



Medical Right Start



WELCOME TO THE 375th MEDICAL GROUP



“Your Medical Home”

TRUSTED CARE BEGINS WITH ME



Overview



- **Scott AFB Clinic (375 MDG)**
 - Primary Care
 - Specialty Services

- **Civilian Network**
 - Referrals
 - TRICARE

- **Patient Responsibilities**



Welcome to the East Region!



- Welcome! You are in the **East Region**, Regional Contractor is **Humana Military**, phone number **800-444-5445**.
- ADSM / ADFM or Retiree's relocating to SAFB within the EAST Region you will need contact Humana Military to be assigned a new primary care manager.
- ADSM / ADFM or Retiree's relocating from a different region you will need to contact Humana Military as well to transfer your enrollment and be assigned to a new primary care manager.
- Reminder: ADSM / Retiree's **Keep your DEERS updated** for you and your family members. DEERS is the key to your TRICARE benefits.

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TRICARE Enrollment Options



TRICARE Open Season

TRICARE Open Season: Open season is the annual period when you can enroll in our make changes to your health plans for the next year. Open season runs from the 2nd Monday of November through the 2nd Monday of December of each year. During open season, you can:

- **Do nothing** - If you want to stay in your current plan, no action is needed. You will remain in your current plan, as long as you are eligible.
- **Enroll in a Plan** - If you are eligible for a TRICARE Prime or TRICARE Select, but you are not enrolled, you can enroll now.
- **Change Plan** - Already enrolled in a TRICARE Prime, or TRICARE Select and you want to change your plan you can do so at this time. It will take effect 1 Jan following year.

Qualifying Life Event (QLE)

- A QLE is a certain change in your life, that means different TRICARE health plan options may be available to you and your family.
- **Examples** of QLEs are pcs/move/ zip code change, getting married, birth of a child/adopting a child, getting divorce, Young adult going away to college or going from AD status to retirement status.
- Following a QLE, you have **90 days** to make an eligible health plan enrollment change.
- **A QLE for one family member creates a QLE for all family members.** This means all family members may change their health plan enrollment when one person in the family has a QLE



Types of TRICARE Authorized Providers

Network

- They have a signed contract with TRICARE
- Accept TRICARE's Payment as full payment for covered services
- They will file claim for you
- Hold Harmless clause in their contract:
 - meaning they cannot charge you for services not covered by TRICARE without your knowledge
- You can save money by using network providers

Non-Network

- Do not have a signed agreement with TRICARE
- They can make you pay up front for rendered services
- Do not have to file a claim for you. You may have to file your own claim to TRICARE for reimbursement for services rendered
- If they perform a non-covered service.
 - ❖ They can bill you for those charges and you will be liable for those charges



TRICARE Coverage

ADSM – are required to enroll in TRICARE PRIME ONLY



- **TRICARE Prime** is a Health Maintenance Organization (HMO) style plan
 - Assigned a PCM
 - Referrals are need for specialty care
 - Receive authorization from your Regional Contractor
 - Your are seen by a **Network provider**
 - **ADSM, ADFM** (ZERO Cost!) when following guidelines of TRICARE Prime
 - **Point of Service Option** – nonemergency services - (\$300 individual, \$600 per family deductible + 50% of the Tricare allowable charge)

- **TRICARE Select** is a Preferred-provider Plan (PPO) style plan
 - Freedom to choose **TRICARE Authorized** providers
 - Referrals not needed for most services
 - Prior authorization may be needed for some services
 - Deductible (determined by ADSM rank)
 - Receive care from a **TRICARE Authorized Provider - network provider** (co-pays – set fee) or **non-net work provider** (cost-shares – 20% of TRICARE allowable charge)
 - TRICARE Select Cost – www.tricare.mil/cost

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375th MDG – Primary Care Clinics



