



90th Medical Group Handbook

YOUR HEALTH IS OUR MISSION

v.07/16



Table of Contents

About the 90th Medical Group	3
90th Medical Group Hours of Operation	3
Access to Care	4
Scheduling Appointments.....	4
TRICARE Online	4
MiCare	4
Phone Tree.....	5
Emergency Services	7
When to Get Emergency Services.....	7
Urgent Care.....	7
After Hours Care	8
Out-of-Area Care	8
Patient Centered Medical Home	9
Primary Care Manager	9
What is TRICARE?	10
Who is Eligible for TRICARE?.....	10
90 MDG Enrollment Requirements.....	10
TRICARE Prime (Enrollment Required)	11
Health Benefits Advisor (HBA)	11
Referral to a Specialist	12
Non-authorized Self-referrals	12
Prevention and Health Promotion	13
Patient Safety	14

Customer Relations	15
How Do I Change My Primary Care Manager (PCM)?.....	15
90th Medical Group Services	17
Alcohol and Drug Abuse Prevention and Treatment (ADAPT)	17
Base Operational Medicine Clinic (BOMC)	17
Battlefield Acupuncture (BFA)	17
Behavioral Health Optimization Program (BHOP)	18
Bioenvironmental Engineering (BE)	18
Clinical Laboratory	18
Dental Services	19
Exceptional Family Member Program-Medical (EFMP-M) and Family Member Relocation Clearance (FMRC)	20
Family Advocacy Program.....	20
Family Health Clinic	20
Flight and Operational Medicine Clinic (FOMC)	21
Health Promotion Center	21
Immunization Clinic	21
Medical Evaluation Board (MEB)	21
Mental Health Clinic	22
Optometry Clinic.....	22
Pediatric Clinic	22
Personnel Reliability Assurance Program (PRAP)	23
Pharmacy.....	23
Physical Therapy	24
Public Health.....	24
Radiology	25
Women’s Health Services	25
Veterinary Treatment Facility	25
Medical Group Maps, Building 160	27
Resources	29
Phone Index.....	29
Helpful Web Links.....	30
Advance Directives.....	31
Patient Rights.....	32
Patient Responsibilities	33
Notice of Privacy Practices	34
Our duties to You Regarding Your Personal Health Information (PHI)	34
PHI Disclosure	34
Your Rights Regarding Your Health Information	35
90th Medical Group Mission and Vision Statement	39



About the 90th Medical Group

The 90th Medical Group (90 MDG) provides primary care and a limited range of specialty services for you and other Department of Defense (DoD) beneficiaries. The 90 MDG has four clinics that offer primary care services to DoD beneficiaries. The Family Health Clinic (FHC) provides primary medical care from birth to geriatric age. FHC is available to active duty, beneficiaries who are dependents of active duty members, retirees, and dependents of retirees. Pediatrics provides primary medical care to dependents of active duty members and retirees from birth to 17 years of age. The Flight and Operational Medicine Clinic (FOMC) provides care to a specific patient population, the majority are active duty military on flying or special operational duty status and their family members. The Personnel Reliability Assurance Program (PRAP) provides care for personnel on PRP and Arming and Use of Force status. Specialty services available at the 90 MDG include Physical Therapy, Mental Health, Dental, and Optometry. Ancillary services supporting the base community include Clinical Laboratory, Radiology, Pharmacy, Immunizations, Bioenvironmental Engineering, Veterinary Services, Public Health, Health Promotions, Alcohol and Drug Abuse Prevention and Treatment, and Family Advocacy. This handbook has been developed to provide you with important information about 90 MDG services and how to access care in your clinic and in the surrounding civilian community.

90th Medical Group Hours of Operation

Normal clinic hours are 0730–1630 Monday through Friday. The clinic is closed on weekends, holidays, and designated down days, as well as the third Thursday of each month for military and medical training. Information on changes to hours of operation may be heard on the automated phone tree

(307) 773-3461 and found on our Facebook Page:

www.facebook.com/fewarren90MDG

Note, during military delayed reporting, all appointments scheduled prior to the delayed report time will be cancelled and rescheduled by clinic personnel. If you do not receive a phone call, please contact our automated phone tree to access the appointment line to verify your appointment has been rescheduled. Also, if you are unsure if the clinic is affected by delays, please call the 90 MDG "SNOW" line at (307) 773-7669 to verify.

Access to Care

Scheduling Appointments

Medical appointments for all 90 MDG clinics may be scheduled by calling our Appointment Line at (307) 773-3461 from 0630–1630 Monday through Friday. Appointments may be scheduled with a provider, nurse or technician, as appropriate. You may also request a consult with your nurse by calling the appointment line. Your call will be returned as soon as possible.

TRICARE Online

We encourage you to use TRICARE Online (TOL) to book your future appointments. 90 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 his/her own user account if the dependent is over the age of 18. To register for a TRICARE Online account, go to www.tricareonline.com, press the "Log In" button. On the right side of the next screen, click "Register" and follow the instructions. If you experience a problem, 24-hour customer support is offered online or by telephone at (800) 600-9332.

