



# Welcome to the 375th Medical Group Your Medical Home for Healthcare

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TRUSTED CARE BEGINS WITH ME!



**375th Medical Group  
Scott AFB, Illinois**

TRUSTED CARE BEGINS WITH ME!

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# Your Medical Home

(375th Medical Group)

## The 375th Medical Operations Squadron (MDOS):

Available services include: Acupuncture, Allergy, Chiropractic, Dermatology, Family Advocacy, Family Medicine, Immunization, Internal Medicine, Mental Health, Physical Therapy, Primary Care and Substance Abuse Counseling. Combined, these clinics average more than 12,000 patient visits per month totaling approximately 144,000 visits per year.

## The 375th Medical Support Squadron (MDSS):

consists of 10 flights providing Personnel and Administration, Resource Management, TRICARE Operations and Patient Administration, Medical Readiness, Information Management, Pharmacy, Diagnostic Imaging, Laboratory, and Logistics. The managed care program supports an enrolled population of 23,000 amounting to approximately 170,000 annual patient visits. Additionally, the squadron provides ancillary services with a \$13 million pharmacy budget, diagnostic imaging with an average of 120 patients daily and laboratory services with an average of 150 patients daily.



375th Medical Group  
Scott AFB, Illinois

# Your Medical Home

(375th Medical Group)

The 375th Medical Group (MDG) supports the 375th Air Mobility Wing and 31 tenant units execution of the global reach mission by providing, expanding, and deploying medical capability for contingency tasking's. The 375 MDG trains 42 healthcare professionals annually through four specialty training programs and sustains the readiness skills for more than 379 active duty and Air Reserve Component personnel.

Additionally, the 375 MDG provides health services for more than 23,000 beneficiaries including 1,000 aeromedical patients. The Group is accredited by The Joint Commission, Accreditation Council for Graduate Medical Education, American Dental Association, and College of American Pathologists and has affiliations with the American Hospital Association, and American Medical Association.

## The group is comprised of four squadrons:

### The 375th Aerospace Medicine Squadron (AMDS):

delivers comprehensive aerospace and operational medical services to 1,600 aviators and supports a population-based preventive medicine program to 23,000 beneficiaries through public health, optometry services and health promotions. A staff of approximately 75 healthcare professionals organized into 5 flights ensures compliance with occupational and environmental health standards while supporting 3 flying wings and 31 tenant units for rapid global mobility missions.

### The 375th Dental Squadron (DS):

provides a full range of dental services for active duty military members including general dentistry, endodontics, oral and maxillofacial surgery, orthodontics, periodontics and prosthodontics. The squadron also supports an Advanced Education in General Dentistry Residency Program. Families of active duty military are highly encouraged to enroll in the TRICARE Dental Program to obtain dental care from civilian dentists, as space-available dependent care is extremely limited. Likewise, dental care for retired military and their family members is very limited and only available on a space available basis.

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# Defense Enrollment Eligibility Reporting System

## (DEERS)

You must be registered in the DEERS to get your TRICARE benefit.

- Sponsors are automatically registered in DEERS
- Sponsors must register eligible family members

If both parents are service members, choose one to be listed as the child(ren)'s sponsor in DEERS.

## How to Update DEERS

### Adding or Removing Family Members

Only sponsors can add or remove family members:

- Go to a local ID card office.
- Call first to verify business hours or to set up an appointment.
- Or, set up an appointment online @ <https://rapids-appointments.dmdc.osd.mil/>

### Updating Your Contact Information

Contact information includes your address, email addresses or phone number(s). Family members can update contact information after they're registered in DEERS.

- Log into MilConnect @ <https://milconnect.dmdc.osd.mil/milconnect/>
- Call 1-800-538-9522 (TTY/TDD: 1-866-363-2883)
- Fax updates to 1-800-336-4416 (Primary) or 1-502-335-9980 (Alternate)
- Mail updates to:
- Defense Manpower Data Center Support Office Attn: COA 400 Gigling Road Seaside, CA 93955-6771

Note: Addresses must be a physical address; P.O. boxes can't be used.

## Why You Should Update DEERS

Up-to-date DEERS records are vital to accessing your TRICARE benefit. It's critical to keep your DEERS information up to date so you and your family can use TRICARE.

Errors in DEERS can cause problems with claims, authorization letters for referrals, and delivery of home delivery prescriptions. It's also important to keep your information in DEERS up to date so you don't miss important information and enrollment deadlines.

# Frequently Asked Questions

- **What is Secure Messaging?**
  - TOL provides access to a Secure Messaging service which allows you to securely communicate non-urgent, non-emergency health care issues and concerns with your provider team. With a valid Secure Messaging account, you can initiate a consultation or request an appointment with your primary care provider team.
- **How do I get a Secure Messaging account?**
  - You may have received an email invitation from your provider team to use this service; registration is not automatic. Select the "Secure Messaging" option from TOL Home page, or click here to register for a Secure Messaging account and obtain a username and a password.
- **How do I communicate using Secure Messaging on behalf of my family member(s)?**
  - If you have not done so already, register yourself for a Secure Messaging account. After completing your registration, you will be asked if you wish to use the Secure Messaging service on behalf of family members. If yes, follow the on-screen instructions provided on the website to add your family member(s) to your account.
- **What is a Primary Care Manager (PCM) and why do I need one?**
  - All Prime enrollees select or are assigned a PCM. The PCM is responsible for providing you all routine, non-emergency, and urgent health care. If you don't get a referral from your PCM, your care will be under the point-of-service (POS) option. You may request to change your PCM at any time.

