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# Health Care Council



**21 July 2015, 0800-0930**

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# Agenda

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- ***McChord Medical Clinic***
  - ***United Healthcare Military & Veterans***
  - ***McChord Dental Clinic***
  - ***Health Promotions***
  - ***Open Forum 1 (All)***
  - ***62 MDS (AD Clinic)***
  - ***Open Forum 2 (AD)***
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# ***McChord Medical Clinic***

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***Mr. Anthony Munoz***

***Administrative Officer  
McChord Medical Clinic***

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# *McChord Medical Clinic*

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- *MMC Clinic Updates*
- *Pharmacy Updates*
- *Help us help you*



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# *McChord Medical Clinic*



## ■ General Clinic Updates

### ■ Reminders:

- Clinic & Pharmacy closed at noon 2<sup>nd</sup> Thursday of month for training (phone line states 2nd Tuesday)
- Next Training Day: **13 August**

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# *McChord Medical Clinic*



- **Clinic Updates Patient Centered Medical Home**
  - **Primary Care Enrollment: FY 15 Goal 9000**
    - **Current: 8333**
    - **944 Tplus**
  - **Primary Care Providers: 5 FM and 2.5 Peds**

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# *McChord Medical Clinic*



## ■ Clinic Updates

### ■ Family Medicine

- Dr. Morris' retired, 30 June
- JJ Kim, Nurse Practitioner On board
- MD to start 2 August 15

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# *McChord Medical Clinic*



## ■ Clinic Updates

### ■ Women's Health Clinic:

- Ms. Ferreira to WH (full time 27 Jul 15)
- Priority is AD AF uncomplicated OB

### ■ Physical Therapy

- CPT McDonald replaced Dr. Spataro

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# McChord Medical Clinic

## ■ Pharmacy Services:

### ■ TRICARE co-payment increases

	Retail 30-day Supply	Express Scripts Home Delivery 90-day Supply	Military Pharmacy 90-day Supply
Generic	\$8	\$0	\$0
Brand Name	\$20	\$16	\$0
Non-formulary	\$47	\$46	Non-formulary drugs are no longer available in military pharmacies. Beneficiaries are encouraged to call their PCM to see if the non-formulary drug is in stock.



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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 includes several steps: selecting a prescription option (Prescription Status or Refill Prescription), entering the last four digits of the sponsor's social security number, and entering the numeric portion of the prescription number. There are also fields for entering up to 9 additional prescription numbers (Rx #2 to Rx #10). The page concludes with a 'Pharmacy Location' dropdown menu and buttons for 'Send this Request' and 'Erase the entries and start over'.

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# *McChord Medical Clinic*



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## How can YOU help your clinic?

- **Stay connected**
  - **TRICARE ONLINE to book/cancel appointments**
  - **Secure Messaging instead of face to face appt**
- **Decrease UCC visits-Nurse Advice Line (NAL) or your PCMH Team nurse for phone advice**
- **Complete your 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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# TRICARE

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**Pamela Eisfeldt**

**United Healthcare**

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# TRICARE<sup>®</sup>

*Your Military Health Plan*

## TRICARE Self-Service Options

Updated July 2014



TRICARE is a registered trademark of the Department of Defense,  
Defense Health Agency. All rights reserved.

