75th Medical Group Handbook

MANAGING YOUR HEALTH

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About the 75th Medical Group

As the only Military Treatment Facility (MTF) in Utah, the 75th Medical Group (75 MDG) provides primary care and a limited range of specialty services for you and other military beneficiaries. The 75 MDG has three clinics that offer primary care services to military beneficiaries. The Airmen Clinic provides comprehensive medical care to active duty, reserve, and guard components of all branches of service. The Flight Medicine Clinic sees a specific patient population, the majority are active duty military on flying status and their family members. The Family Health Clinic, which includes Pediatrics, provides primary medical care from birth to geriatric age to beneficiaries who are dependents of active duty members, retirees, and dependents of retirees. Specialty services available at the MDG include Women's Health, Physical Therapy, Mental Health, Audiology, Dental, and Optometry. Ancillary services supporting the base community include Clinical Laboratory, Radiology, Pharmacy, Immunizations, Bioenvironmental Engineering, Army Veterinary Services, Public Health, the Health and Wellness Center (HAWC), and Family Advocacy. This handbook has been developed to provide you with important information about 75 MDG services and how to access care in your clinic and in the surrounding civilian community.

75th Medical Group Hours of Operation

Normal clinic hours are 0700–1700 Monday through Friday. The clinic is closed on weekends, holidays, and designated down days, as well as the second Wednesday of each month for training. Information on changes to hours of operation can be found within the introduction of our automated phone tree (801) 728-2600 and on our Facebook Page (*www.facebook.com/75MDG*).

Access to Care

Scheduling Appointments

Medical appointments for all 75 MDG clinics may be scheduled by calling our Central Appointment Line at (801) 728-2600 from 0700–1630 Monday thru Friday. Peak call-in hours are 0700–0800.

TRICARE Online

One of the challenges we face with our Central Appointment Line is the large volume of calls we receive, especially during peak hours. We encourage you to use TRICARE Online to book your future appointments and avoid the wait on the phone. 75 MDG beneficiaries have the ability to book next day and future appointments via TRICARE Online up to 24 hours in advance (rolling schedule). TRICARE Online is centrally managed by the Department of Defense, requires registration, and is a secure, password protected website. Each family member requires their own user account, but you may utilize one password for the entire family. To register for a TRICARE Online account, go to *www.tricareonline.com*, read the online privacy and security agreement, and press the agree button. On the side of the next screen, click ***Register Now on TOL*** and follow the instructions. If you experience a problem, 24-hour customer support is offered online or by telephone at (800) 600-9332.

MiCare

The 75 MDG utilizes the Air Force Medical Service's online secure messaging system called MiCare. MiCare is a user-friendly, confidential online health care messaging system that allows patients to communicate with their health care team, get test results, request prescription refills, and maintain their own personal health record. In the future, information from your electronic health record will be available to connect with the clinic at your new duty station.

To register, patients should visit the 75 MDG to initiate the face-to-face registration process. Patients will need to show their military identification card and provide basic information such as name, DoD ID number, birthday, and email address. A confidential email will be sent to patients with instructions on how to finish enrollment. Messages may begin once registration is complete.

Emergency Services

The 75 MDG does not have an Emergency Department. You play a part in knowing if you're facing a true emergency. Emergencies involve an immediate danger to life, limb, or eyesight. If you feel your concern is an emergency, waste no time: **Immediately go to the nearest emergency department or call 911**. TRICARE Prime patients do not need to receive

a referral authorization from their PCM for emergency care. However, you must contact your PCM within 48 hours after the visit. This will aid your PCM in coordinating follow-up care.

When to Get Emergency Care

The following are some examples of emergencies.

- Breathing problems or choking
- Severe chest pain
- Convulsions
- Sudden blackouts or being unable to move or speak
- Deep cuts or severe bleeding or burns
- A severe head injury
- A broken bone or sudden severe pain and swelling in a joint
- Injuries from an attack by a person or animal
- Feelings of wanting to hurt yourself or commit suicide
- Worst pain you have ever had
- Eye injury or loss of vision

Urgent Care

Conditions requiring urgent care are issues that should be seen within 24 hours, but don't require care in an emergency department. The after-hours answering service can be reached by calling the Appointment Line at (801) 728-2600 or toll free at (800) 453-2388 and following the prompt to the after-hours call center. The following are examples of conditions which may need urgent care:

- Persistent earache with a fever
- Sore throats that affect swallowing or are accompanied by a fever
- Urinary tract infections

Additional examples of urgent issues that should not wait are given in the *Take Care of Yourself* and *Take Care of Your Child* books.

After Hours Local Care

If a TRICARE Prime beneficiary has a medical problem after-hours that can't wait for the clinic to open the next duty day, care may be obtained in a civilian urgent care clinic ***after*** calling the Appointment Line at

(801) 728-2600 and following the prompt to reach the after-hours call center. The 75 MDG has partnered with some local urgent care clinics to optimize continuity of care and the answering service or provider on-call will direct you to one of these clinics. Currently adult urgent care is only available until 2100. If your problem is not urgent and can wait, you should make an appointment with your PCM or talk to your PCM nurse about your condition the next duty day. This is especially important for active duty members, where continuity with the Airmen Clinic or Flight Medicine Clinic and your PCM is essential for medical readiness. Emergency care is available 24 hours at local hospitals for appropriate medical conditions (see above for additional information).

You may ask for advice from a 75 MDG provider at any time by asking the call center agent to page the medical provider on-call. That provider will call you back and discuss your concerns. A referral authorization will be entered the next duty day to ensure your visit to the urgent care center meets TRICARE requirements. The answering service can also page the on-call dentist (active duty military members only) for urgent dental care issues.

If a beneficiary has an urgent after-hours dental issue, they should call the dental clinic at (801)777-7011, or the appointment line at (801)728-2600. They will be able to reach the on call dental provider who will triage their dental problem and determine their best treatment option.

Out of Area Care

For medical care while traveling on leave, vacation, TDY, or during a PCS, follow the same rules as when you are living in the area. Contact the Appointment Line at (801) 728-2600 or toll-free at (800) 453-2388 and follow the prompts. Routine care, such as well baby checks, will not be covered while out of the area. Failure to obtain an authorization prior to receiving non-emergency care may result in out of pocket costs to the member.

Active duty military members who require out of area urgent dental care should report to the nearest Military Medical Treatment Facility (MTF). If not within 50 miles of an MTF, active duty members must contact the 75th Dental Squadron for pre-authorization so that their urgent care needs may be treated by a local dentist in the TDY/leave location. Failure to obtain authorization prior to receiving care may result in out of pocket costs for the member.