## Frequently Asked Questions

- **What is the difference between TOL and MHS GENESIS?**
  - The MHS GENESIS Patient Portal provides secure access to view your medical and active duty dental health records, manage appointments, and exchange messages with your healthcare team. The MHS GENESIS Patient Portal is targeted to replace the TOL as the new DoD Electronic Health Record (EHR).
- **Is TOL the same system used at my military hospital or clinic?**
  - TOL works with systems at your military hospital or clinic to support capabilities such as online appointments and prescription refill. TOL provides 24/7 access to health care services and information specific to DoD Beneficiaries who are eligible for care and treatment at a military hospital or clinic.
- **Who is eligible for a TOL account?**
  - Any DoD Beneficiary eligible for care and treatment at a military hospital or clinic, including active duty and retired service personnel and their eligible family members over the age of 18 years old. Log in using your DS Logon Premium (Level 2), CAC, or DFAS MyPay or account to access TOL.
- **What is the Health Record and why will it help me?**
  - The "Health Record" provides you secure and easy access to your health information. On TOL, you can click on the Health Record logo to view, print, save, and/or download your personal health data. This may be helpful to you for your own personal record-keeping, for partnering with your provider(s) in the care of you and your family, and because some downloadable formats of your data may be easily and securely sent to additional care providers as needed, with your consent.

## When You Should Update DEERS

Update DEERS whenever you have a change (this list is not all-inclusive):

- Change in sponsor's status:
  - Retiring or separating from active duty
  - National Guard or Reserve member activation or deactivation
  - Change in service status (e.g. enlisted to officer, branch change)
- Getting married or divorced
- Having a baby
- Moving to a new location for any reason
- Becoming eligible for Medicare
- Death of sponsor or family member

If you're enrolled in any TRICARE plan (e.g. TRICARE Prime, TRICARE Select, TRICARE Reserve Select, TRICARE Retired Reserve or TRICARE Young Adult) remember to also change your address and other personal information with your regional contractor.

## Adding and Correcting Social Security Numbers (SSNs)

- **Sponsors (Not Retired)**
  - You'll update your SSN with your personnel office.
  - Your personnel office will report the correct SSN to DEERS and update your record.
- **Sponsors (Retired)**
  - First, get your SSN changes approved by your personnel office. Your personnel office will send the change to the Defense Finance and Accounting Office (DFAS) through existing processes.
  - You must present the required identity documents and your social security card to the personnel office.
  - If you aren't paid by DFAS (e.g. Coast Guard, NOAA, PHS), contact your Service Personnel Office to start the process. They will report the changes to DFAS.
- **Family Members**
  - You'll update your SSN at a local ID Card Office.
  - Call first to make an appointment to find out what documents you need to bring with you.

# TRICARE Enrollment Options

- **TRICARE Prime:** Assigned a PCM Team
  - ADSM enrollment MANDATORY
  - ADSM, ADFM no co-payments, no deductibles (ZERO! – when following guidelines)
  - No filing claims, no balance billing
  - Guaranteed access standards

Urgent Care	Routine Care	Referred/Specialty	Wellness/Preventive Care
Within 24 hours	Within 7 days	Within 4 weeks	Within 4 weeks

- Option to use w/o authorization = Point of Service (\$300 individual, \$600 per family deductible + 50%)
- Open Season Nov - Dec each year
- **TRICARE Select:** Fee-For-Service Option (FFS)
  - Replaced TRICARE Standard and TRICARE Extra
  - Use authorized TRICARE provider
  - Calendar year deductible
  - Premium based program
  - Open Season Nov – Dec each year

## Getting Started is Easy

- Confirm your eligibility online or call [1-800-444-5445](tel:1-800-444-5445)
- Explore your health plan options at [www.humanamilitary.com](http://www.humanamilitary.com)
- Decide which is right for you and enroll (if required)

# Frequently Asked Questions

- **What eligibility requirements must be met in order to make appointments online?**
  - TOL provides a secure method for you to manage online appointments for yourself and your eligible family members. In order for you to manage appointments, you and your family members must be enrolled at the military hospital or clinic where you are seeking the appointment and have a Primary Care Manager (PCM) assigned. Self-referral appointments and classes do not require a PCM assignment.
- **How do I know if I am enrolled at my local military hospital or clinic (MTF)?**
  - If you are not enrolled at your MTF, then you will receive a message on the "Make Appointment" page indicating that the system was unable to locate you in your military hospital or clinic's appointment system. Please contact your military hospital or clinic for additional support.
- **How do I set up appointment reminders on TOL?**
  - You may define your preferred email addresses and mobile phone numbers using the "My Profile" page on TOL. The information saved in your profile serves as the default for generating reminder messages for your appointments.
- **Can I include my whole family under one account?**
  - In order to protect the privacy of individuals, every family member over the age of 18 years old must have their own TOL account. Family member privileges are based on family relationships established in the Defense Eligibility Enrollment Reporting System (DEERS). Authorized family members are able to manage appointments and prescription refills for other family members for whom they have been granted access.