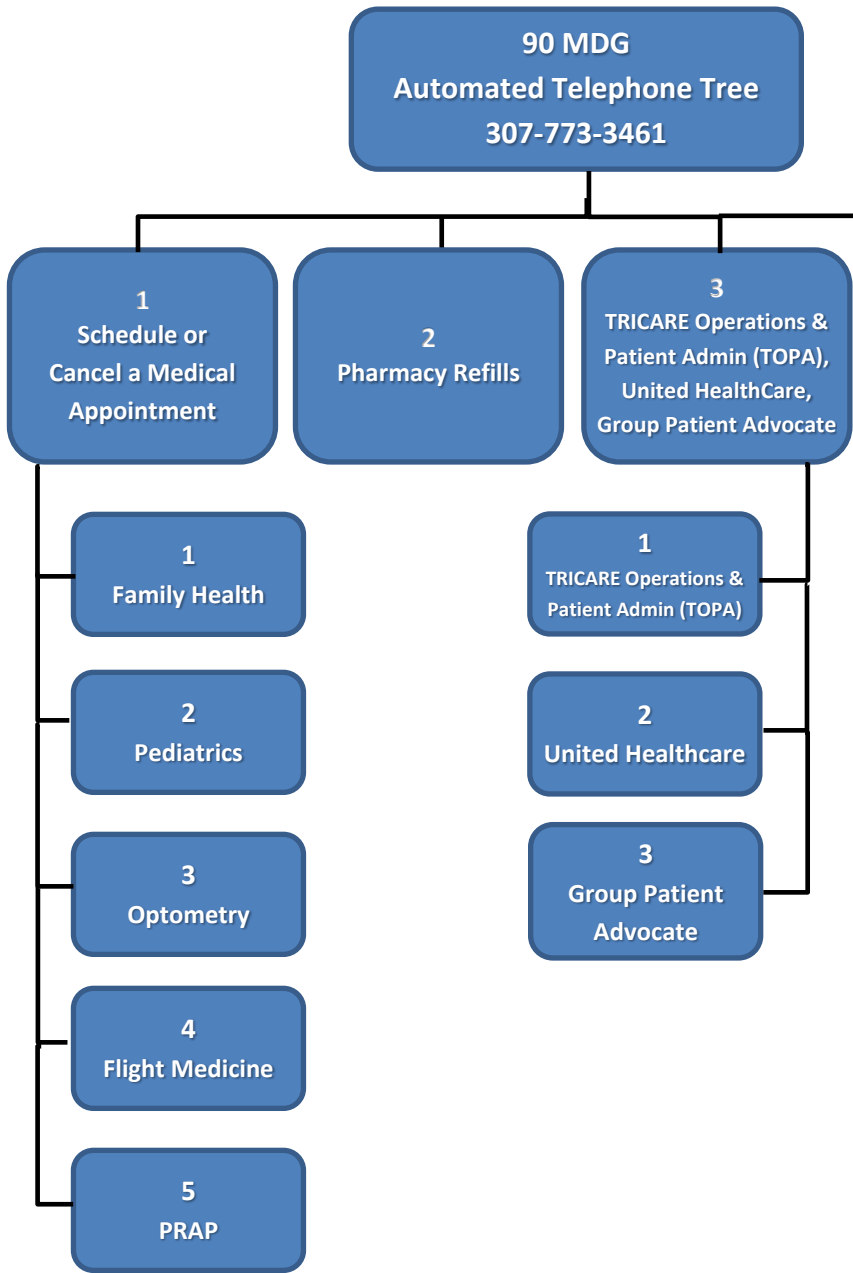
MiCare

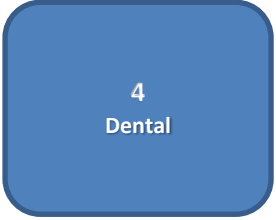
The 90 MDG utilizes the Air Force Medical Service's online secure messaging system called MiCare (also known as Relay Health). MiCare is a user-friendly, confidential online health care messaging system that allows patients to communicate with their health care team, request prescription refills, request their next appointment, maintain their own personal health record, and access a large library of patient education materials.

To register, patients should visit <https://app.relayhealth.com/welcome.aspx>. After the patient requests a patient account by providing demographic information, a MiCare administrator will approve the request and send a confirmation email. To message a Physician in Primary Care, the patient must first be enrolled to our clinic. A patient does not have to be enrolled to message a provider within one of the clinic's ancillary services like optometry, public health or immunizations.



Phone Tree





Emergency Services

The 90 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 Primary Care Manager (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 inability to move or speak
- Deep cuts, 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, others, 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 addressed within 24-hours, but don't require care in an emergency department. A referral must be obtained after being triaged by 90 MDG Staff or The Nurse Advice Line (NAL). The NAL can be reached at any time, 24/7, by calling the Appointment Line at (307) 773-3461 or toll free at (800) TRICARE/(800) 874-2273 and following the prompt to speak to the NAL.