- **375 MDG is a TRICARE “TRICARE Prime” facility**
 - Access for Prime enrollees only (except lab, radiology, pharmacy)
- **All ADSM & ADFM that are TRICARE Prime will be assigned to one of five Primary Care Clinics:**
 - O Fallon Family Medicine Clinic (8 mil off-base, I-64, exit 16 to O Fallon IL)
 - Scott Family Health Clinic
 - Pediatric Clinic
 - Internal Medicine Clinic : “by PCM referral” - complex medical issues
 - Flight Medicine Clinic : includes Flyers, PRP, special occupations, and family members 18 & over
- **Primary Care Manager = FIRST STOP for all healthcare needs (unless emergency!)**
- **Every 2nd Thursday of the month All Clinics (on/off base) will close at 1200 for 375th MDG Training Day**



Access to Care Standards



- **24HR Appointments**
 - Immediate or symptom-based medical care
 - Within 24 Hours

- **FUTURE Appointments**
 - Follow-up care & well-visits
 - Within 7 Days

- **SPECIALTY Appointments**
 - Within 28 Days



How To Access Care



- **TRICARE Online (TOL): <https://www.tricareonline.com> (Register online)**
 - Book & cancel appointments, request re-fills, check the status of RX
 - Appointment reminders via text message to your cell phone
- **TRICARE Patient Portal Secure Messaging (TOL)**
 - Enables online communication with YOUR primary care team
 - **Preferred** method for **NON-URGENT** or **ADMINISTRATIVE** issues
 - Request medication refills, referral renewals, lab results, ask questions, or leave message with your PCM team
 - > 80% of Secure Messages responded to within 24 hours
- **375 MDG Well Line: (618) 256-WELL (9355)**
 - PCM, referral mgmt, pharmacy, lab, rad, Options for Dental/on-call dentist
 - Hours of operation are **0630-1600, Mon – Fri**
 - after-hours, weekends & holidays it will redirect you to the Nurse Advice Line
- **TRICARE Nurse Advice Line: 1-800-TRICARE (874-2273)**
 - Answered 24/7
 - Provides medical advice, including best place for care
 - Provides urgent care referrals for (ADSM) locally, and when traveling

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Clinical Preventive Services



- TRICARE Prime Beneficiaries (**except ADSM**) may receive certain clinical preventive services from any Network Provider without a referral or preauthorization (to include Scott AFB Clinic!)
 - Annual Eye exams (preventive) **does not include contact exam, contacts, or eye glasses**
 - Prime ADFM – Age 3 and up – 1 per year
 - Annual Cancer Screenings (based on age & risk factors)
 - Routine Well Woman Exam (PAP smears) – age 18 or sexually active
 - Mammograms – women age 39 or >
 - Colonoscopy – age 50 w/ certain risks factors
 - School Physicals
 - Ages 5-11 (sports physicals not included)
 - Newborn hearing screenings



MTF Diagnostic Services



■ Laboratory

- Hours of Operation: **Monday – Friday, 0730 – 1630**
- Phone number **618-256-7719**
- Basic Chemistry, Hematology, Microbiology testing performed on site
- All other testing collected sent to military or civilian reference labs

■ Radiology/Diagnostic Imaging

- Hours of Operation: **Monday – Friday, 0730 – 1630**
- Services
 - ♦ X-Ray, CT, MRI, Ultrasound, Mammography
 - ♦ Minor Procedures (Arthrograms, Steroid injections, biopsies, etc.)
- Able to obtain prior images from any Air Force Base
- To schedule call: **618-256-7259**, Front Desk: **618-256-7411**



Mental Health Clinic



- Family Advocacy Programs
- Psychology (counseling, sleep classes, depression mgt groups)
- Substance Abuse Services
- Random Drug Testing (located down ramp Bldg 1529 near ASF)
- 24/7 help:
 - [Militaryonesource.com](https://www.militaryonesource.com) **800-342-9647**
 - Local IDS **(618) 256-HELP (4357)**
- ADSM Behavioral health appointments are made through your PCM
- Call 911 or go to nearest ER for acute/suicidal after duty hours



ADFM Mental Health



- ADFM or Retiree's contact Humana Military to locate a TRICARE Authorized Behavioral Health Provider.
 - Call – Humana Military **800-444-5445**
 - Website: **www.humanamilitary.com**
- Call 911 or go to nearest ER for acute/suicidal