## Frequently Asked Questions

- [How do I change my Primary Care Manager \(PCM\)?](#)
  - You can request to change your PCM assignment by accessing the Beneficiary Web Enrollment (BWE) website, calling the regional contractor, or mailing the appropriate form to the regional contractor. Active Duty personnel are advised to contact their regional contractor for PCM change requests. PCM Change information is available on the TRICARE.mil website. Access to "Primary Care Manager" and other TRICARE links is available under the TRICARE Plan Information title of the TOL Resources page. You will be redirected to the TRICARE.mil website.
- [Will I receive appointment reminders for appointments made over the phone or in person?](#)
  - If you make an appointment over the phone or in person, you will receive appointment reminders if you have appointment notifications enabled on TOL and have logged in to your account in the past year. Appointment reminders for eligible children under the age of 18 years old will be sent to their Sponsor, unless appointment reminders have been disabled for the clinic in TOL.
- [How do I make an appointment on TOL?](#)
  - To make a new appointment online, select the "Appointments" option either from the "Welcome" page, or from the top menu bar. Navigate to the "Make Appointment" page and follow the steps to make an appointment.
- [How do I cancel an appointment on TOL?](#)
  - To cancel an appointment online, select the "Appointments" option either from the "Welcome" page, or from the top menu bar. Navigate to the "My Appointments" page and follow instructions.

## How to Access Care

You have options when it comes to scheduling or cancelling an appointment.

- 375 MDG WELL Line: 618-256-WELL (9355) or Toll free: 1-866-683-2778
- TRICARE Online (TOL): [www.tricareonline.com](http://www.tricareonline.com)
- TRICARE Patient Portal Secure Messaging: [www.app.tolsecuremessaging.com](http://www.app.tolsecuremessaging.com)
- TRICARE Nurse Advice Line: 1-800-TRICARE (874-2273)
- TRICARE Assistance: 1-800-444-5445 or [www.humanamilitary.com](http://www.humanamilitary.com)
- Information/Social Media:
  - Facebook: [www.facebook.com/ScottAFBClinic](http://www.facebook.com/ScottAFBClinic)
  - Webpage: [www.airforcemedicine.af.mil/MTF/Scott/](http://www.airforcemedicine.af.mil/MTF/Scott/)

## TRICARE Self-Service Portal

### TRICARE Beneficiary Self-Service Portal:



Our secure self-service portal offers many features that will help you take control of your healthcare journey.

You can:

- Make Payments
- Change your Primary Care Manager (PCM)
- Find a Network Provider
- Check Claims
- Chat with a Customer Service Representative

Visit: <https://www.humanamilitary.com>

follow the "BENEFICIARY SELF-SERVICE" prompts

# How to Enroll in Dental Plan

Active Duty Service Members Dental Care is at the Scott AFB Dental Clinic  
Call [618-256-WELL \(9355\)](tel:618-256-WELL) to schedule an appointment

Active Duty Family Members can enroll in the TRICARE Dental Program online,  
on the phone or through the mail.

## Online:

- Go to the Beneficiary Web Enrollment website
  - [www.benefeds.com](http://www.benefeds.com)
- Click on the red "Log On" link at the top of the page
- You must have a Common Access Card (CAC), DFAS (MyPay) Account, or a DoD Self-Service Logon (DS Logon) Premium (Level 2) account to log in
- Select the "Dental" tab to enroll in a dental plan

Note: This option isn't available overseas.

## Phone:

- [1-844-653-4061](tel:1-844-653-4061)

## Mail:

Download the TRICARE Dental Program Enrollment/Change Authorization  
form and mail it with your first monthly premium to:

United Concordia  
TRICARE Dental Program  
P.O. Box 645547  
Pittsburgh, PA 15264-5253

## Minimum Enrollment Period

You must enroll for a minimum of 12 months initially

- Sponsor must have 12 months remaining on their service commitment
- Must complete the first 12 month enrollment
- After the 12 month period, you can continue on a month-to-month basis

# Frequently Asked Questions

- [How do I refill my prescription\(s\) for myself or my family members using TOL?](#)
  - You can refill a prescription by navigating to "Rx Refill" from the "Welcome" page or by selecting "Rx Refill" from the top menu bar. You have the option to refill active prescriptions listed on the page for yourself, or for an authorized family member by selecting from the dropdown list. You can also manually enter in one or more prescription numbers to request a refill for yourself or a family member.
- [How can I check if a prescription for me or one of my family members is active and available to be refilled?](#)
  - You can check the status of an active prescription by navigating to "Rx Refill" on the top menu bar. The view will default to your list of prescriptions. You can select an authorized family member from the "Request Rx Refill For:" list to see their list of refillable prescriptions. If the prescription was issued at an MTF other than your currently assigned location, select the alternate MTF and the list will refresh to display refillable prescriptions at that MTF. You can click the expand icon to the left of a prescription to see an expanded display of prescription details. Check the status of a specific prescription by Rx Number by navigating to "Check Rx Status" and then entering the Rx number(s) in the boxes provided.
- [What does the "MTF" field allow me to do?](#)
  - The "MTF" field defaults to the primary military hospital or clinic (MTF) selected in your TOL Profile. If the prescription you need to get refilled was originally filled at a military hospital or clinic different from your primary TOL MTF, the refill will need to be filled at that location. Use the MTF field to change the default location. You may then refill a prescription based upon the original fill location. The original fill location is printed on your prescription label.



## Frequently Asked Questions

- [What assistance does TOL provide in preparation for my separation/retirement from active duty or the reserves?](#)
  - The Service Separation page provides helpful information and guidance to Service members preparing to separate/retire from active duty or the reserves. It provides access to the Transition Assistance Program (TAP) portal and detailed steps to assist you through the process. Links to relevant resources and websites are also available from this page.
- [What is the Nurse Advice Line \(NAL\)?](#)
  - TOL provides access to the NAL, which is a resource available to all TRICARE beneficiaries in the U.S.