Patient Centered Medical Home

Patient Centered Medical Home (PCMH) is a team-based model led by a provider who provides continuous, accessible, patient-centered, comprehensive, compassionate, and culturally-sensitive health care in order to achieve the best outcomes. It is based on the concept that the best health care has a strong primary care foundation, focused on quality and resource efficiency. PCMH differs from traditional health care models because it encompasses the "whole person" concept, focusing on preventive care, early intervention, and management of health problems, rather than high-volume, episodic, over-specialized, and inefficient care. Each beneficiary is assigned a specific PCMH team, which includes a provider, nurse, and several medical assistants. The partnership is focused on optimizing your health and providing the right level of care at the right time.

Primary Care Manager

Your health care is a joint effort between you and your PCMH team, which will have a hand in nearly all of the care you receive. Each enrollee will be assigned a PCMH Team at the 75 MDG to manage your care. The Provider on your team may be a physician, physician assistant, or nurse practitioner who is responsible for providing your care or arranging for specialty care. Exceptions to enrollment at the 75 MDG are made on a case by case basis when needed for proper medical management or other outstanding circumstances. Beneficiaries may apply for an exception by completing a Primary Care Manager Change Request at the TRICARE Service Center (TSC). Newborns with siblings currently enrolled with a civilian PCM in the network are excluded from this policy and may choose an off-base PCM. Every effort will be made to ensure you receive your basic health care from your PCM. However, seeing your PCM for every appointment may not always be possible due to provider unavailability, such as leave, TDYs, military-related exercises, or provider deployments. If this should occur, you will get an appointment with another provider within your PCMH team.

What is TRICARE?

TRICARE is the health care program serving Uniformed Service members, retirees and their families worldwide. The program is administered by Defense Health Agency. TRICARE provides civilian health benefits for military personnel, military retirees, and their dependents, including some members of the Reserve Component. The program includes three options, TRICARE Prime, TRICARE Standard, and TRICARE Extra. For the purposes of this handbook we focus on TRICARE Prime, but information about TRICARE Standard and Extra can be found at: *www.tricare.mil/Welcome/Plans.aspx*.

Who is Eligible for TRICARE?

- Active duty members and their families
- Some members of Guard and Reserve components and their families
- Retirees and their families and survivors
- More information about TRICARE Prime eligibility can be found at: *www.tricare.mil/Welcome/Plans/Prime.aspx*

75 MDG Enrollment Requirements

- TRICARE Prime enrollment is required
- Must see network providers if available and appropriate for care
- Active duty members will be assigned to a PCMH Team at 75 MDG if they live or work within a 50 mile radius of Hill AFB
- Active duty members may be assigned to a PCM in civilian community if they live and work outside of 50 mile radius
- Active duty family members and retirees and their family members are assigned a PCM at the 75 MDG if they live within a 30 minute drive of Hill AFB

TRICARE Prime *(Enrollment Required)*

- Active duty – No enrollment fee
- Assigned to specific PCM at 75 MDG based on Squadron
- Portability: Effective date for PCM assignment is day application is received by United Healthcare
- Active duty family member/eligible guard and reserve family members – No enrollment fee
- Enroll by 20th of month – effective 1st of the next month.
- Enroll after the 20th of the month - effective date is 2nd month (Ex; enroll 21 Oct, effective date 1 Dec)
- Portability: Effective date for PCM assignment is day application is received by United Healthcare
- Assigned PCM in Family Health
- Children 12 or under may enroll to Pediatrician
- Retiree/family members – Enrollment fee for FY14 is $273.84 for an individual and $547.68 for family
- Same rules as active duty family members above apply for enrollment
- Defense Enrollment Eligibility Reporting System (DEERS)
- TRICARE eligibility keys off what is in DEERS system, make sure your information is up to date
- Military Personnel Flight ID section, Building 430, Hill AFB, Phone (801) 586-5437
- Who is UnitedHealthcare (UHC) and what do they do?
- UHC is the contractor that administers the TRICARE Program for the Western United States
- Provides assistance with claims, enrollment, education, and all other TRICARE related topics
- Toll-free customer Service line: (877) 988-9378
- UHC Website: *www.uhcmilitarywest.com*

Health Benefits Advisor (HBA)

- The 75 MDG HBA provides information on all TRICARE related programs and acts as the Debt Collections Assistance Officer and Beneficiary Counseling Assistance Coordinator
- Provides TRICARE Prime Travel Program assistance for non-active duty enrollees receiving care over 100 miles from PCM
- The HBA can be reached by calling (801) 777-6670 or visiting office U2423 on the second floor of the clinic

Referral to a Specialist

- PCM determines if a patient requires specialty care
- If a service is available at the clinic, e.g., physical therapy, it will be provided at 75 MDG if access is available
- Must see network providers unless medical appropriateness dictates seeing a non-network provider
- Urgent referrals are booked by clinic staff. You will not receive an authorization from UHC
- Routine referrals require medical review and authorization by UHC. Allow 10 business days for processing and receiving UHC authorization via mail
- All active duty service member referrals are reviewed for appropriateness by the 75 MDG
- Review referral status at *www.uhcmilitarywest.com* or contact UHC at (877) 988-9378
- Patients may also contact 75 MDG Referral Management Center for general questions at (801) 777-5414
- Non-active duty members may self-refer for the following preventative care TRICARE benefits:
  - PAP smear or GYN exam every 366 days
  - If > 40 years old – mammogram every 366 days
  - Optometry exam every 366 days (active duty family members)
  - Optometry exam every 2 years (retirees/family members)

Non-authorized self-referrals

Active Duty Military Members:

- The DoD is responsible for coordinating your medical care. If you obtain unauthorized care, you may have to pay for that care yourself. Except for emergencies, you should always call your PCM or the after-hours number to obtain an authorization prior to being seen by a civilian provider.

All Other Prime Patients:

- Active duty family members and retirees and their family members who are enrolled in Prime have the option of seeking care without an authorization from their PCM through a self-referral called Point-of-Service (POS). Although POS offers you flexibility, your cost share is the highest of all the TRICARE options. If you choose POS you will be responsible for a $300 individual/$600 family deductible and a 50% cost share of the TRICARE allowable charges

What is TRICARE?

Prevention and Health Promotion

Prevention is the best medicine!

The most important aspects of health care are the things you do to keep yourself healthy…exercising, eating right, getting enough sleep, and controlling stress. But no matter what you do, occasionally, we all get sick. For those times, it is important that you know what you can do to take care of yourself and when you need to seek professional medical care.

There are many great sources available for health information. Take Care of Yourself, Take Care of Your Child, and Taking Care After 50 are self-care manuals distributed by the military. These are excellent books to refer to if you are experiencing symptoms of an illness or injury. They explain what you can do at home and when you need to seek additional care. If you do not have one of these books, contact your health care team, and they will give you one free of charge.

Additional medical information can be found on the internet. The TRICARE website *www.tricare.mil* has a library of medical symptoms and treatments and provides a wealth of knowledge on TRICARE benefits. Another source that provides self-care and home care advice is *www.webmd.com*.