Pharmacy Services

618-256-7400



LOBBIES ARE OPEN FOR COMPLETED RX PICK UP ONLY – NO ACTIVATION

MAIN PHARMACY (CLINIC)

New Prescriptions

- Hours: **M-F 0800-1700**
- Must activate prescription before it is filled:
 - Via Telephone (256-7400, Option 3)
 - Via TRICARE Online Secure Messaging
- Medications prescribed at another pharmacy with remaining refills, contact pharmacy to transfer prescription.
- Handwritten prescriptions may be dropped off in drop box outside MDG or at pharmacy window

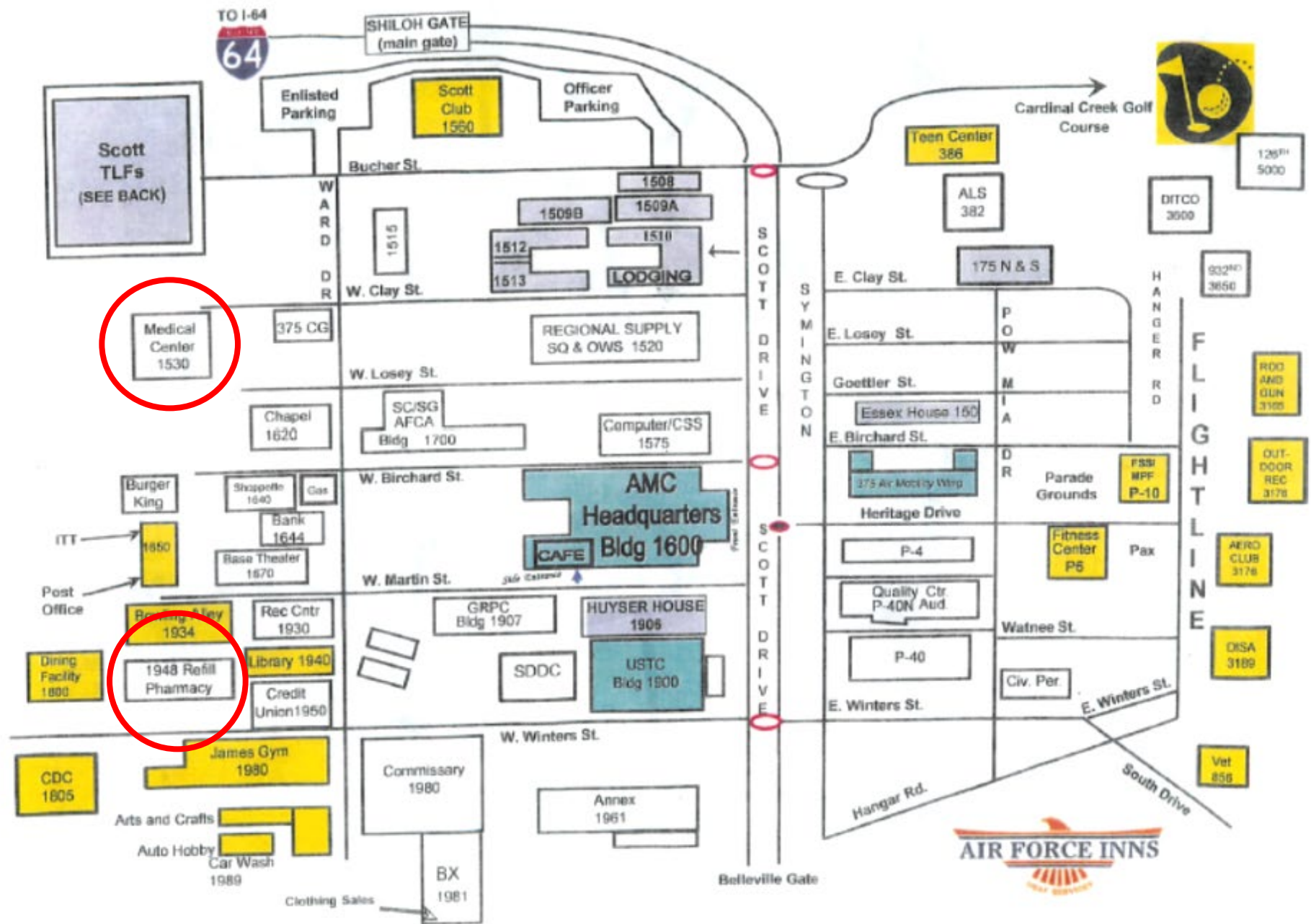
SATELLITE/REFILL PHARMACY

Refills Existing Orders

- Hours: **M-F 0900-1700**
- Location: Bldg. 1948, across from James Gym and behind Scott Credit Union
- Refills must be called in (256-7400) or requested via TRICARE online secure messaging portal
- Please allow **3 duty days** to process

Both Pharmacies Close at 1200 On 2nd Thursday of the Month for Training

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Dental Services

- **ADSM Dental Clinic is located - Bldg. 1535 between the 375th MDG and Burger King**

- **Services provided:**
 - Active-Duty annual dental exam
 - Acute dental care: same day appointment or Emergency
 - ◆ call **(618) 256-WELL / 9355** between **0700-0730**
 - Dentist on-call for emergencies for ADSM after duty hours
 - Reminder: Do NOT go to ER/ED for dental emergencies
 - Do NOT use the TRICARE Patient Portal Secure Messaging system for Dental request or emergency care. Contact the dental clinic by using the 375 Medical Well line at (618) 256-WELL / 9355



ADFM Dental Coverage



- TRICARE Dental Program (TDP)
- Voluntary, premium-based dental insurance plan
 - Must enroll it is NOT automatic
- Worldwide, portable coverage
- Contractor:
 - **United Concordia**
 - **www.uccitdp.com**
 - **1-844-653-4061**



BCAC/DCAO



- **Beneficiary Counseling & Assistance Coordinator**
 - Explains benefits of TRICARE Medical and Dental Programs
 - Prime vs. Select; how to locate network providers
 - Assist with selecting or changing PCM
 - Guidance regarding ADFM dental plan (enrollment)
 - How to file a medical or dental claim

- **Debt Collection Assistance Officer**