The following are examples of conditions which may warrant urgent care:

- Persistent earache with fever
- Sore throat that affects swallowing or is accompanied by fever
- Urinary tract infections



After-Hours Care

If a TRICARE Prime beneficiary has a medical issue after-hours that can't wait for the clinic to open the next duty day, care may be obtained by calling the Nurse Advice Line (NAL) at (307) 773-3461 and following the prompts. The 90 MDG has partnered with some local urgent care clinics to optimize continuity of care and the NAL will direct you to one of these clinics if they determine you must be seen (see "Urgent Care" information). Currently, adult urgent care is only available until 2100 hours (9 p.m.). If your medical issue is not urgent, you should make an appointment with your Primary Care Manager (PCM) or talk to your PCM's nurse about your condition the next duty day through the appointment line. This is especially important for active duty members, where communication with the Personnel Reliability and Assurance Program (PRAP) Clinic or Flight Medicine Clinic and your PCM is essential for medical readiness. A referral authorization will be entered the next duty day to ensure your visit to urgent care meets TRICARE requirements. Emergency care is available 24-hours a day at local hospitals for appropriate medical conditions.

Out-of-Area Care

For medical care while traveling, follow the same rules as when you are living in the area. Contact the Appointment Line at (307) 773-3461 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 expense(s) 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 90th Dental Clinic for pre-authorization so that their urgent care needs may be treated by a local dentist in the location. Failure to obtain authorization prior to receiving care may result in out of pocket costs for the member.

Patient Centered Medical Home (PCMH)

Patient Centered Medical Home (PCMH) is a team-based model led by a Primary Care Manager (PCM). 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. The team 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.



Primary Care Manager (PCM)

Your health care is a joint effort between you and the rest of your PCMH team. 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. Every effort will be made to ensure you receive your basic health care from your Primary Care Manager (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 the Defense Health Agency (DHA). 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
- TRICARE eligibility keys off what is in Defense Enrollment Eligibility Reporting System (DEERS), so make sure your information is up-to-date:
 - Military Personnel Flight ID section, Building 1284, F. E. Warren AFB, Phone (307) 773-1845

90 MDG Enrollment Requirements

- TRICARE Prime enrollment is required
- Must see network provider(s) if available and appropriate for type of care
- Active duty members will be assigned to a PCMH team at the 90 MDG
- Active duty family members, retirees, and their family members are assigned a Primary Care Manager (PCM) at the 90 MDG if they live within a 30 minute drive.

TRICARE Prime (*Enrollment Required*)

- Active duty – no enrollment fee
 - Assigned to a specific Primary Care Manager (PCM) at 90 MDG
 - Portability: Effective date for PCM assignment is day application is received by UnitedHealthcare Military & Veterans
- 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 UnitedHealthcare Military & Veterans
 - Assigned PCM in Family Health
- Children 12 or under may enroll to a Pediatrician
- What is UnitedHealthcare Military & Veterans (UHC M&V) and what do they do?
 - UHC M&V is the contractor that administers the TRICARE Program for the West region
 - Provides assistance with claims, enrollment, education, and all other TRICARE related topics
 - Toll-free Customer Service line: (877) 988-9378
 - UHC M&V Website: www.uhcmilitarywest.com
- Exceptions to enrollment at the 90 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 Operations and Patient Administration (TOPA) Office

Health Benefits Advisor (HBA)

- The 90 MDG Health Benefits Advisor (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 Primary Care Manager (PCM)
- The HBA can be reached by calling (307) 773-3011 or visiting the TOPA office located within the clinic

Referral to a Specialist

- Primary Care Manager (PCM) determines if patient requires specialty care
- If a service is available at the clinic, e.g., physical therapy, it will be provided at 90 MDG if access is available
- If service is not available at the clinic, the beneficiary must see network providers
- Routine referrals require medical review and authorization by UHC M&V
- Allow 10 business days for processing and receiving UHC authorization via mail or through www.uhcmilitarywest.com if registered
- Review referral status at www.uhcmilitarywest.com or contact UHC M&V at (877) 988-9378
- Patients may contact 90 MDG Referral Management Center at (307) 773-3011 after consulting with UHC M&V
- Non-active duty members may self-refer for the following preventative care TRICARE benefits:
 - Pap smear or Gynecological 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 Primary Care Manager (PCM) or the after-hours number, such as the Nurse Advice Line (NAL) or on-call number to obtain an authorization prior to being seen outside the clinic.

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.

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.

Additional medical information can be found on the TRICARE website, www.tricare.mil. It has a library of medical symptoms and treatments along with a wealth of knowledge on TRICARE benefits. Additional resources can also be found at the Health Promotion Center. You can find more information regarding the Health Promotion Center in our "90th Medical Group Services" section.