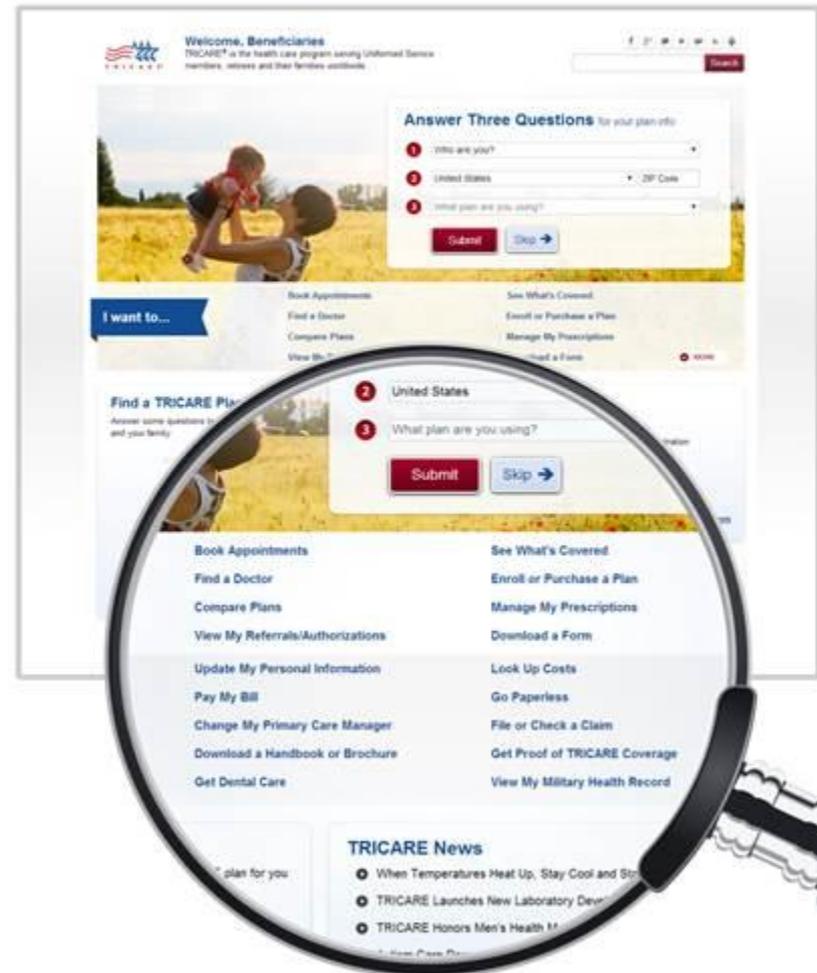
## Self-Service Options Online

# 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](http://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). [?](#)



## 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

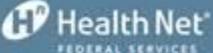


[? Help Center](#) [-/+]

**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 is the UnitedHealthcare logo, and next to it is the TRICARE logo featuring a stylized star and waves. 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 titled "Overview" and is circled in red. It contains two login options:

- DS Logon**: A green button with the text "DS Logon". Below it, the text reads: "DS Logon is a preferred secure login for those who qualify". A link "Register Now" is provided for those who "Don't have a DS Logon?".
- uhcmilitarywest Logon**: A green button with the text "uhcmilitarywest Logon". Below it, the text reads: "uhcmilitarywest.com Logon for those without a DS Logon". A link "Register Now" is provided for those who "Don't have a uhcmilitarywest.com Logon?".

Below the login options is a photograph of a soldier in military uniform with a red beret, standing in front of a vehicle with the number "82 3C73" visible. Below the photo is the headline: "Men Get Depressed Too! What You Can Do About It".

On the left side of the page, there are several sections:

- Secure Content**: A list of links including "My Eligibility", "My Referrals and Prior Authorizations", "My Claims", "My Deductibles", "My Other Health Insurance", "My Profile", and "Make a Payment".
- Resources**: A list of links including "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".

On the right side of the page, there are two sections:

- Getting Started**: A list of links including "Download the Welcome Packet (871kb)", "Update DEERS", "Update your TRICARE Plan Enrollment", "Change Your PCM", and "Enroll in Automatic Recurring Payments".
- Latest News**: A link for "Department of Defense Announces New Policy Forthcoming for Autism Benefits".
- Popular Topics**: A list of links including "ABA Pilot Applied Behavior Analysis (ABA) Pilot program..." and "TRICARE Newsletters Current and archived newsletters".



# 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.

The screenshot shows the milConnect website homepage. At the top, the milConnect logo is displayed with the text "Powered by DMDC". Navigation links for "Home" and "Q & A" are visible. The main content area includes a description of milConnect as a web application, a "Breaking News" section with information about the Patient Protection and Affordable Care Act, and a "Pay Information" section. Below this is a grid of five service categories: "Life Events that Impact Your Benefits", "Military Transitions", "Education Benefits", "DEERS", and "ID Cards", each with a list of related services. On the right side, there are sections for "Sign In" (with a "Log In" button circled in red), "Sign Up" (with a "Sign Up Now" button circled in red), and "Quick Links". At the bottom, there are logos for "Veterans Crisis Line" and "Safe Helpline". The footer contains a list of partner organizations and a navigation bar.