 - Provides guidance regarding past due medical bills

- **Mr. Robert Goodwin – 375 MDG / 2nd Floor, TRICARE Operations Hallway**
 - Monday – Friday 0800 – 1700
 - Phone Number: **(618) 256-7664**



Special Needs Identification and Assignment Coordination



- **SNIAC also known as Exceptional Family Member's Program (EFMP)**
 - Medical special needs (urology, neurology, psychiatry, developmental pediatrics, on-going illness, etc.)
 - Educational special needs (dyslexia, adaptive equipment, learning disability, etc.)
- **Everyone must complete a screening form (AF 4380)**
- **Special Needs Coordinator: (618)256-5102**
- **Special Needs Technician: (618)256-7014**
- **Health Care Coordinator: (618)256-5996**

usaf.scott.375-mdg.mbx.efmpm@mail.mil



Medical Records/ Patient Administration



Release of Information Office (ROI) **618-256-7163**

- Medical records are property of the U.S. Government; service members are no longer allowed to hand carry medical records. But may obtain copies from the Release of Information Office for personal use.
- **Monday – Friday 07:30 – 1630**
- If you're referred to a TRICARE authorized specialty provider, the ROI office will fax pertinent clinical information to your off-base specialist upon request

Patient Administration Office **618-256-7522**

- located on the 2nd floor, TRICARE Operations Hallway
- **Monday – Friday 07:30 – 1630**
- Patient Registration (MTF local system data base)
- Patient Travel Reimbursement
- TRICARE benefits



PIMR

PHA, Individual Medical Readiness



- **Annual requirement for AD Service Members**
- **AF Non-Flight Medicine patients:** notified by e-mail or UDM
 - After completion of on-line form, member receives confirmation and instructions
- **Flight Medicine patients:** make appointment with PCM
- **Army patients:** Please contact your PCM
- **Navy patients:** Please call Deployment Health Center (DHC) to schedule your annual PHA
- **For questions on PIMR items, please call Deployment Health Center (DHC) at (618) 256-8970**
- **AD Service Members can check their IMR status online**
 - <https://imr.afms.mil/imr/appdir.aspx>