Patient Safety

Our focus at the 90 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, carry out medical plans, or prepare for a medical procedure. They may also get well sooner and are 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 primary care manager 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?





Customer Relations

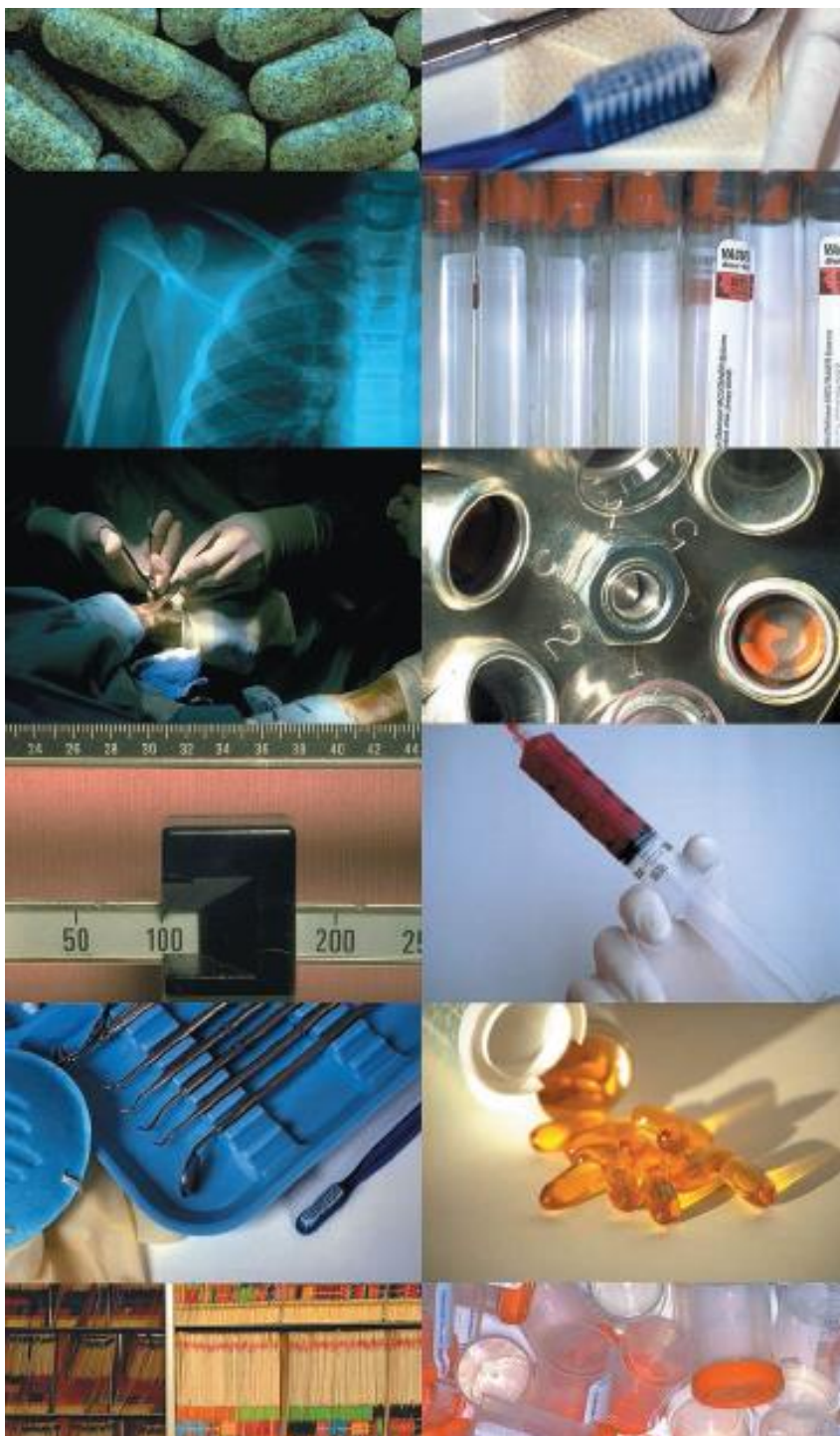
Your satisfaction with the care you receive at the 90 MDG and in the TRICARE network is important to us. Customer comment cards are available throughout the clinic for you to provide us feedback on our services.

- If the problem concerns services provided by personnel at the 90 MDG, please contact the patient advocate for the applicable department. Departmental patient 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 patient advocate, please call (307) 773-5757 for assistance. Patient advocates are available during normal clinic hours.
- If the problem concerns services provided by UnitedHealthcare Military and Veterans (UHC M&V) and its network, please contact UHC M&V at (877) 988-9378 or mail to:

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

How Do I Change My Primary Care Manager (PCM)?

We recommend you continue seeing your PCM for at least six 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 through UnitedHealthcare Military & Veterans by calling (877) 988-9378.



90th Medical Group Services

Unless indicated, all clinic areas/ services are located in the 90 MDG, building 160, and can be contacted using the 90 MDG Appointment Line at (307) 773-3461.