Call 1-800-TRICARE (1-800-874-2273) and select option 1 to talk to a registered nurse 24 hours a day, 7 days a week to get health care advice, ask questions, or find out if you should seek in-person care. If you need an appointment, the NAL will help you get access to care and will follow up later by sending a note to your Primary Care Manager to let him or her know how you are doing.

- [Can I request refills of TRICARE Mail Order Pharmacy prescriptions via TOL?](#)
  - You can access the TRICARE Mail Order Pharmacy (TMOP) website from TOL by navigating to "Rx Refill" on the top menu bar and then selecting the "TMOP" menu option. From this page, select the link to go to the TMOP website and follow the instructions provided to request to refill your prescription by mail.
- [How do I access my Health Record to view my personal health data on TOL?](#)
  - Select the "Health Record" menu option to access your personal health data.

## Exceptional Family Member Program (EFMP-M)

### About us:

We provide case management services; extended care health option program and respite services; family member travel screenings; and assist with assignment appeals, re-assignments, humanitarians and deferment actions.

### Appointment Only Hours:

- Wednesday: 9 - 11 a.m. & 1 - 4 p.m.
- Thursday: 1 - 4 p.m.

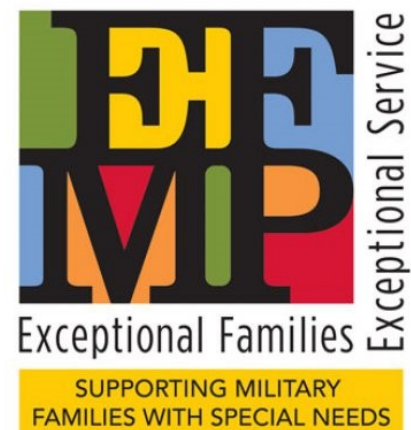
### Walk-In Hours:

- Monday & Tuesday: 8 a.m. - 4 p.m.
- Friday: 1 - 4 p.m.

### Telephone:

Special Needs Coordinator: [618-256-5102](tel:618-256-5102)

Family Member Relocation Coordinator: [618-256-7014](tel:618-256-7014)



# Family Advocacy Program (FAP)

## Family Advocacy Mission

The Family Advocacy Program has two primary objectives:

**Prevention** of family violence through education and skills development that enhance individual and family coping, adaptation, and resiliency skills.

**Treatment** to assess and resolve problems, ensure safety, and enhance individual, family, and support mission readiness.

Family Advocacy functions as a key partner and support system to build healthy communities and prevent family maltreatment within the Air Force.

## To Request Services or Register For Classes

To obtain additional information, to make appointments with our providers or nurses, please call: [618-256-7203](tel:618-256-7203)

To sign up visit: [booknow.appointment-plus.com/4b6q1jqe/](http://booknow.appointment-plus.com/4b6q1jqe/)

## Key Information

Unmarried intimate partners (current or former), including couples who have a child together, can receive abuse intervention services through FAP.

Restricted reporting (no information to commander) is available for adult family members experiencing domestic violence.

For assistance with domestic violence (including shelter services) that involves active duty and non-active duty families (retirees, civilians), call:

- Domestic Abuse Victim Advocate: [618-307-0980](tel:618-307-0980)
- Violence Prevention Center of Southwestern Illinois: [618-235-0892](tel:618-235-0892)
- National Domestic Violence Hotline: [1-800-799-7233](tel:1-800-799-7233)
- Child Abuse Hotline:
  - [1-800-25-ABUSE \(22873\)](tel:1-800-25-ABUSE(22873)) (Illinois)
  - [1-877-642-6320](tel:1-877-642-6320) (Missouri)
  - [1-800-4-A-CHILD \(224453\)](tel:1-800-4-A-CHILD(224453)) (National)



# Frequently Asked Questions

- **How can I check on my referral?**
  - Visit the Beneficiary Self-Service Portal or call 1-800-444-5445
- **Can I change my referral to see someone else?**
  - Yes, if you have not used the referral call 1-800-444-5445 to have it changed
  - If you were already seen, you will need a new referral from your PCM
- **What if my civilian provider wants to send me to a different specialist?**
  - Contact your PCM Team for a new referral
- **How do I get a copy of my Medical Record?**
  - Visit Patient Administration to complete the request
- **What if I receive a bill?**
  - Contact TRICARE at 1-800-444-5445
- **How do I get a profile/quarters/con-leave?**
  - Contact your PCM Team
- **How do I correct an error or request an update to my personal health data displayed on my Health Record? Why has such an error occurred?**
  - If you believe that corrections need to be made to your personal health data, please contact your Provider team directly. The information in your electronic health record (EHR) comes from AHLTA's Clinical Data Repository (CDR) and from The Department of Veterans Affairs (VA). In addition to data that has been entered by health care Providers, the CDR receives much of its data from various other MHS systems including CHCS, VA, and Network Pharmacies.