Patient Rights

You have the right to…

- *Quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and pain assessment and management, regardless of race, creed, gender, national origin, religion, physical limitations, sexual preference, or rank.*
- *Care that is considerate, appropriate and respectful of your individual dignity, age, cultural, psychosocial, and spiritual values, as long as these do not harm others or interfere with treatment.*
- *Know the identity and professional status of individuals providing services to you and which healthcare team is primarily responsible for your care.*
- *Fully participate in all decisions related to your health. You will be provided, to the degree known, easily understood and accurate information concerning your diagnosis, planned course of treatment, alternatives, risks, and prognosis. When it is medically inadvisable to provide this information to the patient, it will be provided to a designated representative.*
- *Receive accurate, easily understood information to make knowledgeable decisions on such things as consent or refusal of treatments, advance directives, available health plan options, and choice of a primary care provider. You may refuse participation in any research project or study.*
- *Know how to initiate, review, and resolve your patient concerns or health care decisions. You have the right to a fair and efficient process for resolving differences with healthcare providers, the medical treatment facility or conflicts with care decisions.*
- *Protection of your individually identifiable health information as required by Federal law, DoD, and AF policies. You have the right to be informed if breaches of privacy occur.*
- *A safe environment for treatment and service with personal privacy and confidentiality of information. You have the right to request a staff chaperone be present during an examination.*
- *Know about the costs and applicable payment policies that may be involved in your healthcare.*
- *Be informed of clinic rules and regulations applicable to your conduct as a patient.*
- *Receive emergency care without preauthorization. Emergencies are acute medical, maternity, or psychiatric conditions of sufficient severity that someone with average knowledge of healthcare would believe immediate care is needed to prevent serious harm or death.*

Patient Responsibilities

You have the responsibility to…

- *Provide your healthcare team, to the best of your knowledge, accurate and complete information about present complaints, past illnesses, hospitalizations, medications, and other matters relating to your health.*
- *Be considerate and respectful of the rights of other patients and clinic personnel. Respect the property of other patients and the clinic.*
- *Be involved in specific healthcare decisions, working collaboratively as a member of your healthcare team in developing and carrying out agreed-upon treatment plans. This includes instructions for follow-up care and keeping appointments on time or notifying clinics in a timely manner when appointments cannot be kept. Clearly communicate your needs and wishes. Let your healthcare team know whether you understand the treatment and what is expected of you.*
- *Recognize the limits of medical science, the human fallibility of the healthcare professional and be aware of the provider's obligation to be reasonably efficient and equitable in providing healthcare to other patients.*
- *Follow Air Force rules and regulations regarding medical records. All healthcare documents provided by any military medical or dental treatment facility are the property of the U.S. Government.*
- *Follow rules and regulations affecting patient care and conduct while in the clinic.*
- *Know your responsibilities if you refuse treatment or do not follow your healthcare team's instructions.*
- *Ensure that financial obligations incurred for your healthcare are fulfilled in a timely manner.*
- *Be an active member in maintaining your health. Maximize healthy habits such as exercising, eating a healthy diet and reducing unhealthy habits such as tobacco or excessive alcohol use and knowingly spreading disease. Remain vigilant about your personal health and safety.*
- *Report any perceived wrongdoing or fraud by clinic staff to the appropriate authorities.*
- *Increase your knowledge about TRICARE and military health system coverage, options, and rules and follow all applicable rules.*
- *Help the medical facility commander provide the best possible care to all beneficiaries by submitting recommendations and concerns to one of the facility's customer advocates.*

Notice of Privacy Practices

Our Duties to You Regarding Your Personal Health Information (PHI)

The HIPAA Privacy Rule requires the 75 MDG to:

- Ensure that your PHI is properly safeguarded
- Notify you if we determine that your PHI was inappropriately used or disclosed
- Provide you this notice of our legal duties and privacy practices for the use and disclosure of your PHI

PHI Disclosure

- **Treatment.** To provide, coordinate, or manage your health care. For example, we may disclose your PHI to another Medical Treatment Facility, physician, or health care provider, such as a specialist, pharmacist, or laboratory, who, at the request of your provider, becomes involved with your care.
- **Payment.** To obtain payment for your health care services. This may include certain activities needed to approve or pay for your health care services, such as using or disclosing your PHI to obtain approval for a hospital stay.
- **Health Care Operations.** To support the daily activities related to health care. These activities include, but are not limited to, quality assessment activities, patient safety, investigations, oversight of staff performance, practitioner training, licensing, communications about a product or service, and conducting or arranging for other health care related activities.
- **Business Associates.** To certain companies ("business associates") that provide various services to the 75 MDG (for example, billing, software maintenance, legal services, and managed care support). The law requires that business associates protect your PHI and comply with the same HIPAA Privacy standards that we do.
- **Armed Forces PHI for Military Activity and National Security.** To certain officials and for special government functions including:
  - Military command authorities, where needed, to ensure the proper execution of the military mission, including evaluation of fitness for duty
  - The Department of Veterans Affairs (VA) for determinations of your eligibility for benefits
  - Foreign military authorities with respect to their armed services members authorized Federal officials for national security or intelligence activities, or protective services for the President and others

- **Public Health.** To public health authorities and parties regulated by them, as permitted by law. Examples of why they may need your PHI: prevention or control of disease, injury, or disability.
- **Reporting Victims of Abuse, Neglect, or Domestic Violence.** To government authorities that have authority to receive information, including social service or protective service agencies.
- **Communicable Diseases.** To a person who might be at risk of contracting or spreading a communicable disease or condition.
- **Workers' Compensation.** To workers' compensation programs.
- **Health Oversight.** To a health oversight agency legally authorized for audits, investigations, and inspections. Such activities may include the health care system, government benefit programs, civil rights laws, and other government regulatory programs.
- **Required by Law.** To government and other entities as required by federal or state law (including DoD and Military Department regulations). For example, we may be required to disclose your PHI to the Department of Health and Human Services (HHS) investigating HIPAA violations or to a DoD Inspector General conducting other investigations.
- **Legal Proceedings.** To parties and entities in proceedings of courts and administrative agencies, including in response to a court order or subpoena.
- **Law Enforcement.** To law enforcement authorities. For example, to investigate a crime involving the military health service or its patients.
- **Avert Threats.** To prevent or lessen a serious and imminent threat to the health or safety of a person or the public.
- **Disclosures by the Health Plan.** To parties that need your PHI for health plan purposes such as enrollment, eligibility verification, coordination of coverage, or other benefit programs.
- **Minors and Other Represented Beneficiaries.** To parents, guardians, and other personal representatives, generally consistent with the law of the state where treatment is provided