Alcohol and Drug Abuse Prevention and Treatment (ADAPT)

Telephone: 307-773-2998

Location: *Separate entrance from main clinic, East side*

The ADAPT services are designed to promote health and wellness through the prevention and treatment of substance abuse. Services 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 adult TRICARE Prime beneficiaries.

Base Operational Medicine Clinic (BOMC)

Telephone: 307-773-3461

BOMC provides services for active duty members. Services provided include: Preventive Health Assessments (PHA) consisting of annual flight physicals and Occupational Health Exams (OHEs). Also provided are Medical Standards and Evaluations functions to include: Overseas Clearances, Medical review for Security Clearances, Separation History and Physical Exam (SHPE), 422 for retraining, PCS and PME, Initial Flying Class physicals, and Profile (469) review and coordination.

Battlefield Acupuncture (BFA)

Telephone: 307-773-3461

BFA is a form of acupuncture in which needles are placed only on the surface of the ear. The theory behind ear acupuncture is that the entire body and all of its functions are represented on various points on the ear. There is scientific evidence which confirms the connections between regions of the ear and the distant body functions, and research which confirms therapeutic benefit when needles are inserted in the ear region corresponding to the areas of pain. Appointments can be scheduled by calling the appointment line. Normal operating hours are Tuesday and Friday from 1300-1520, with appointments that are 20-minutes long.

Behavioral Health Optimization Program (BHOP)

Telephone: 307-773-3461

BHOP is available to you as part of your Patient Centered Medical Home (PCMH) comprehensive health care. The service offers help when stress, worry, or emotional concerns about physical or other life problems interfere with your daily life. F. E. Warren AFB has an Internal Behavioral Health Consultant (IBHC) in the clinic. The IBHC can be a psychologist, social worker or psychiatric nurse practitioner specially trained to work as a member of your PCMH team. Some common patient visits are: sleep disturbances/insomnia, chronic pain, concentration or attention problems, grief/bereavement, situational and/or adjustment depression or anxiety, panic attacks, PTSD, depression, diabetes, hypertension, and smoking cessation. Services are not mental health services and are part of the patients' medical care. The appointments are approximately 30-minutes long, and patients can be seen the same day of their Primary Care Manager (PCM) appointment. New patients may make an appointment through the appointment line or discuss this option during their PCM appointment.

Bioenvironmental Engineering (BE)

Telephone: 307-773-3088

Emergency Reporting After Duty Hours: 307-631-2521

BE offers expertise in occupational and environmental health and radiation safety. BE employs these skill sets in routine surveillance of industrial workplaces and extends those capabilities into the emergency response arena. BE provides quantitative fit testing services for CBRN gas masks as well as industrial workers requiring respiratory protection within their work areas. BE leads the installation radiation safety program and provides compliance support for radiation users. BE ensures the quality of the installation drinking water. Special Services Hours: Industrial respirator and gas mask fit testing is available on a walk in basis 0800-1600, Monday through Friday, or by appointment.

Clinical Laboratory

Clinical Laboratory provides services for beneficiaries. The laboratory collects and tests patient specimens upon authorized request from your Primary Care Manager (PCM). Test results are returned directly to the ordering PCM. Your PCM will contact you if the results are abnormal. Additionally, you can retrieve your results from your Patient Centered Medical Home (PCMH) team, TRICARE Online, www.tricareonline.com, or at Medical Records in the TOPA office.

Dental Services

Telephone: 307-773-1846

Hours: 0700-1700

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. First Sergeants and/or Commanders will be notified of all broken appointments. Identified treatment needs will be scheduled after the periodic dental examination.

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.

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.

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 TRICARE Dental Program (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 and follow prompts. 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.

Family members are eligible to enroll in the 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.

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

Telephone: 307-773-5714

The EFMP-M/FMRC Office medically clears all active duty family members requesting travel during a Permanent Change-of-Station (PCS). EFMP-M/FMRC ensures the availability of medical and/or mental health care at all gaining bases, as well as dental and educational services for all overseas assignments. EFMP-M/FMRC also assists families with case management and/or care coordination for all EFMP and humanitarian reassignment requests.

Family Advocacy Program

Telephone: 307-773-3461

Location: Separate entrance from main clinic, East side

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

Telephone: 307-773-3461

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 diagnoses and treatment of acute illness, chronic disease management, well-child care and adult physical exams, developmental and behavioral evaluation, and preventive health care. Gynecology care for female beneficiaries begins in the early teens and continues throughout life with routine and preventive screenings, family planning and birth control, diagnoses 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. Patient Centered Medical Home (PCMH) team 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 the appointment line at (307) 773-3461, choose the "Book an Appointment" option, and request a consult with your nurse. Your call will be returned as soon as possible.

