Name/Location](#)

[Condition/Procedure](#)

[Specialty](#)

MTF Search

[Search](#)

Facility Search By

[After Hours Care](#)

[Hospitals, Surgery Centers and Other Facilities](#)

National Ancillary Providers

[Search](#)

TRICARE Out of Network Providers

[Name/Location](#)

[Specialty](#)

Network Providers



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Other Network Provider Resources:

[Access Behavioral Health Facilities & Clinician Search](#)

[Name/Location](#)

[Condition/Procedure](#)

[Specialty](#)

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[MTF Search](#)

Facility Care



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Center Locations:

[LabCorp Patient Services](#)

[Quest Diagnostics Patient Services](#)

[Compare Hospitals](#)

[Transplant COE Medical Centers](#)

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Clinic Resources

■ Appointments

- TRICARE Regional Appt Center (TRAC) 800-404-4506
or TRICARE On-Line <https://www.tricareonline.com>

■ Services

- McChord Clinic Line (connect w/services below) 982-CARE (2273)
- Patient Advocacy Airman's Clinic 982-9846 McChord Clinic 982-8696
- United Healthcare Mil & Vets 877-988-WEST (9378) or <http://www.uhcmilitarywest.com>
- Pharmacy Central 982-2458/Refills 968-6699
- Radiology (plain X-rays only, other Diag Imaging @ MAMC) 982-2361
- Lab 982-2073
- Exceptional Family Member Program (EFMP) 982-3350
- Recovery Care Coordinator (RCC) 982-8580
- Medical Evaluation Board 982-4931/8704
- Community Nursing 982-8693
- Behavioral Health 982-3684
- Nurse Advice Line 1-800-TRICARE (874-2273)

Websites (Sharepoint)

- TRICARE "I Want To ... " www.tricare.mil
- Benefits Correspondence/ DEERS Updates 800-538-9552 or <http://milconnect.dmdc.mil>



UNCLASSIFIED



Open Forum



***Next meeting
17 Mar 2015 @ 1400-1530
In 446 Auditorium***

UNCLASSIFIED