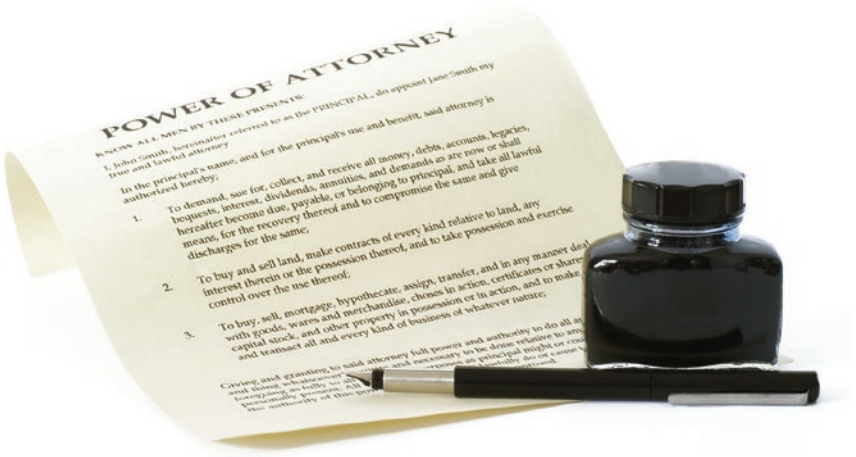
Your Rights Regarding Your Health Information

You may exercise the following rights through a written request to the 75 MDG's HIPAA Privacy Officer.

- **Right to Inspect and Copy.** As allowed by law, you may inspect and request a copy of your medical or billing records (including an electronic copy, if we maintain the records electronically). You have the right to have the information sent directly to a party you designate, such as your physician. In limited situations, we may deny your request or part of it, but if we do, we will tell you why in writing and explain your right to review, if any.
- **Right to Request Restrictions.** You may ask us not to share any part of your PHI for treatment, payment, or health care operations. You may also request that we limit the information we share about you to someone who is involved in your care or the payment of your care. In your request, you must tell us what information you want restricted, and to whom you want the restriction to apply. Neither the MTF nor DHA is required to agree to your request. We will not deny a request to restrict disclosure of your PHI to a health plan (including a TRICARE health plan) where the PHI relates to the care for which you paid in full out of pocket. We will not use or disclose your PHI in violation of a restriction to which we agreed unless your PHI is needed for emergency treatment.
- **Right to Request Confidential Communications.** You may request that we communicate with you in a certain way or at a certain location (e.g., only at home or only by mail). We will accommodate reasonable requests.
- **Right to Request Amendment.** You may request an amendment to your PHI. You must tell us what you would like corrected or added to your information and why. If we approve your request, we will make the correction or addition to your PHI. If we deny your request, we will tell you why and explain your right to file a statement of disagreement.
- **Right to an Accounting of Disclosures.** You may request that we provide you with an accounting of when your PHI was disclosed outside the 75th Medical Group, but an accounting will not include certain disclosures (e.g. for treatment purposes). You are entitled to one disclosure accounting in a 12-month period at no charge. We may charge a fee for additional requested accountings. Your request must state the time period for which you want to receive the accounting, which may be up to six years before the date of your request.
- **HIPAA Disputes.** If you believe that the 75 MDG has violated the HIPAA Privacy Rule, you may file a written complaint with the 75 MDG HIPAA Privacy Officer, the Defense Health Agency – TMA Privacy and Civil Liberties Office, or Health and Human Services. We will not take any action against you for filing a complaint.

Contact Information: You may contact the 75 MDG HIPAA Privacy Officer at (801) 777-1004.

Notice of Privacy Practices



Advance Directives

Advance Medical Directives are written instructions directing how certain health care related decisions are made on your behalf. Examples include Do Not Resuscitate orders, Directive to Physicians, Living Wills, and Powers of Attorney. A Living Will or Directive to a Physician is a written declaration stating your preference, if you cannot express your own wishes, which certain medical care not be provided to prolong your life. For example, you may direct the removal of life support if you have an incurable or irreversible condition that will cause your death in a relatively short time, i.e. assisted ventilation, artificial kidney treatments, intravenous feeding or medication, blood transfusions, tube feeding, and/or other procedures of this nature.

A Special Power of Attorney for health care delegates decision making powers for health care decisions, e.g. personal care, medical treatment, hospitalization, and/or withholding or withdrawing medical treatment or procedures even if it causes death, to an agent. It is valid until death or revocation. The agent must be a competent adult.

The presence of Living Wills with health care Powers of Attorney can be complicated; please consult with an attorney. If you would like additional information concerning living wills, directives to physicians, and/or special powers of attorney, you may contact the base Legal Assistance office at (801) 777-6626 or (801) 777-6756 or visit the Legal Assistance office located in Building 1278.

Patient Safety

Our focus at the 75 MDG is safe, quality health care for all of our customers. If you have any concerns about unsafe conditions or practices in our facility, please notify any staff member.

We acknowledge the patient as an integral and active member of their care team. Studies have shown that people who understand health instructions make fewer mistakes when they take their medicine or prepare for a medical procedure. They may also get well sooner and be able to better manage chronic health conditions. To promote improved health outcomes, patients are encouraged to use the **Ask Me 3®** method by asking their health care provider the following three questions during their medical appointment:

- What is my main problem?
- What do I need to do?
- Why is it important for me to do this?