**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	Military Transitions	Education Benefits	DEERS	ID Cards
<ul style="list-style-type: none"><li>• Medicare</li><li>• Marriage</li><li>• Children</li><li>• Divorce</li><li>• Death of a Family Member</li></ul>	<ul style="list-style-type: none"><li>• Lam Resoinkulation</li><li>• AD to TAMM (Traditional Assistance)</li><li>• AD to Guard / Reserve</li><li>• AD to Retirement</li><li>• Reserve Retiree Recalled to AD</li></ul>	<ul style="list-style-type: none"><li>• Transfer Your Education Benefits in milConnect</li><li>• How To Submit a Transfer Request</li></ul>	<ul style="list-style-type: none"><li>• General Information</li><li>• DEERS and TRICARE</li></ul>	<ul style="list-style-type: none"><li>• General Information</li><li>• Temporary ID Number (TIN)</li></ul>

**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 to the Red Community

EXTRINSIC 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 ...

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- 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, there are links for "Sign Out", "About Us", "Contact Us", and "Help", along with a user icon and the text "You are signed in as a sponsor". A navigation bar contains several menu items: "Home", "My Profile", "eCorrespondence", "Health Care", "Education", "Life Insurance", "ID Cards", and "Help". The "My Profile" menu item is circled in red. Below the navigation bar, the main content area is titled "Update and View My Profile". On the left, there is a "Family Members" section with a table header "Name Appears Here" and a row for "( Sponsor )". The main content area is divided into sections: "Personal Information" (with a "MIL" tab), "Addresses", and "Quick Links". The "Personal Information" section lists fields: 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 "Display Name for GAL", "DoD ID Number", "Relationship to Sponsor", "Gender", "Birth Date", and "Citizenship" fields, with the text "Sponsor Information" overlaid on this group. A red arrow points from the "My Profile" menu to this "Sponsor Information" section. The "Quick Links" section on the right contains a list of links, with "Beneficiary Web Enrollment" and "eBenefits (VA Portal)" circled in red. Other links include "Transfer Education Benefits", "Update Address", "Update GAL Info", "Head eCorrespondence", "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".

milConnect Powered by DMDC

Sign Out | About Us | Contact Us | Help |

You are signed in as a sponsor

Home My Profile eCorrespondence Health Care Education Life Insurance ID Cards Help

Update and View My Profile

Family Members

Name Appears Here
( Sponsor )

**Personal Information** MIL

Name:  
Display Name for GAL:  
DoD ID Number:  
Relationship to Sponsor:  
Gender:  
Birth Date:  
Citizenship:  
Organ Donor Status:  
Enterprise Username (EUN):