Flight and Operational Medicine Clinic (FOMC)

Telephone: 307-773-3461

FOMC provides services and care for military members on flying/special operational duty status and their family members. Services provided are: routine care of acute illness and injury, minor surgery, and preventive health care, and counseling. To book appointments for routine or follow up care, call the appointment line, or appointments can also be scheduled online at www.tricareonline.com. Hours of operation 0730-1630, Monday through Friday. Sick call hours for Active Duty FOMC patients only, Monday-Friday 0730-0830 hours. Please checked in at the FOMC front desk by 0800 hours to ensure timely care and aeromedical disposition.

Health Promotion Center

Telephone: 307-773-3318

Location: Building 475 (Annex of Freedom Hall Gym)

Health Promotion Center 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

Telephone: 307-773-3461

The Immunization Clinic provides routine immunizations on a walk-in basis. Smallpox vaccination is administered on Wednesdays by appointment only. 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 immunization clinic is also open for new allergy patients that meet the criteria through their Primary Care Manager (PCM). Allergy testing is performed every Thursday afternoon, excluding training day. The last immunization is given at 1615 hours to allow for the required 15-minute observation period.

Medical Evaluation Board (MEB)

Telephone: 307-773-5566

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: Review-In-Lieu-Of (RILO) MEB and Temporary Disability Retirement List (TDRL). Please call to schedule an appointment.

Mental Health Clinic

Telephone: 307-773-2998

Location: Separate entrance from main clinic, East side

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 Prime beneficiaries are approved on a space-available basis. Services include: counseling, psychiatric medication management, consultation with leadership, and outreach.

Optometry Clinic

Telephone: 307-773-3461

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 90 MDG, and also NATO service members. Routine or annual eye exams can be scheduled online at www.tricareonline.com or by calling the appointment line. Diabetic eye exams can also be scheduled by calling the appointment line. 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 renewal, patients must currently wear contacts and bring them and the boxes or written prescription to their appointment. First time contact lens fittings may be performed on a case-by-case basis. 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.

Pediatric Clinic

Telephone: 307-773-3461

The Pediatric clinic provides primary medical care to beneficiaries who are dependents of active duty members and retirees from birth to 17 years of age, by certified pediatric medical providers. Services include diagnosis and treatment of acute illness, chronic disease management, pre-participation sports physical exams, developmental and behavioral evaluations, 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 annually thereafter. Routine immunizations may be given in the immunization or pediatrics clinic. To book appointments for routine or follow-up care, call the appointment line at (307) 773-3461, or schedule online at www.tricareonline.com. A pediatric nurse is also available, during duty hours, to provide medical advice via telephone regarding home care for minor conditions and illnesses. If you have questions, call the appointment line, choose the "Book an Appointment" option, and request a consult with the pediatric nurse. Your call will be returned as soon as possible. After-hours care may be obtained by calling the Nurse Advice Line (NAL) at 1-800-874-2273 and follow the prompts.

Personnel Reliability Assurance Program (PRAP)

Telephone: 307-773-3461

The Personnel Reliability Assurance Program (PRAP) Clinic provides care for personnel on the Personnel Reliability Program (PRP) and with Arming and Use of Force (AUoF) status, with exception of those who are on flying or special status. The PRAP clinic provides routine, acute, preventive, and wellness services, as well as minor surgeries. In addition to providing medical care, the clinic is responsible for reviewing all medical records for PRP certification. Lastly, the clinic informs the certifying officials and commanders of any changes to a member's ability to arm or perform PRP duties. If a member requires to be evaluated to Return to Duty (RTD) for PRP or AUoF or be evaluated after an Off-Base Appointment (ROBA), they may come into the MDG between 0730-0830 and 1300-1400 hrs.

Pharmacy

Telephone: 307-773-3461

The Pharmacy provides initial and refill prescription services for medications maintained on the 90 MDG formulary. Pharmacy peak wait times occur from 1100-1400 hours daily and on days before and after federal holidays and training days. Wait times will be significantly reduced by visiting the pharmacy outside these peak hours. Copies of the formulary are available at the pharmacy. The pharmacy accepts hand-carried or electronically ordered prescriptions.

All new (initial) prescriptions must be activated in-person. To activate a prescription, use the kiosk system to get a ticket and wait for your number to be called. Non-urgent prescriptions turned in before 1600 hours may be ready same day while those turned in after 1600 hours will be ready the next business day. Generally, the maximum amount of medication dispensed is a 90-day supply. Prescriptions for non-formulary medications may be presented to the pharmacy for evaluation. This process may involve contacting the provider and changing to a formulary alternative or receiving proper justification from the provider.

The pharmacy has a mandatory refill request policy. Patients may request refills 24-hours a day on the automated refill line at (307) 773-2330 or on www.tricareonline.com. Due to high prescription volume, refill requests will not be processed at the window. Refills are a 2-business day turnaround, not including the day the refill was requested, thus it is imperative you plan accordingly. Refills may be requested up to 3-weeks early on a 90-day supply of medication. If you have no remaining refills, call the appointment line and ask to speak to a nurse, or make an appointment with your provider if necessary. Please do this at least a week before you run out of medication.