Emergency Care



- **No ER at Scott AFB** If threat to life/limb/eyesight, go to nearest hospital Emergency Room or call 911
 - Chest pain, severe bleeding, miscarriage, difficulty breathing, poisons, etc.
 - No pre-authorization necessary for emergency care.
- **Ambulance service are embedded within the Fire Station on base**
 - **Will transport you to nearest off-base ER**
- **Call your PCM within 24hrs/1st duty day to coordinate follow-up care:**
 - 375 MDG Well Line (618)256-WELL / 9355
 - Nurse Advise Line: 1-866-683-2778
 - TRICARE Online (TOL) / Patient Portal Secure Messaging
<https://www.tricareonline.com>



Humana Military Partners



■ MTF Specialties:

- OB-GYN (delivery at St Elizabeth's Hospital)
- Physical Therapy
- Dermatology
- Optometry
- Allergy
- Mental Health

**Robust
network in
Illinois and
Missouri
area!!!**



Urgent Care

- No authorization required for TRICARE Prime ADFM, Ret/RFM for Urgent Care. **(ADSM must have a referral)**. To find a TRICARE authorized provider / Urgent Care Center.

- Go to Humana Military website:

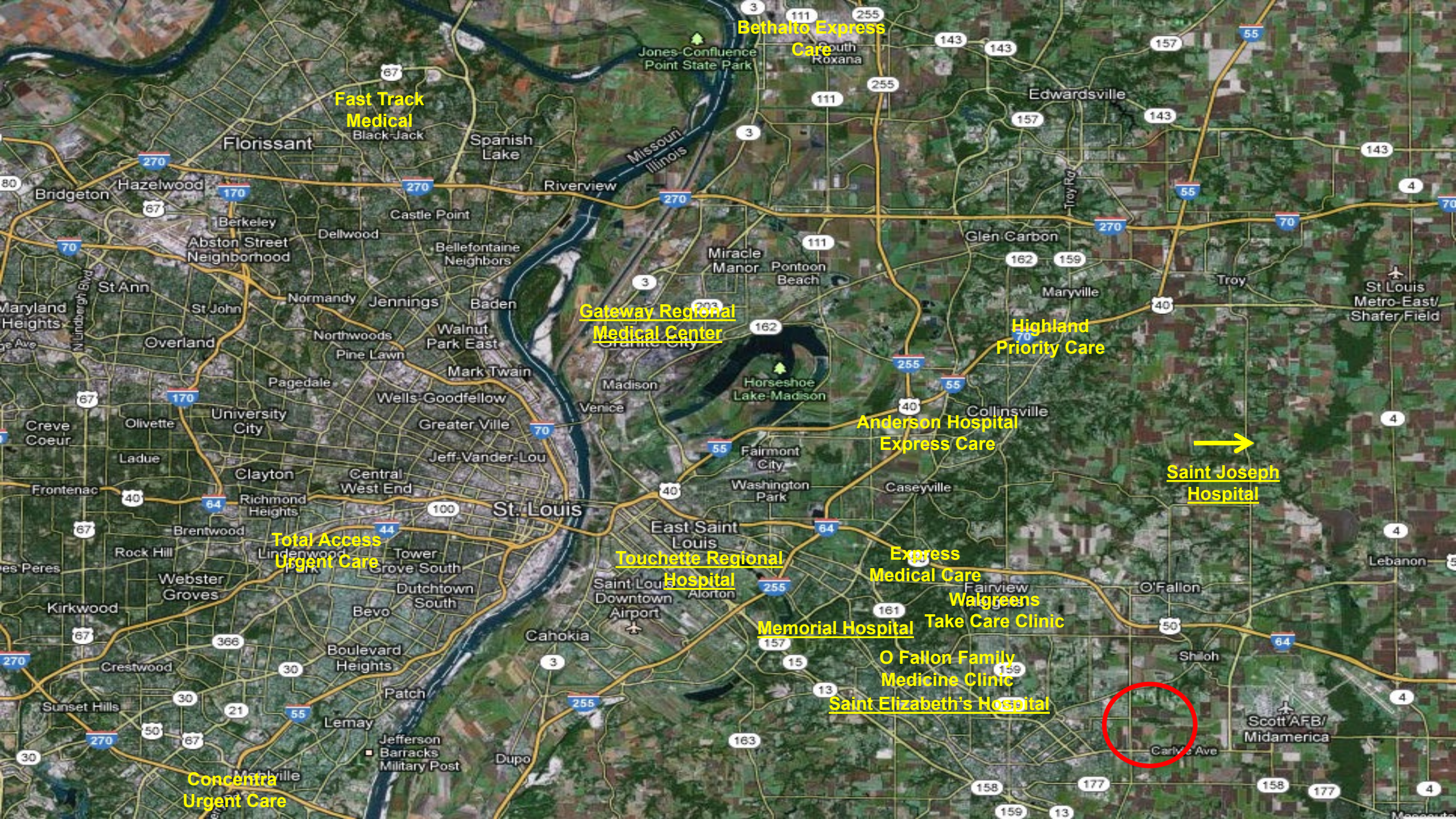
- www.humanamilitary.com
- 800-444-5445

Your Pcm and Nurse Advice Line:

- 375 MDG Well Line: **(618) 256-WELL (9355)**
- Nurse Advice Line (NAL) **1-800-TRICARE (874-2273)**
- TRICARE Patient Portal Secure Messaging **(TOL)**

- If you require follow-up care from your Urgent Care visit, contact your PCM Team

Please note: **St. Elizabeth's UrgiCare** 1512 N. Green Mount Road, O'Fallon, IL, **NOT a TRICARE Urgent Care Center** it is an extension of the St. Elizabeth's Emergency Room



Bethalto Express Care

Fast Track Medical

Gateway Regional Medical Center

Highland Priority Care

Anderson Hospital Express Care

Saint Joseph Hospital

Touchette Regional Hospital

Express Medical Care Walgreens Take Care Clinic

Memorial Hospital

O'Fallon Family Medicine Clinic

Saint Elizabeth's Hospital

Total Access Urgent Care

Concentra Urgent Care





Humana Military Beneficiary Self Service Portal



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Humana Military TRICARE

About us Contact us Careers Ask Humana Military

Beneficiary Provider Government Log in

Welcome TRICARE East beneficiaries

Get access to everything you need right here. You can enroll, learn how to file your claims, educate yourself on wellness and get access to all the TRICARE resources you need.

Beneficiary self-service

Self-service allows you to quickly check referrals and claims, send secure messages, start a live chat and more. It's simple, secure and available 24 hours a day, seven days a week for registered beneficiaries.