\*indicates required field

Addresses

**Sponsor Information**

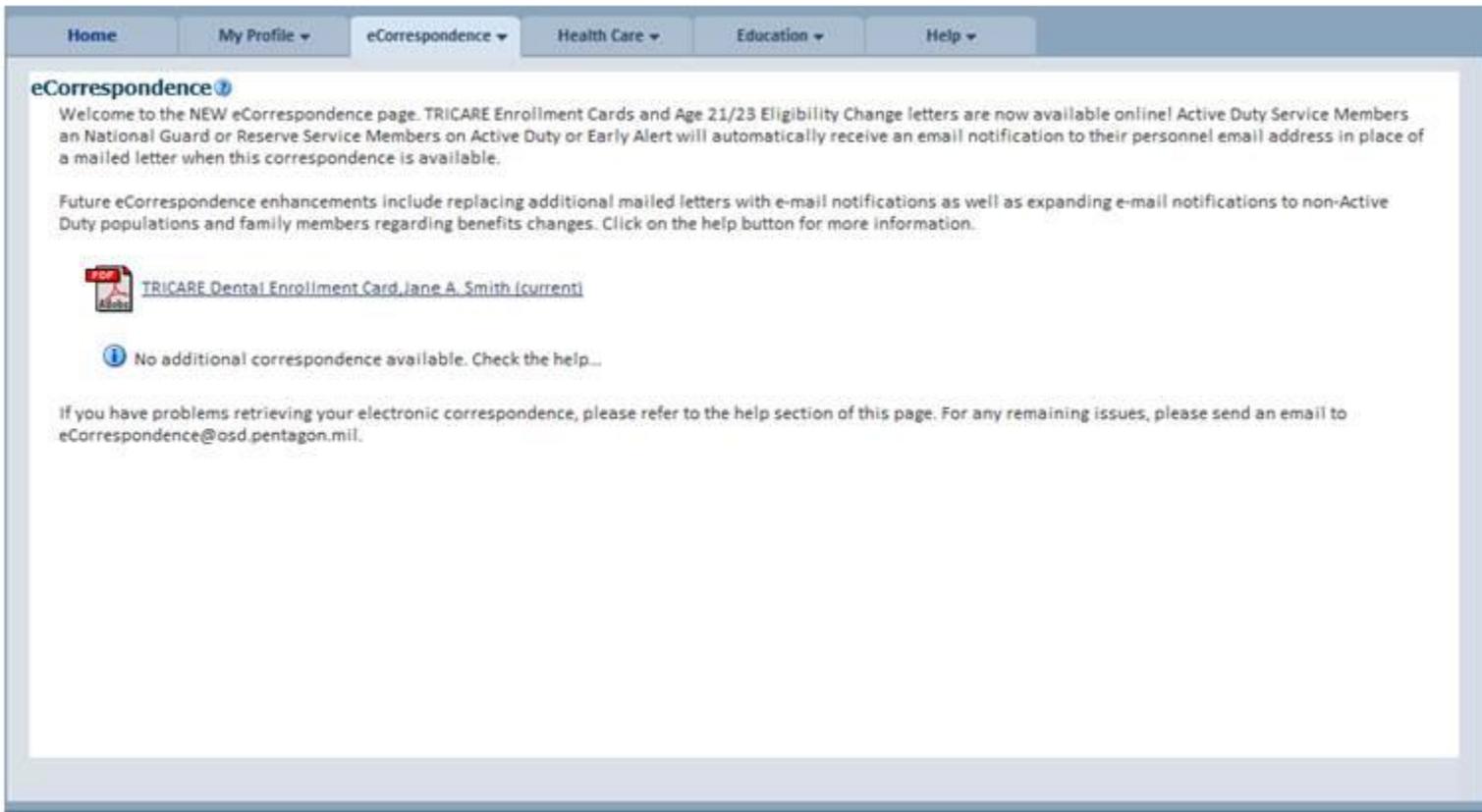
**Quick Links**

- Transfer Education Benefits
- Update Address
- Update GAL Info
- Head 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
- TRICARE for Guard and



# 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...". A footer note provides contact information for technical issues.

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](mailto:eCorrespondence@osd.pentagon.mil).



## Self-Service Options Online

# TRICARE Self Service—[www.tricare.mil/contactus](http://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:

<a href="#">Call Us</a>	Call toll-free to speak to a customer service representative.
<a href="#">Crisis Hotlines</a>	Call or chat online with mental health counselors.
<a href="#">Log in for Secure Services</a>	Log in or register for secure services on our partner sites.
<a href="#">Check FAQs</a>	Find instant answers to the most frequently asked questions.
<a href="#">Email Us</a>	Send us your questions and we will reply in 30 business days.
<a href="#">Fraud or Abuse</a>	Report any suspicious activity regarding your health care.
<a href="#">File a Grievance</a>	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](http://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](http://www.hnfs.com)
- 1-877-TRICARE (1-877-874-2273)

#### South Region

- Humana Military, a division of Humana Government Business
- [Humana-Military.com](http://Humana-Military.com)
- 1-800-444-5445

#### West Region

- UnitedHealthcare Military & Veterans
- [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)
- 1-877-988-WEST (1-877-988-9378)

#### Overseas

- International SOS, Government Services, Inc.
- [www.tricare-overseas.com](http://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

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- Sign up for general TRICARE news and benefit alerts at **[www.tricare.mil/subscriptions](http://www.tricare.mil/subscriptions)**.
- Use keywords and search frequently asked questions at **[www.tricare.mil/FAQs](http://www.tricare.mil/FAQs)**.
- Download handbooks, fact sheets, and more at **[www.tricare.mil/smart](http://www.tricare.mil/smart)**.
- Manage TRICARE benefits through **[www.tricare.mil](http://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](http://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**

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- 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 shows the TRICARE West Region website interface. At the top, navigation tabs include Home, **Beneficiaries**, Providers, Government, Find a Provider, and About. A printer icon is in the top right. The left sidebar contains sections for Secure Content (My Eligibility, My Referrals and Prior Authorizations, My Claims, My Deductibles, My Other Health Insurance, My Profile, Make a Payment) and Resources (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, Your Mobile Tools). The main content area features an Overview section with two login options: DS Logon (for those who qualify) and uhcmilitarywest.com Logon (for those without a DS Logon). Both options include a 'Register Now' link. Below this is a carousel of images, with the first image showing a woman in a military uniform. A news article titled 'PTSD Study: Men Versus Women' is displayed below the carousel, with a 'Learn More >>' link. On the right, there are sections for Getting Started (Welcome Packet, DEERS, TRICARE Plan Enrollment, PCM, Automatic Recurring Payments) and Latest News (ABA Pilot, TRICARE Newsletters).