There is a ZERO dollar co-payment on all formulary medications received at the 90 MDG Pharmacy for all eligible beneficiaries. The next least expensive option for both you and the government is TRICARE Mail Order Pharmacy. Mail order is a good option for medications you take on a regular basis (maintenance medications), for medications not available at the 90 MDG Pharmacy (non-formulary drugs), if you live far away from the pharmacy or if you cannot come in during regular business hours. Retail pharmacies are the most expensive option for both you and the government and should be reserved for urgent/emergency medication needs or special circumstances. Information about the TRICARE Mail Order Pharmacy Program and network pharmacies is available at the pharmacy, toll-free at (877) 363-1303 or online at www.express-scripts.com/TRICARE

Pharmacy Coverage for After Hours Care

If you or a family member require 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 under "Tools" on the blue toolbar. 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

Telephone: 307-773-3461

Location: Building 475 (Health and Wellness Center annex of Freedom Hall Gym)

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 F. E. Warren AFB, with space available services provided to TRICARE Prime enrollees. All other categories will be eligible for services in accordance with 90 MDG policy. The Physical Therapy Clinic is direct access except for Flight Medicine patients where a referral by Primary Care Manager (PCM) or specialist is required for evaluation and treatment. There is also a Running Clinic program that does not require referral and can be scheduled by contacting the Physical Therapy Clinic.

Public Health

Telephone: 307-773-3461

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

Telephone: 307-773-2640

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; these services are obtained by Primary Care Manager (PCM) referral. Test results are returned directly to the ordering PCM. Test results are returned directly to the ordering PCM. Your PCM will contact you if the results are abnormal. Additionally, you can retrieve your results from your Patient Centered Medical Home (PCMH) team, TRICARE Online, www.tricareonline.com, or at Medical Records in the TOPA office.

Women's Health Services

Telephone: 307-773-3461

Women's Health Services are provided through Family Health, Flight Medicine and the Personnel Reliability and Assurance Program (PRAP) Clinics. 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.

Veterinary Treatment Facility

Telephone: 307-773-3354

Location: Building 288

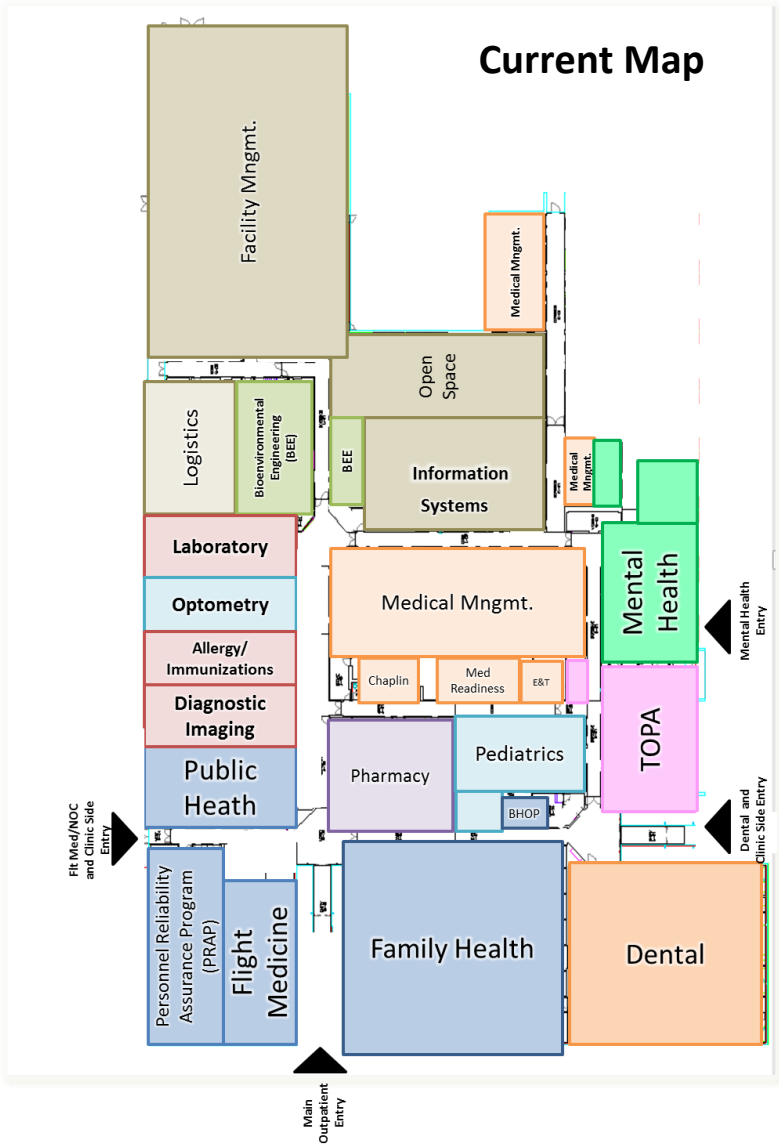
Hours: 0800-1200 and 1300-1630 Mon-Thurs Closed on Friday, all federal holidays, and the last working day of the month.