Ask Me 3®

Customer Relations

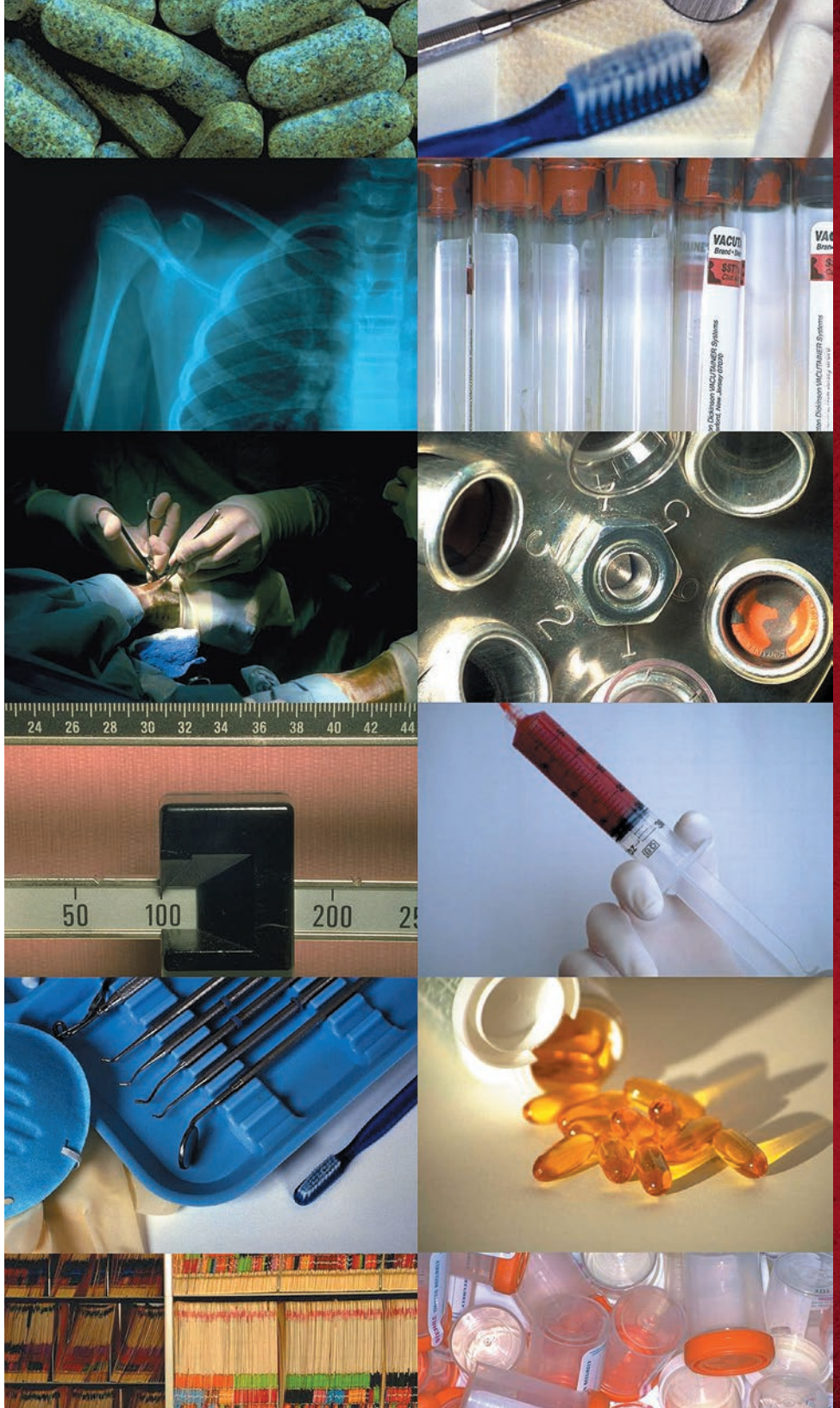
Your satisfaction with the care you receive at the 75 MDG and in the TRICARE network is important to us. Customer comment cards are available throughout the clinic for you to provide us feedback on our services. Also, the TRICARE Service Center (TSC) has comment cards available at their window for you to comment on their services. Should you need help with a problem, please follow these guidelines:

- If the problem concerns services provided by personnel at the 75 MDG, please contact the customer advocate for the department in question. Departmental customer advocates are easily identifiable by their photos and phone numbers located near each front desk area. If you need additional assistance in identifying/contacting the appropriate customer advocate, please call (801) 586-9761/9516 for assistance. Customer advocates are available during normal clinic hours.
- If the problem concerns services provided by UnitedHealthcare (UHC) and its network, please contact UHC at (877) 988-9378 or mail to::

UnitedHealthcare Military & Veterans
Attn: Grievances
PO Box 105493
Atlanta Georgia 30348-5493

How Do I Change My PCM?

We recommend you continue seeing your PCM for at least 6 months before deciding to choose another. This will provide you sufficient time to get to know the provider, and for him or her to get to know you. If you are not satisfied with your PCM, you have the option to request a change. Forms are available at the TRICARE Service Center until 1 April 2014. Form location after 1 April 2014 is to be determined.



75th Medical Group Services

Specific clinic information is listed below. Unless indicated, all clinic areas/services are located in the 75 MDG, building 570, and can be contacted by telephone via the 75 MDG Appointment Line at (801) 728-2600.

Airman Clinic

Hours: *Mon–Fri 0700–1630; closed second Wednesday of each month*

The Airmen Clinic provides comprehensive medical care to non-flying active duty service members from all branches of the military, including Reserves/Guard on active orders and Line of Duty (LOD) members. Clinical services include Primary Care and Behavioral Health. A Cold Care Clinic is also available from October through March. Nurses are available via telephone, (801) 728-2600, during duty hours to provide medical/home care advice for minor conditions and illnesses. Members are assigned to a Primary Care Manager (PCM) according to their assigned unit. Medical conditions requiring specialty care will be coordinated through the PCM.

Alcohol and Drug Abuse Prevention and Treatment (ADAPT)

Hours: *Mon–Fri 0730–1630; closed second Wednesday of each month*
Location: *Building 545 (Outbuilding—East of 75 MDG Clinic, Building 570)*

ADAPT services are designed to promote health and wellness through the prevention and treatment of substance abuse. They include treatment for individuals and groups who have been evaluated and diagnosed with substance abuse or dependence. We assist participants to attain and maintain sobriety, utilize support networks, and to change self-destructive behavioral patterns. This program is for active duty members, retirees, and adult dependents.

Audiology/Hearing Conservation Clinic

Hours: *Mon–Fri 0700–1600; closed second Wednesday of each month*
Location: *Building 249*

The Hearing Conservation Center provides annual audio testing to over 5,000 Hill AFB workers who are occupationally exposed to hazardous noise. The Audiology Clinic provides diagnostic hearing testing (when referred by your PCM) and hearing aid services for active duty members only. Retirees and dependents of all ages can be seen for diagnostic Audiology services on a space available basis.

Clinical Laboratory

Hours: *Mon–Fri 0700–1700, closed second Wednesday of each month*

Clinical Laboratory provides services for eligible beneficiaries. The laboratory collects and tests patient specimens upon written request from your PCM. Test results are returned directly to the provider ordering the test(s). Your PCM will contact you if the results are abnormal. Additionally, you can retrieve your results via TRICARE Online, MiCare, or at Medical Records.

Dental Services

Hours: *Mon–Fri 0700–1700; closed second Wednesday of each month*

The Dental Clinic provides dental services to active duty military only. Services include examinations, Preventive and Restorative Dentistry, Prosthodontics, Endodontics, Periodontics and limited Oral Surgery capabilities. Active duty personnel must receive a periodic dental examination to assess each member's readiness status. Appointments for periodic dental examinations will be scheduled by the Dental Clinic and coordinated with the Unit Health Monitor who will inform each member of his/her pending appointment. Group First Sergeants and/or Commanders will be notified of all broken appointments. Identified treatment needs will be scheduled after the periodic dental examination.

Family members are eligible to enroll in the Tricare Dental Program (TDP). TDP enrollment is available online. Visit *www.tricare.mil/bwe* to access the Beneficiary Web Enrollment (BWE) website or call (855) 638-8371. Retirees are eligible for the TRICARE Retiree Dental Program (TDRP). To enroll, contact TRDP online at: *www.trdp.org* or call (888) 828-8737.

Emergency Dental Care: Active duty personnel with dental concerns or emergencies may call the Dental Clinic for a same-day evaluation appointment on any scheduled duty day. All other personnel are eligible for initial stabilization of emergencies and relief of pain. However, family members/retirees enrolled in TDP should utilize their civilian dentists, as emergency care is covered by TDP.