# Frequently Asked Questions

- **How Do I schedule an appointment with my PCM?**
  - Here are ways to schedule an appointment with your PCM:
    - Access to Care Line: 618-256-WELL (9355) or 1-866-683-2778
    - Nurse Advice Line: 1-800-TRICARE (874-2273)
    - Secure Messaging: [www.app.tolsecuremessaging.com](http://www.app.tolsecuremessaging.com)
    - TRICARE Online: [www.tricareonline.com](http://www.tricareonline.com)
- **Do I need a referral to be seen at an urgent care?**
  - Yes For Active Duty
  - No for all others
- **How do I find an authorized urgent care?**
  - Contact TRICARE at 1-800-444-5445 or go to the Beneficiary Self-Service Portal
  - St Elizabeth's urgicare is not an authorized urgent care facility
- **What if I am told to follow with a specialist after being seen at urgent care or emergency room?**
  - Contact your PCM team for a referral to the specialist
  - Follow TRICARE rules when choosing a specialist
- **Can my civilian provider send my prescription electronically to the pharmacy?**
  - Yes, via the E-scripts (controlled drugs excluded)
- **What do I do if my civilian provider wants diagnostic studies? (lab/rad)**
  - You can use any authorized lab/rad services

# Family Advocacy Program (FAP)

## Workshops & Classes

- Parenting classes for parents of children (ages 2-12)
- Parenting classes for parents of children (ages 13-19)
- Relationship enhancement classes for singles & married couples
- Dating/domestic violence, sexual abuse, & child abuse prevention training
- Resiliency & skill-development training

## Family Advocacy Groups

- Fatherhood Initiatives  
(Support and assistance to strengthen the fatherhood connection through skill building, education, & mentoring)
- Parenting & Abuse Intervention Programs, & Women's Group  
(Therapy groups; referrals made after evaluation by a provider)

## Special Programs & Services

- New Parent Support Program  
(NPSP - RNs provide home visits, classes, & groups)
- Family Advocacy Strength-based Therapy  
(Short-term counseling for couples, singles & families)
- Family Maltreatment Program  
(Assess & treat child abuse & domestic violence)
- Domestic Abuse Victim Advocacy Program  
(Resources & support for victims of domestic abuse: orders of protection, safety planning, escort to court or medical appointments)

## Building Healthy Communities

Family Advocacy Program  
375th Medical Group/SGOW  
310 West Losey Street  
Scott AFB IL 62225-5252  
(618) 256-7203  
Fax: (618) 256-7299

# Getting Care When Travelling

(TRICARE Prime/Select)

## TRICARE Prime

If Traveling in the United States:

- If you need emergency care, go to an emergency room or call **911**
- Call your Primary Care Manager (PCM) within 24 hours
- If you need urgent care, you may visit a TRICARE authorized urgent care center without a referral, unless you are an active duty service member. ADSM must have a referral from PCM or Nurse Advice Line.

If Traveling Overseas:

- If you need emergency care, go to the nearest emergency facility. Before you leave the facility, contact International SOS Medical Assistance:
  - Eurasia-Africa: **+44-20-8762-8133**
  - Latin America & Canada: **1-215-942-8320**
  - Pacific (Sydney): **+65-6338-9277**
  - Pacific (Singapore): **+61-2-9273-2760**
- If you need urgent care, contact the overseas contractor for a prior authorization to use urgent care. If you don't contact the contractor for authorization, you may have to pay the provider and file a claim for reimbursement.

## TRICARE Select

Search online or call in the United States:

- Visit any TRICARE-authorized provider
- Call the doctor to schedule your appointment
- You'll save money if you find a network provider
- Keep a copy of your receipts
- You may have to pay up front for the care and file a claim for reimbursement

If you live overseas and are getting care in the U.S., you'll file your claims with the overseas claims processor using your home region's claims address.

If Traveling Overseas:

- International SOS—see information above
- Keep a copy of all your receipts, overseas claims require proof of payment
- You may need to pay up front and file a claim with the overseas claims processor for reimbursement

# 375 MDG Section Patient Advocates

The Patient Advocate is here to help you. At your request, the Patient Advocate will become involved and focus on improving communication, accessing information, addressing concerns, and resolving difficulties. The Patient Advocate will gladly assist you when you may be experiencing difficulties, or have questions or concerns about any aspect of care or service.

Clinic	Phone
Allergy/Immunization	256-7132
BIO	256-7307
Dental	256-2750
Dermatology	256-7572
Education and Training	256-7209
Flight Medicine	256-7294
GPM/CAD	256-7032
Health Care Integrator	256-5996
Health Promotion (HAWC)	256-7007
Internal Medicine	256-3480
Lab	256-7492
Logistics	256-7660
Mental Health	256-7386
OBGYN	256-2655
O'Fallon Family Medicine Clinic	256-7311 ext 44837
Optometry	256-7354
Pediatrics	256-7642
Pharmacy	256-4741
Physical Medicine	256-6280
Public Health	256-4986
Radiology	256-7259
Readiness	256-2861
Resource Management	256-7322
Scott Family Health Clinic	256-2925
Systems	256-7168
TOPA	256-4508

# Secure Messaging

(www.tricareonline.com)

**Busy?**

**Connect with your doctor online and save time**

**With Patient Portal Secure Messaging, you can:**

- Schedule web visits with your doctor
- Book appointments
- Request/review lab and test results
- Email your doctor a question
- Renew your medication
- Request a referral

It's healthcare that clicks.



Quick Links | Resources | Contact Us | Log Out

Military Health Care Facility: AF-C-375th Med Grp-Scott (update) | Family Sponsor: Sanya



Quick Links | Resources | Contact Us | Log Out

Today's Date: Monday, 10 Jul 2018, Last Login: 11 Jul 2018 @ 1414

Military Health Care Facility: AF-C-375th Med Grp-Scott (update) | Family Sponsor: Sanya

Home | Appointments | Rx Refill | Health Record | Service Separation | Profile | Admin

**Make Appointment**

Appointment for: Sanya [redacted] PCN [redacted]

Appointment type:  Annual Eye Exam

Date range: From: 16 Jul 2018 To: 30 Jul 2018

Reason for appointment: [redacted]

Send Reminders:

Announcements | Accessibility & Security | Site Map

Personal Data - Privacy Act 1974 (PL 93-579) For Official Use Only (FOUO)  
 TRICARE Online (TOL) is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms summarized in the TOL Security Policy. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.