# TRICARE West Region—Grant Access to Family

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

**Overview**

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

**Secure Content**

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

**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](#)

**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](#)



# 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** ← **MTF and Clinics** **Facility Care**



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

**Other Network Provider Resources:**

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

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

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.

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

### 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](#)

[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
<a href="#">ALLEN, DEBORAH, MD</a>	(619) 229-5018	6719 Alvarado Rd Ste 200 SAN DIEGO, CA 92120	Yes	Female	1.519 miles 
<b>Primary Specialty :</b> ORTHOPAEDIC SURGERY					
<b>Other Specialties :</b> None					



# Self-Service Options Online

## TRICARE West Region—Provider Results Map View

[Overview](#)

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**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](#)

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**Provider Search By - Name/Location**

[Search](#) > **Search Results**

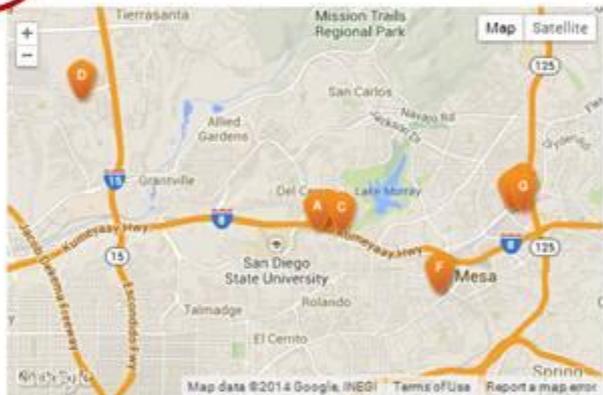
- Last Name = al
- Radius = 25 Miles
- Zip = 92120

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

**Provider Name**

A	<a href="#">ALLEN, DERRICK R., MD</a> ←
	6386 Alvarado Ct Ste 121 SAN DIEGO, CA 92120
B	<a href="#">ALEXANDER, JOSHUA, DO</a>
	6645 Alvarado Rd Ste 229 SAN DIEGO, CA 92120
C	<a href="#">ALLEN, DEBORAH M., MD</a>
	6719 Alvarado Rd Ste 200 SAN DIEGO, CA 92120
D	<a href="#">ALEXIEWICZ, JADWIGA M., MD</a>
	9610 Granite Ridge Dr Ste B SAN DIEGO, CA 92123
E	<a href="#">ALFARA, KIRSTEN, NON</a>
	7839 University Ave Ste 105 LA MESA, CA 91942
F	<a href="#">ALLMAN, ELIZABETH C., MA</a>
	7839 University Ave Ste 105 LA MESA, CA 91942
G	<a href="#">AL-NASER, RAED ADNAN, MD</a>
	5555 Grossmont Center Dr. LA MESA, CA 91942
H	<a href="#">ALAMAR, ALL G., MD</a>
	5565 Grossmont Center Dr Ste 210 LA MESA, CA 91942





# Self-Service Options Online

## TRICARE West Region—After Hours Care

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.

**Other Network Provider Resources:**

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

[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).





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# McChord Dental Clinic

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**TSgt Petra Nelson**

**NCOIC Dental Clinic**

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# McChord Field Dental Clinic



- **The McChord Field Dental Clinic is located:**
  - **690 Barnes Blvd; Bldg. 527**
  - **Phone# 982-5505**
- **Clinic Hours are:**
  - **Monday – Thursday ~ 07:30-1630**
  - **Friday 0730-1530**
- **The McChord Field Dental Clinic offers dental care for active duty Air Force:**
  - **Exam/Cleaning:** Mandatory once a year check/up to keep members world-wide qualified
  - **For all routine & non-emergency treatment call to schedule an appointment**
  - **Deployment Exams ~ call 982-5505**
  - **Dental Sick Call:** By appointment only ~ call 982-5505
  - **After hour emergency:** Report to the ER at Madigan or call 968-1390
- **Family Members:** Register with MetLife Dental Insurance at <http://militaryoneclick.com/metlife/> or Metlife.com
- **Retirees:** Tricare Retiree Dental Program. [www.trdp.org](http://www.trdp.org)