After Hours Emergency Dental Care: Active duty members with dental emergencies after normal duty hours should call the appointment line. If the member has a true emergency he/she will be contacted by the on-call dental provider to determine the treatment needs. Beneficiaries who are not active duty who cannot reach their civilian dentist also have the option of contacting the on-call dental provider.

Scheduling Appointments: All routine dental care will be scheduled in advance of the appointment time. This can be done in person or via telephone. Patients are asked to be present 10 minutes prior to their appointed time. If a patient is late for his/her appointment, they may be considered a no-show.

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Appointment Cancellation: If appointment cancellation is necessary, please call as soon as possible. A 24-hour notice is mandatory to minimize lost patient treatment time.

Exceptional Family Member Program-Medical (EFMP-M) and Family Member Relocation Clearance (FMRC)

Hours: *Mon–Fri 0730–1630, closed second Wednesday of each month*

The EFMP-M/FMRC office medically clears all Active Duty family members to travel during a Permanent Change of Station. We ensure the availability of medical care at all gaining bases, as well as dental and educational services at overseas gaining bases. We also assist families with Case Management care coordination for humanitarian reassignment requests and transitioning special needs children into adulthood with the creation of medical sufficiency statements for insurance purposes.

Family Advocacy Office

Telephone: *(801)777-3497*
Hours: *Mon–Fri 0730–1630, closed second Wednesday of each month*
Location: *Building 547*

Family Advocacy is the primary office for preventing and treating family maltreatment involving active duty members and their families. Services include new parents support program, pregnancy classes, anger management, parenting class, marital therapy, outreach programs and therapy for abuse cases, victim and witness assistance program, crisis counseling, and referral resources.

Family Health Clinic

Hours: *Mon–Fri 0700–1630, closed second Wednesday of each month*

The Family Health Clinic provides primary medical care to beneficiaries from birth to geriatric age for active duty family members and retirees and their family members. The clinic consists of Family Medicine, Pediatric, and Gynecology teams. Services include diagnosis and treatment of acute illness, chronic disease management, well-child care and adult physical exams, developmental and behavioral evaluation, and preventive health care. Well-child evaluations are done at age 3–4 days, 2 weeks, 2, 4, 6, 9, 12, 15,18, 24, 30, and 36 months, and yearly thereafter. Gynecology care for female beneficiaries begins in the early teens and continues throughout life with routine and preventive screenings, family planning and birth control, diagnosis and treatment of routine gynecological problems, health promotion, and patient education. In addition to our primary care teams, there is a team of nurses assigned as disease managers to assist you with personalized chronic disease management, such as diabetes, asthma, and hypertension. PCM nurses are also available during duty hours to provide medical advice via telephone regarding at home care for minor conditions and illnesses. If you have questions, call our Access to Care line at (801) 728-2600, choose the book an appointment option, and request a consult with your nurse. Your call will be returned as soon as possible.

Flight Medicine Clinic

Hours: *Mon–Fri 0730–1630, closed second Wednesday of each month*

The Flight Medicine Clinic provides services and care for military members on flying status and special operations personnel and their family members. Services we provide include: Routine care of acute illness and injury, minor surgery, and preventive health care & counseling. They also complete all Preventive Health Assessments (PHA), formerly known as the Annual Flight Physical.

Health and Wellness Center (HAWC)/ Nutritional Medicine

Hours: *Mon–Fri 0700–1600, closed second Wednesday of each month*
Location: *Building 533 (Warrior Fitness Center)*

The HAWC provides health and wellness services designed to promote a healthier lifestyle, enhance personal performance and effectiveness, as well as reduce preventable illness and injuries. Services include fitness improvement and conditioning, tobacco cessation, stress management, and general nutrition information for all ages including information, counseling on obesity reduction, hypertension, cholesterol reduction, and general weight loss.

Immunization Clinic

Hours: *Mon–Fri 0700–1700, closed second Wednesday of each month*

The Immunization Clinic provides immunizations on a walk-in basis for all eligible beneficiaries. Routine vaccinations, yellow fever and Tuberculin (TB) skin tests are administered during normal duty hours. TB skin tests will not be administered on Thursday or when 48–72 hour reading window falls on a holiday, down day or training day. The last vaccination is given at 1645 to allow for a 15-minute observation period after any vaccination is given.

Smallpox Clinic is conducted every Wednesday at 1300 at which time Active Duty members deploying have priority.

Immunization record requests should be marked Attn: Immunizations, and faxed to (801) 777-4831.

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Medical Evaluation Board (MEB)

Hours: *Mon–Fri 0730–1630, closed second Wednesday of each month*

The MEB Physical Evaluation Board Liaison Officers (PEBLO) assist active duty Air Force, Guard and Reserve military members through the Physical Evaluation Board (PEB) process. Other services provided by the MEB Office include: Line of Duty Determination (LOD), Review-In-Lieu-Of (RILO) MEB and Temporary Disability Retirement List (TDRL). Please call to schedule an appointment.

Mental Health

Hours: *Mon–Fri 0730–1630, closed second Wednesday of each month*
Location: *Building 545*

The Mental Health Clinic is a full-service outpatient center which provides assessment and treatment of psychological problems, primarily for active duty members. Services for non-active duty adult TRICARE beneficiaries are approved on a space-available basis. Services include counseling, psychiatric medication management, consultation with leadership, and outreach.

Occupational Medicine

Hours: *Mon–Fri 0700–1600*
Location: *Building 249*

Occupational Medicine provides health services for all eligible personnel, including civilian personnel. These services include:

- Occupational injury and illness evaluation, treatment, and follow-up
- Psychological assistance for work related stress problems
- Occupational surveillance exams
- Respirator fit testing and physical evaluation for respirator wear
- Occupational vision and hearing evaluations
- Occupational shop visits
- Fitness for duty evaluations for physical and mental/emotional problems
- Non-formal fitness for duty evaluations for personnel on light duty >90 days
- Participation in the Light Duty, Physically Disqualified Program (PDP), and OWCP programs
- Disaster planning and mission support for disasters

These services aid in the prevention of occupational disease and illness, occupational surveillance of the worker and worksite, care of employees with work related injuries and illnesses, and support for the AF mission to fly and fight. Occupational Medicine also offers board certified occupational medical physician, a full time clinical psychologist, reminders to you and your supervisor of upcoming appointments, shop visits with a physician, nurse, psychologist, and audiologist, and an employee evaluation system for continual improvement of the Occupational Medicine Clinic.

Optometry Clinic

Hours: *Mon–Fri 0730–1630, closed second Wednesday of each month*

The Optometry Clinic provides routine and urgent eye care to TRICARE Prime patients to include: Active Duty (AD), AD dependents, retirees and their dependents enrolled to the 75 MDG, and NATO service members. Routine or annual eye exams can be scheduled online at www.tricare-online.com or by calling the 75 MDG central appointment line at (801) 728-2600 and using option #1. Diabetic eye exams can be scheduled by calling the optometry clinic directly. Glasses and other spectacle devices can be ordered for AD, Reservists and Guard members on orders for more than 30 consecutive days, and retired military members. In order to receive a contact lens prescription, patients must currently wear contacts and bring them and the boxes or written prescription to their appointment. Refractive surgery pre-operative evaluation and post-operative care are available for any military member who qualifies for the USAF Corneal Refractive Surgery program as determined at the member's routine eye exam.