# Services Available at MTF

## Non-Referral Services:

- Bioenvironmental Engineering—256-7307
- Diagnostic Imaging (X-Ray) - 256-7411
- Health Promotion—256-7138
- Immunizations—256-7132
- Laboratory—256-7119
- Patient Administration—256-7522
- Pharmacy—256-7345
- Public Health—256-4986
- Referral Mgt—256-7606

## Referral Services:

- Dermatology—256-9355
- Internal Medicine—256-9355
- Mental Health—256-7386
- Optometry—256-9355
- Physical Therapy—256-6280
- Women's Health (OB/GYN) - 256-9355

# Services Available in Network

Contact TRICARE for assistance with locating a network specialist at:  
 1-800-444-5445 or www.humanamilitary.com



## After Hours Services

### Urgent Care:

- Active Duty Service Member (ADSM) **MUST** have a referral.  
Call **1-800-TRICARE (874-2273)** to speak with Nurse Advice Line (NAL)
- No authorization required for TRICARE Prime Active Duty Family Members, Retirees or Retiree Family Members
- Call **1-800-TRICARE (874-2273)** to speak with the Nurse Advice Line (NAL) or go to the Beneficiary Self-Service Portal at [www.humanamilitary.com](http://www.humanamilitary.com) to find a TRICARE authorized provider
- Go To **Urgent Care** for:
  - Coughs/colds/sore throat
  - Flu-like symptoms
  - Minor cuts and wounds
  - Skin rashes or sunburn
  - Urinary Tract Infection (UTI)

### Emergency Care:

- Go to nearest hospital Emergency Room or call **911**
- Go To **Emergency Room** for:
  - Chest pain or breathing issues
  - Broken bones/dislocations
  - Severe bleeding/trauma
  - Spinal/head injury
  - Blurred/lost vision
  - High fevers
- Call your PCM (**618-256-WELL (9355)/1-866-683-2778**) within 24hrs/1st duty day to coordinate follow-up care
- **Scott AFB does not have an Emergency Room!**



## Enroll/Update TRICARE Online

### Step 1:

- Go to [www.tricareonline.com/](http://www.tricareonline.com/)
  - create login

### Step 2:

- Choose a Primary Care Manager (PCM). You may select a military or network provider as your PCM (except AD, MUST enroll to Military). If you don't list a PCM on your enrollment form, TRICARE will select one for you.

### Step 3:

- Complete the Enrollment Application
  - Enroll all family members on one form
  - Send fees (if applicable) with your form
  - If you have questions or if you have special circumstances, call your regional contractor to discuss your options (**1-800-444-5445**)

### Step 4:

- Get Started with TRICARE Prime
  - You'll be notified when your enrollment is processed. Once enrolled, you can log into MilConnect to get your PCM's name/telephone number.



# TRICARE Copayments & Cost-Shares (MEDICAL)

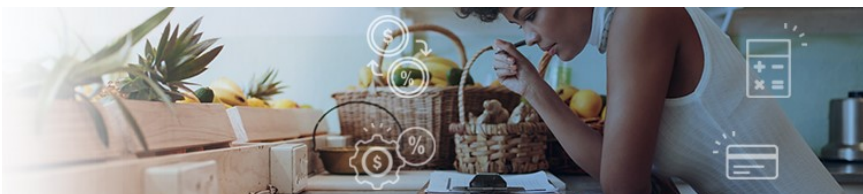
Active Duty service members pay nothing out-of-pocket for any type of care.

Active Duty family members only pay for care when:

There is a small per diem when using inpatient care at a medical treatment facility

You don't have a referral or you use non-network providers without authorization from the TRICARE regional contractor.

For more information on Copayments and Cost Shares, go to [www.tricare.mil/Costs/Compare](http://www.tricare.mil/Costs/Compare)



# Health Record Custody Policy

Military Health Record is the property of DOD.

Please see: [AFMAN 41-210 10 Sep 2019](#) for more information.

## [My Military Health Records](#)

You should keep copies of your medical documentation, records and health care history information for your own reference.

- If you get most care at military hospitals or clinics, you'll have an electronic health record.
- Civilian providers may keep paper records or use a private electronic health record system.

## [View and Download Personal Health Information](#)

You can view and download personal health information from your military health record if:

- You get care at military hospitals and clinics
- You're a registered user on the TOL Patient Portal

Personal health information may include your lab results, allergy profile, medication profile, problem lists and office visit information.

## [Share Your Medical Records](#)

Use the Virtual Lifetime Electronic Record (VLER) Health Initiative and eHealth Exchange to share your medical records.

The VLER Health Initiative is now available at several sites around the U.S. allowing some of the information in your military electronic health record to be securely shared between the Department of Defense, Department of Veterans Affairs, and participating federal and civilian health care partners through the national eHealth Exchange.

Sharing your health information can save time and improve your care when you visit eHealth Exchange providers, including Veterans Affairs hospitals.

## Mental Health

- Call **911** or go to nearest Emergency Room for acute mental health or suicidal issues!
- **Active Duty Only Clinic**
  - For appoints/information please call: **618-256-7386**
- Active Duty Family Members/Retirees/Retiree Family Members:
  - Log onto the Beneficiary Self-Service Portal at [www.humanamilitary.com](http://www.humanamilitary.com) to find a network provider.