Services are provided for pets of Active Duty, Reserve, and National Guard service members and retirees enrolled in DEERs that have medical privileges at base military medical facilities. Routine services provided include: wellness examinations, vaccinations, laboratory testing, health certificates, microchip identification, sick call examinations, and base registration. Unfortunately, the facility does not have the necessary equipment to provide emergency services, making it advisable to maintain a relationship with a local civilian veterinary facility. Due to military mission requirements, our appointment times may vary. All pets are seen by appointment only. To register your pet, please bring a copy of their vaccination records to the appointment. All dogs, cats, and horses residing on base must meet specific vaccination requirements for their species and age.



Medical Group Map, Building 160

Note: The Medical Clinic will undergo renovations from approximately May 2016 through May 2018. Please adhere to all building signage during this time.



Future Plans



Resources

Phone Index

Alcohol and Drug Abuse Prevention and Treatment (ADAPT) ..	307-773-2998
Appointments	307-773-3461
Bioenvironmental Engineering (BE)	307-773-3088
BE Emergency Reporting After Hours.....	307-631-2521
Dental.....	307-773-1846
Dietician	307-773-4544
Exceptional Family Member Program (EFMP)	307-773-5714
Family Advocacy	307-773-4228
Group Patient Advocate.....	307-773-5757
Health Benefits Advisor	307-773-3011
Health Promotions	307-773-3318
HIPAA Privacy Officer.....	307-773-3011
Immunizations	307-773-2170
Legal Assistance	307-773-2256
Mental Health	307-773-2998
Military Personnel Flight ID Section.....	307-773-1845
Nurse Advice Line	1-800-874-2273
Patient Safety.....	307-773-2497
Pharmacy Refill Line.....	307-773-2330
Physical Therapy	307-773-3406
Public Health	307-773-3040
Radiology	307-773-2640
Referral Management.....	307-773-3011
TRICARE Dental Program	1-855-638-8371
TRICARE Mail Order Pharmacy Program.....	1-877-363-1303
TRICARE Retiree Dental Program (TDRP)	1-888-828-8737
United Healthcare Military & Veterans	1-877-988-9378

Helpful Web Links

90 MDG

www.warren.af.mil/Units/90thMedicalGroup.aspx

AFMS – F. E. Warren AFB – 90th Medical Group

www.facebook.com/fewarren90MDG

Family Member Dental Program (FMDP)

www.tricare dentalprogram.com

Medicare

www.medicare.gov

MiCare

<https://app.relayhealth.com/welcome.aspx>

United Healthcare Military & Veterans

www.uhcmilitarywest.com

TRIWEST

www.triwest.com

TRICARE website

www.tricare.mil

TRICARE Online

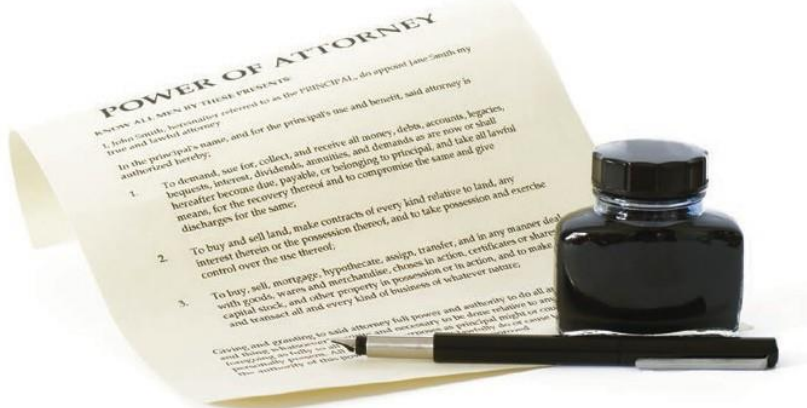
www.tricareonline.com

TRICARE Mail Order Pharmacy Program

www.express-scripts.com/TRICARE

TRICARE Retiree Dental Program (TRDP)

www.trdp.org



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 (DNR) 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 will 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 delegate's 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 Office at (307) 773-2256 or visit the Legal Assistance office located in Building 232.

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 departmental patient advocates.*

Notice of Privacy Practices

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

The HIPAA Privacy Rule requires the 90 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 90 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 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 90 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 Medical Treatment Facility (MTF) nor the Defense Health Agency (DHA) are 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 90th 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 (6) years before the date of your request.
- **HIPAA Disputes.** If you believe that the 90 MDG has violated the HIPAA Privacy Rule, you may file a written complaint with the 90 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 90 MDG HIPAA Privacy Officer at (307) 773-3011.

NOTES:

NOTES:

Mission:

Strengthen the ICBM mission by providing exceptional healthcare to our community



Vision:

A ready resilient team providing
trusted care - -
Every Patient, Every Day