Pharmacy

Hours: *Mon–Fri 0700–1700; closed second Wednesday of each month*

The Pharmacy provides initial and refill pharmacy services for medications maintained on the 75 MDG formulary. For TRICARE Prime patients with a PCM in the 75 MDG, all medications will be obtained by the 75 MDG. Generally, the maximum amount of medication dispensed is a 90-day supply. Prescriptions from off-base providers will be filled if the medication is maintained on the clinic formulary. Prescriptions for non-formulary medications may be presented to the pharmacy for fill evaluation. This process involves contacting the provider and changing to a formulary alternative or receiving justification from the provider to fill the non-formulary medication as written. The process takes 72 hours to complete. The pharmacy has a mandatory call-in refill policy. Patients may call in a refill 24 hours a day. Refills called in before 1700 on a duty day will be ready for pick-up the next duty day after 1200. If you have no remaining refills, call the Access to Care line and ask to speak to a nurse, or make an appointment with your provider if necessary. Please take care of this the week before you run out of medication, as it may take up to 3 duty days for the medication to be ordered. Please provide pharmacy one additional day to process refills following federal holidays. Pharmacy peak times occur from 1000–1500 daily and days before and after federal

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holidays. Wait times can be decreased by visiting the pharmacy outside these peak hours.

The pharmacy screes 100% of the 75 MDG Med Card, which you will need to present when using pharmacy services. The Med Card is used to capture your other health insurance and is updated annually during your birth month. This information is then used to help fund services offered by the 75 MDG that allow us to better serve our patients. If a patient designates someone to pick up their medication for them, that authorization should be documented on the Med Card.

Information about the TRICARE Mail Order Pharmacy Program and network pharmacies is available at the pharmacy, toll-free at 1-866-DoD-TMOP (866) 363-8667 or online at *www.express-scripts.com/TRICARE*.

Pharmacy Coverage After Hours

If you or a family member requires medications in conjunction with after-hours care, you may utilize a network pharmacy in the local community. For active duty service members there is no cost when utilizing a network pharmacy. TRICARE Prime family members have a co-pay. The amount of the co-pay depends on whether the medication is generic, brand name, or non-formulary. A list of network pharmacies can be accessed on the Express Scripts web site at *www.express-scripts.com/TRICARE* by selecting the "Find a Pharmacy" link on the left side of the page. If you do not utilize a network pharmacy, you will be required to pay for the medication upfront and your co-pay will be higher.

Physical Therapy

Hours: *Mon–Fri 0700–1630; closed second Wednesday of each month*

The Physical Therapy Clinic provides evaluation and treatment of neuromuscular and musculoskeletal conditions to improve movement and function and maximize patient potential for an active and independent lifestyle. Priority is given to active duty Air Force members assigned to Hill AFB, with space available services provided to TRICARE Prime enrollees. All other categories will be eligible for services in accordance with 75 MDG policy. Referral by PCM or specialist is required for evaluation and treatment. Back to School and Running Clinic programs do not require referral and are scheduled by contacting the Physical Therapy Clinic.

Public Health

Telephone: *(801) 586-9660*
Hours: *Mon–Fri 0700–1630; closed second Wednesday of each month*

Public Health provides the following services for active duty personnel: Pre and post deployment medical screening, annual Preventive Health Assessments, and Occupational Health and Safety monitoring. Additional services for all beneficiaries include: Food safety and public facility sanitation, communicable disease prevention and monitoring, as well as travel medicine services (specific country vaccination requirements, current disease outbreaks, etc.)

Radiology

Hours: *Mon–Fri 0700–1500; closed second Wednesday of each month*

Radiology provides routine digital diagnostic x-rays for all eligible beneficiaries. Exams will be performed on a walk-in basis. Examples of services not performed are MRIs, CT scans, ultrasounds, and mammography.

Women's Health Services

Hours: *Mon–Fri 0700–1500; closed second Wednesday of each month*

Women's Health Services are provided through the Family Health, Flight Medicine and the Airmen Clinics. Care is provided by Women's Health Nurse Practitioners. Services available include Well Woman exams (Pap smears), birth control, clinical breast exams, pregnancy testing, treatment of vaginal infections, care of abnormal Pap smears and treatment of menopausal symptoms. Obstetrical care and care requiring surgical intervention are referred to the civilian community.