## Sensitive Duty Programs (PRP, PSP)

Scott AFB is not an active PRP base.

There are no PRP in-processing requirements for new members PCSing to Scott AFB.

# PRP

# PERSONNEL - RELIABILITY - PROGRAM

## Beneficiary Counseling & Assistance Coordinator

The Beneficiary Counselor and Assistance Coordinators (BCAC) are available to provide advice and counseling regarding health benefits and benefit options available from military facilities, federally funded health programs, state and county programs and other sources. This advice is given to military personnel, their family members and retired service personnel and their family members.

- Explains TRICARE Medical and Dental Plans
- Helps with medical or dental claims
- Provides guidance regarding past due medical bills

Monday – Friday

8:00 a.m. – 5:00 p.m.

618–256–7664

Located on the 2nd floor in the Patient Administration Hall

# BCAC



# How to File a Civilian Claim

(MEDICAL/DENTAL)

## Medical:

How do I submit a claim?

- Step one: Download and complete DD Form 2642
- Step two: Gather supporting documentation
  - Attach a readable copy of the provider's bill to the claim form, making sure it contains the following information:
  - Sponsor's Social Security Number (SSN) or Department of Defense Benefits Number (DBN) (eligible former spouses should use their SSN)
  - Provider's name and address (if more than one provider's name is on the bill, circle the name of the person who treated you)
  - Date and place of each service
  - Description of each service or supply furnished
  - Charge for each service
  - Diagnosis (if the diagnosis is not on the bill, be sure to complete section 8a on the form)
- Step three: Submit by fax or US mail
  - Fax to: [\(608\) 327-8522](tel:6083278522)
  - Mail to:
    - TRICARE East Region claims:
    - New claims PO Box 7981
    - Madison, WI 53707-7981
- TRICARE Assistance: [1-800-444-5445](tel:18004445445) or [www.humanamilitary.com](http://www.humanamilitary.com)

## Dental:

How do I file a claim form?

- In most cases, providers will submit claims on behalf of TRICARE beneficiaries for healthcare services. There are some instances in which a beneficiary must submit their own claim, such as non-network professional charges rendered in a provider's office.



# Pharmacy

## Main Pharmacy

- New Prescriptions
  - Monday – Friday: 8 a.m.—5 p.m.
  - Prior to filling medications:
    - Must activate prescription using: Walk-in, Phone, TRICARE Online
  - Contact main pharmacy for medications with remaining refills from another facility
  - Electronic & Hand-written prescriptions

## Satellite Pharmacy

- Refills
  - Monday – Friday: 9 a.m. – 5 p.m.
  - Location: Bldg. 1948, next to Scott Credit Union
  - Automated Refill Line:
    - [618-256-7400](tel:6182567400)
    - [618-256-WELL \(9355\)](tel:618256WELL)
    - TRICARE Online: [www.tricareonline.com](http://www.tricareonline.com)



## ASIMS/IMR

- Annual requirement for AD members
- AF Non-Flight Med patients:
  - After completion of on-line form, member receives confirmation and instructions
- Flight Medicine patients: make PCM appointment
  
- For questions on PIMR items
  - Call Deployment Health Center DHC at [618-256-8970](tel:618-256-8970)
  - AD Members can check their IMR status online <https://imr.afms.mil/imr/myIMR.aspx>



## How to Complete SHPE (MTF/VA)

### Steps to completing your SHPE at a MTF:

1. Complete DD Form 2807-1: Report of Medical History through your MyIMR
2. Complete audiogram
3. Complete any other Individual Medical Readiness (IMR) requirements not currently green
4. Schedule/Complete Occupational Health exams, as applicable (AD ONLY)
5. Complete SHPE appointments
6. BOMC signs off Separation Memo and Virtual Out-Processing

### Steps to completing your SHPE at the VA:

1. Complete DD Form 2807-1: Report of Medical History through your MyIMR
2. Complete IMR requirements not currently green
3. Schedule/Complete Occupational Health exams, as applicable (AD ONLY)
4. Complete SHPE appointments with VA provider (scheduled by VA representative)
5. VA Separation Health Assessment (SHA) documentation returned to BOMC by VA
6. BOMC signs off Separation Memo and virtual out-processing

### Important facts to remember:

- A local VA representative can be found by visiting: [www.va.gov/vso/](http://www.va.gov/vso/)
- If Separating/Retiring as a result of an Medical Evaluation Board (MEB), the Disability Evaluation System (DES) examination meets the SHPE requirement
- InTransition is a free, voluntary program that provides mental health care support to SMs during times of transition. For more information go to: <http://pdhealth.mil/resource-center/intransition/service-members>

# Separation History & Physical Examination (SHPE)

## Who needs a SHPE?:

- All Active Duty (AD) & Reserve Component (RC) on orders for 180 days or more of continuous service
- RC on orders for 31 days or more in support of a contingency operation

## SHPE Timeline:

- Greater than 180 days prior to separation/retirement:
  - Filing a VA claim:
    - Begin preparing for the claim process.
    - Contact local VA representative
  - Not filing a VA claim:
    - No action needed at this time
- 180-90 days prior to separation/retirement:
  - Filing a VA claim:
    - Go to: <https://imr.afms.mil/imr/MyIMR.aspx> complete Form 2807-1,
    - Contact local VA office to begin claim process or file online at [www.ebenefits.va.gov](http://www.ebenefits.va.gov)
  - Not filing a VA claim:
    - SHPE will be conducted at Medical Treatment Facility (MTF). Go to: <https://imr.afms.mil/imr/MyIMR.aspx> and complete Form 2807-1
- Less than 90 days prior to separation/retirement:
  - SHPE will need to be completed at MTF.
  - Go to: <https://imr.afms.mil/imr/MyIMR.aspx> to initiate SHPE process.
  - A VA claim can still be processed, however any VA exams conducted cannot take the place of the SHPE. These exams may not be completed prior to separation, delaying your access to benefits.