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# McChord Health Promotion

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**Danielle Knutson, PhD**

**Health Promotion Coordinator**

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# McChord Health Promotion

## The Role of **Communities** IN PROMOTING **HEALTHY EATING**

### IMAGES

Food images in the environment

**stimulate the desire to eat**

**EAT THE BIG BURGER**



### LOWER PRICES

Children with access to lower fruit and vegetable prices are

**significantly less likely to have increased BMI over time**

### HIGH PROXIMITY

High proximity to grocery stores has been significantly associated with

**lower rates of overweight and obesity**

*Fast & Quick*

**SUPERMARKET**

### PLANNED

Over

**50%**

of supermarket purchases are unplanned, with

**67%**

of those purchases due to retail displays and manufacturing factors



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# FY 15 HEALTH PROMOTION

- **McChord Health Promotion** is located in Building 726 Fitness Center Annex( will be moving to 62 MDS in Oct).
- **USAF Health Promotion** including McChord Health Promotion is undergoing transformational changes. Beginning FY2015, the 62 MDS MTF is programmed to have a single Health Promotion Coordinator. The Health Promotion Coordinator here at McChord 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. Individuals can self-refer to Madigan Nutrition Clinic by calling 968-0547 for weight management and sports nutrition.





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# McChord Health Promotion

## Be Well Class



Classes are divided up by the fitness component Airmen need assistance in to improve their AFPT score for AC, Push Ups/Crunches or Run/2K Walk. These classes provide instruction focused on the component area of the test. Airmen must bring in an AF Form 108 and be in fitness attire to attend.

## Fitness 101



USAF Better Body Better Life Program: Trying to reach a healthy weight or maintain your current weight? We'll give you the foundation for planning healthful meals to starting a new exercise program. Very fun and dynamic class!

## Tobacco Cessation Program:



Tobacco Cessation Program options make it easier than ever to quit smoking for good. Medication screening, lung age testing, on line classes and support and individual appointments available as well.

## Garmin Fit Bit Activity Trackers:



To help with PT improvement, healthy weight goals, and monitor your sleep habits. McChord Health Promotion will help you track your progress, and keep you motivated in obtaining your goals.

## JBLM HEALTH PROMOTION FACE BOOK:

<https://www.facebook.com/McchordHealthWellnessCenter?ref=settings>

JBLM HEALTH PROMOTION Twitter: <https://twitter.com/McchordHp>

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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
- Behavioral Health 982-3684
- Nurse Advice Line 1-800-TRICARE (874-2273)

## Websites (Sharepoint)

- TRICARE "I Want To ... " [www.tricare.mil](http://www.tricare.mil)
- MiCare Secure Messaging [www.relayhealth.com](http://www.relayhealth.com)
- Benefits Correspondence/ DEERS Updates 800-538-9552 or <http://milconnect.dmdc.mil>



# Open Forum

The next Healthcare Council is scheduled for 22 Sep 15 @ 0800-0930 in the 446 AMDS Auditorium, Bldg. 691 (next to the McChord Clinic)

POC: Lt George Ogwela, OIC Patient Admin Element/GPM – (253) 982-2304



<http://62aw.af.mil> > Units > 62 Medical Squadron > Health Care Council



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# 62 MDS/Airman's Clinic

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**1 Lt George O. Ogwela**

**OIC, Patient Administration**

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# 62 MDS/Airman's Clinic

## Airman's Clinic Enrollment

Providers / Specialty	
Lt Col Craig-Gray	Flight Med/MD (PCS)
Lt Col Krueger	Flight Med/MD (Deployed)
Maj Chang	Flight Med/MD
Maj MacLean	Flight Med/MD
Maj Nielson	Flight Med/PA (Retired)
Lt Col Kim	Family Med/MD
Lt Col Gervais	Family Med/MD
1Lt Joule	Family Med/PA
Amy Isidro	PHA/PA
TSgt Daniel Miller	Flight Med/IDMT

Total Enrollment/Capacity	
Flt Med	1391/2250
Family Med	2281/2500
<b>Total</b>	<b>3666/4750</b>