Log in

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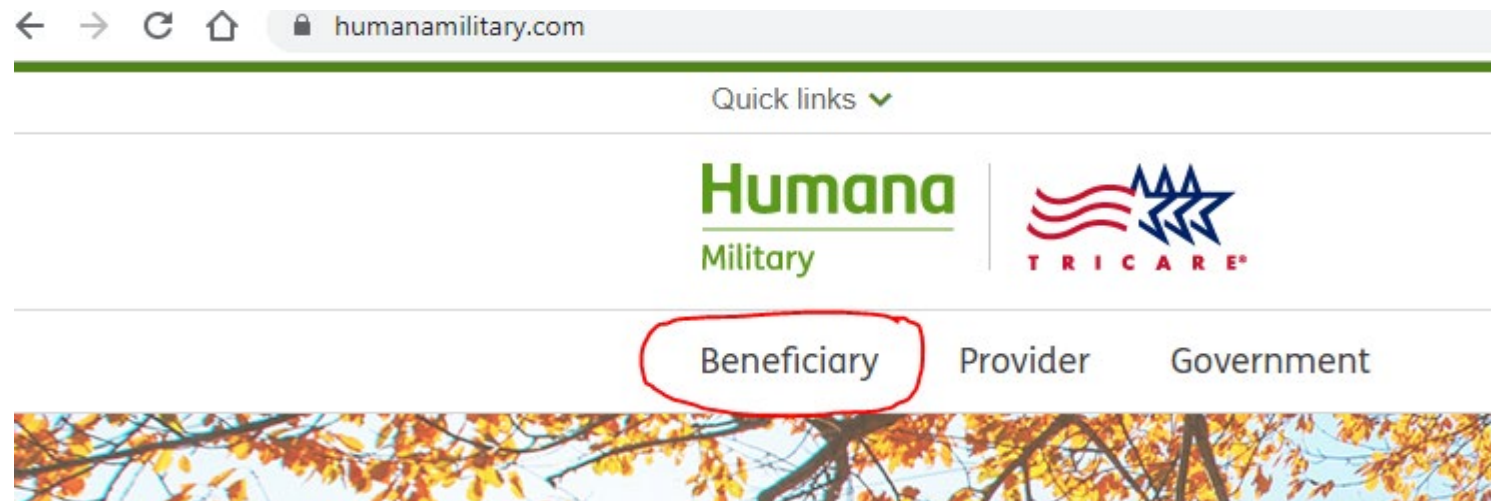


Referral Management Center



Referrals start with your Primary Care Manager (PCM)

- If you have questions, or need a referral contact your PCM
- View / track your referrals go to:
 - Humana Military Beneficiary Self-Service Portal @ www.humanamilitary.com
- If you need help finding a network provider call:
 - [800-444-5445](tel:8004445445)
 - www.humanamilitary.com



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Federal Employee Dental & Vision Insurance Program



The U.S. Office of Personnel Management offers eligible TRICARE beneficiaries the option to enroll in a **FEDVIP Vision Program**.

- **Active Duty Family Members, Retirees, their eligible family members**, enrolled in a TRICARE health plan may qualify to **purchase vision coverage through FEDVIP**

Visit www.benefeds.com for eligibility, carrier, and enrollment information.



Patient/Family Responsibilities



- **Appointment Cancellation Policy**
 - Please keep your appointment or cancel ASAP if you are unable to make it (24 hours in advance)

- **Reporting Time is Show Time**
 - FM declare Third Party Insurance coverage, if your family has any

- **Give us feedback:**
 - “SDA” survey (contractor call about 10% of our patients each week) and/or internal Customer Service Surveys available in each clinic

- **Must show ID card for 14 yrs age and older**



Parents and/or Guardians of Step/Foster Children



- 375 MDG is required to follow state law (410 ILCS 210/2) to ensure proper person consent for minor child's care
 - **A valid Power of Attorney (POA) authorizing providers to treat minor children is required at each visit**
 - Power of Attorney (POA) is not need for Emergency Care
 - Questions regarding to POA contact the Base Legal Office
 - Phone Number **(618) 256-3542**



Updating DEERS



- **Extremely important** to keep address/phone numbers accurate and up-to-date, including family members, especially when PCSing...**update immediately!**
 - MPF: Bldg P10, customer service (will need to update CAC for SAFB, before able to use web or 1-800 service)
 - Web: long on to - <http://milconnect.dmdc.osd.mil>
 - 1-800-538-9552, DMDC Support Office/DEERS



TRICARE Assistance



Your current region is TRICARE East

- Region Contractor – Humana Military
- **1-800-444-5445**
- **www.humanamilitary.com**
 - View referrals, authorization, claims
 - Find network provider, change PCM

■ TRICARE Dental Program (TDP)

- United Concordia
- **1-844-653-4061**
- **www.uccitdp.com**

TRICARE.mil

www.Tricare.mil

- Tricare Plans
- Covered Services / Preventative Services
- Find network provider
- Open Enrollment Season / Qualifying Life Event (QLE)
- Cost of TRICARE Plans
- Tricare News and updates

■ Federal Vision Insurance Program

- **877-888-3337**
- **www.benefeds.com**



QUESTIONS?



Again - Welcome to Scott AFB

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