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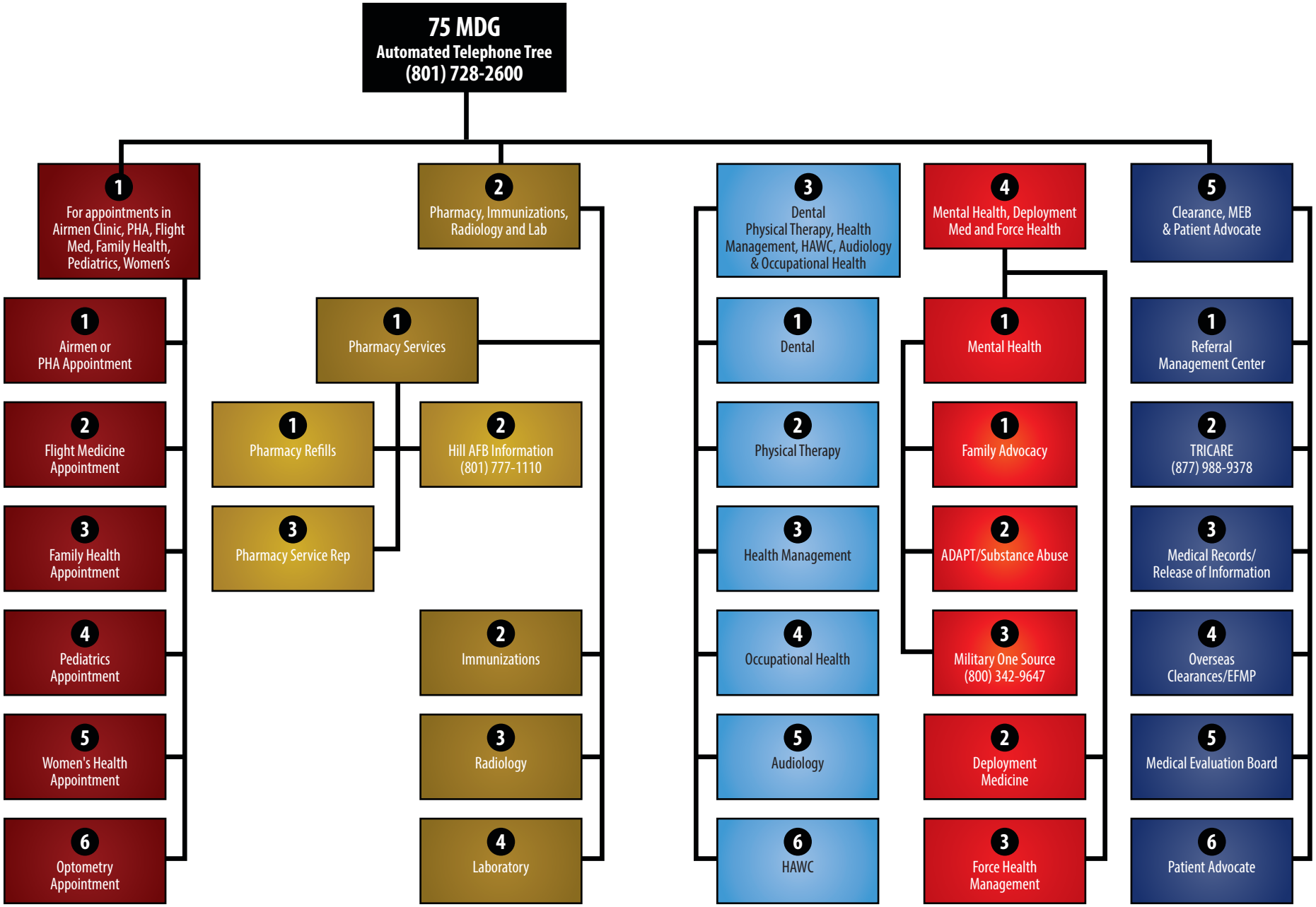
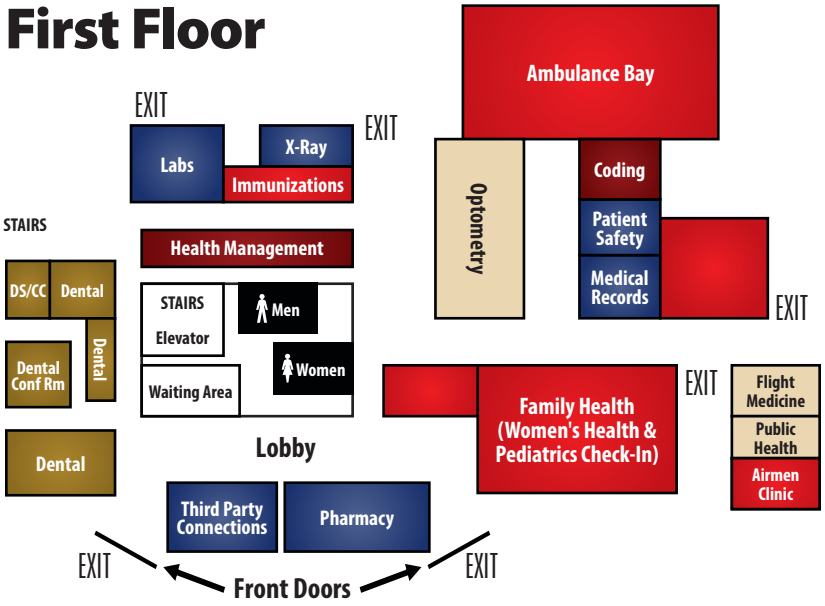
Phone Tree



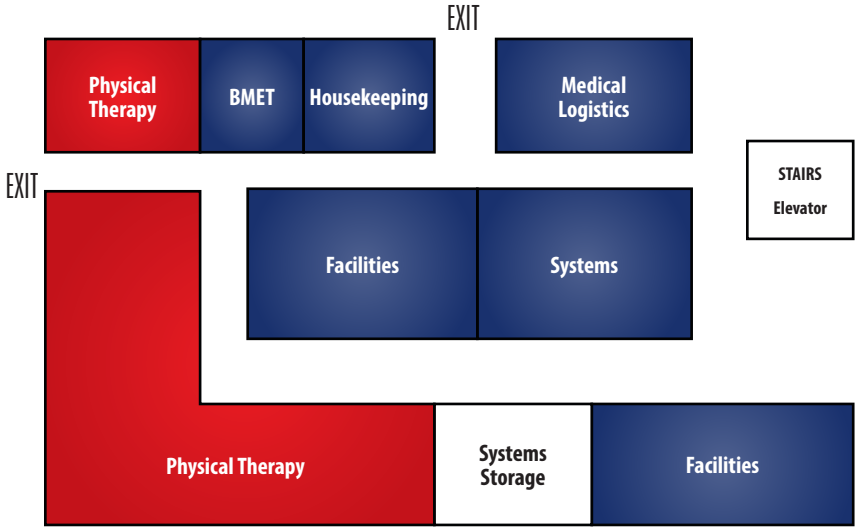
Phone Tree

Medical Group Maps, Building 570

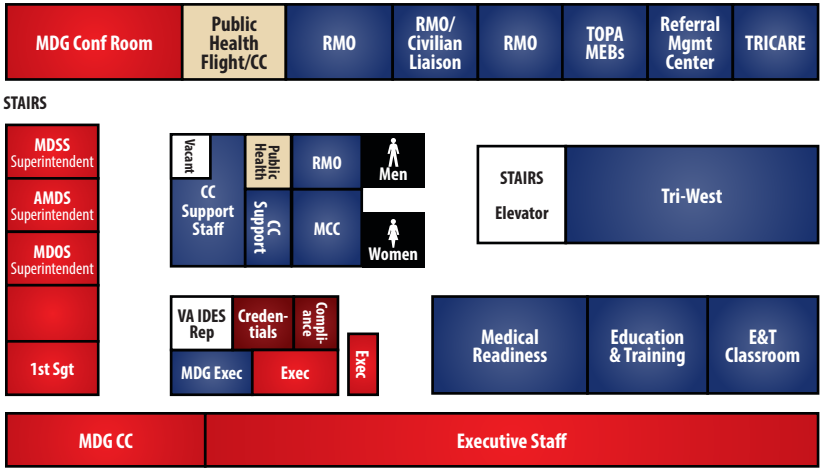
First Floor



Basement



Second Floor



Medical Group Maps

Resources

Helpful Web links

75 MDG: *www.hill.af.mil/75thmedicalgroup*
Family Member Dental Program (FMDP): *www.tricaredentalprogram.com*
Medicare: *www.medicare.gov*
United Healthcare Military & Veterans: *www.uhcmilitarywest.com*
TRIWEST: *www.triwest.com*
TRICARE website: *www.tricare.mil*
TRICARE On Line: *www.Tricareonline.com*
TRICARE Mail Order Pharmacy Program: *www.express-scripts.com/TRICARE*
TRICARE Retiree Dental Program (TDRP): *www.trdp.org*
Web MD®: *www.webmd.com*

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