As of 07/20/2015

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# Medical In-Processing

## Mandatory Medical In-Processing (Spouses Welcome)

Every 1<sup>st</sup> / 3<sup>rd</sup> Thursday @ 1300

- *Medical In-Processing / Medical Records / Enrollment*
- *McChord Dental Clinic*
- *McChord Airman's Clinic (62 MDS)*
- *Access to Care & Specialty Care*
- *Preventive Health Assessment*
- *Behavioral Health Services*
- *Immunizations*
- *Preventive Medicine Clinic*
- *MiCare/Tricare Online*
- *Other Medical Info/Resources*



IAW AFI 41-210 (3.16.2); MTF Commanders will establish medical in/out-processing programs designed to ensure enrolled beneficiaries have a basic understanding of their individual health benefits, the MTF's capabilities, and a basic overview of preventative health programs available to patients.

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# McChord Medical Clinic



## General Clinic Updates

- **Airman's Clinic closed 2<sup>nd</sup> Thursday @ 1200 for training**

## Clinic will be closed:

- **4 Sept 15 - Family Day**
- **7 Sept 15 - Labor Day**

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# Referral Management

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## Access to Care

# 91.5% compliant

8.5% did not follow through with there appointments as of 06/30/2015

*Mark Comstock, Contractor*

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# 62 MDS/Airman's Clinic

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**Lt Col Jacqueline McAuley**

**Senior Nurse/Operational Med Flt/CC**

**MSgt Kanisha Carson**

**Operational Med Flt Chief**

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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**
  - **MiCare – Secure Message request for follow-up appointments**
  - **Nurse Advice Line (NAL) – RN triage for same day appointment @ appropriate level (clinic/urgent care/ER) vs. Home Care instructions**
    - **1-800-TRICARE (1-800-874-2273), option 1**
  - **Online scheduling @ <https://www.tricareonline.com>**
    - **Also available: Test Results, Medication Refills, Access to Secure Messaging (MiCare)**

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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 NAL to speak with a nurse about their symptoms**
  
- **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*

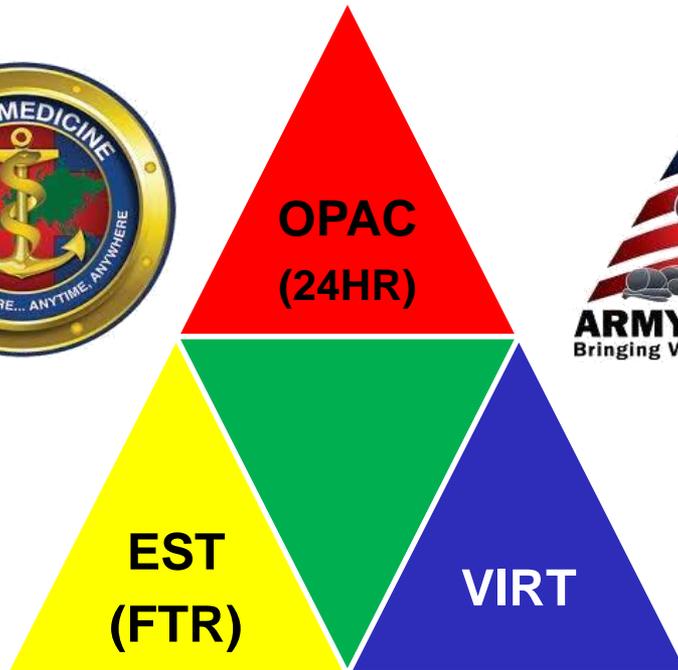


- **No Shows – When a patient does not keep a scheduled appt or cancels less than 2 hrs prior to a scheduled appt**
  - **PCM team contacts mbr to determine cause of No-Show and reschedule, if needed**
  - **Leadership notifications are not normally made for the 1<sup>st</sup> No-Show**
  - **2<sup>nd</sup> and subsequent missed appts generate a No-Show Notification Letter sent to mbr and unit 1Sgt and/or CC**



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# 62 MDS/Airman's Clinic



“Simplified Appointing”  
changes by 1 Aug 15:

Appt types

- OPAC⇒24HR; used for conditions requiring care within 24 hours
- EST⇒FTR; used for non-urgent services beyond 24 hours
- VIRT (coming); allots scheduled time for virtual appt

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