# How to Request a 422 (USAF)

1. Log onto your IMR through the AF portal or <https://imr.afms.mil/imr/AppDir.aspx>
2. Select My IMR Readiness Status
3. Once there select "Medical Clearance" or "SHPE" tab
4. **Read the instructions** and follow the prompts to complete the request:

**\*\*\*All required documents must be submitted to the org box within 72 hours or request will be deleted and you will have to resubmit\*\*\***

Please allow 7-10 duty days for completion once IMR request and documents have been submitted to the org box. If additional information is needed BOMC will contact you via email.

You may check the status/movement of your request inside of your IMR tab. Once your 422 is ready, a cyan colored 422a button will show up under your Profile tab inside of IMR. Click on it to retrieve the printable version of your document.

- Special Duty/Retraining/Flying Class Physical/Instructor Duty/Commissioning  
Please submit to org box:
  1. AFPC email/AMS posting (ie...instructions for job requirements)
  2. Memorandum with CC endorsement (ie...squadron letterhead with applicant's intent)
- OVERSEAS PCS CLEARANCE  
(AD only -- family members are cleared through EFMP (618) 256-7014/501  
Please submit to org box:
  1. Email Assignment RIP and Medical Clearance Letter to the org box**\*\*\*If you are PCSing to a deployed location (i.e. - CENTCOM, AFRICOM, etc.) you will need to first contact Public Health for Deployment Health Screening (618)256-4986/2695\*\*\***
- PALACE CHASE/PALACE FRONT/SHPE (Separation/History & Physical Exam)  
**\*\*\*ALL THE ABOVE REQUIRE A SHPE PRIOR TO SEPARATION\*\*\***  
**Palace Chase ONLY** Please submit to BOMC org box:  
[usaf.scott.375-mdg.mbx.amds-sgpf-medical-standards@mail.mil](mailto:usaf.scott.375-mdg.mbx.amds-sgpf-medical-standards@mail.mil)
  1. AFPC Approval Letter for Palace Chase — 2. Any required verbiage for AF Form 422

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## PHA Process (NAVY/MARINES/COAST GUARD)

1. Member will complete their web based health assessment using the following:  
**Navy PHA link**  
<https://data.nmcphc.med.navy.mil/pha/index.aspx>
2. Member will e-mail the Base Operational Medicine Clinic (BOMC) org box stating they have completed their web based health assessment and provide their DOD#. Member will include a copy of any current duty limitation or profile (as applicable).  
[usaf.scott.375-mdg.mbx.amds-sgpf-medical-standards@mail.mil](mailto:usaf.scott.375-mdg.mbx.amds-sgpf-medical-standards@mail.mil)  
**\* Please allow 8 duty days for response\***
3. A provider will call the member to complete a MHA over the phone. BOMC then creates a virtual encounter for the member's PCM to complete the provider portion of the PHA.
4. If the member is due for bi-annual HIV screen they may walk-in to the lab at their convenience and have it drawn without a doctor's order. Just present your CAC to the laboratory personnel.
5. If a PCM visit is desired for routine concerns please make an appointment via 618-256-WELL (9355) to discuss further health concerns. If a profile is generated the member will keep a copy for their records and also provide a copy to their Unit Health or Deployment Monitor so that it can be transcribed into the Medical Readiness Reporting System (MRRS).
6. Should you require additional help with this, please contact below POCs  
**USCG Profile POC- HS1 Travis Brown** [travis.g.brown2@uscg.mil](mailto:travis.g.brown2@uscg.mil)  
**COMM (314)269-2374**  
**Navy/Marine Profile POCs**  
**PO1 Quinn Gibson** — [quinn.i.gibson.mil@mail.mil](mailto:quinn.i.gibson.mil@mail.mil)  
**HM2 (FMF) Andrew Nolan** — [andrew.g.nolan2.mil@mail.mil](mailto:andrew.g.nolan2.mil@mail.mil)  
**COMM (618)229-1420/DSN 779-1420 — FAX (618)256-8728/576-8728**

## PHA Process (ARMY)

1. Member will complete their web based health assessment using MEDPROS.
2. Member will e-mail the Base Operational Medical Clinic (BOMC) stating they have completed their web based health assessment and provide their DOD#. Members will include a copy of any current duty limitation or profile (as applicable).

[usaf.scott.37S-mdg.mbx.amds-sgpf-medical-standards@mail.mil](mailto:usaf.scott.37S-mdg.mbx.amds-sgpf-medical-standards@mail.mil)

**\* Please allow 8 duty days for response\***

3. BOMC will contact the member to schedule a combined MHA/PHA readiness appointment in Flight Medicine. For this visit, members will not be seeing their PCM. If a PCM visit is desired for routine concerns please make an appointment via 618-256-WELL (9355) to discuss further health concerns.
4. Appointments are held in Flight Medicine every Wednesday at 0800. Members will complete an audiogram, vital signs, visual acuity testing, MHA, and a focused medical exam (as required) to update any duty limiting conditions.
5. The member will keep copies of any profiles for their records and also provide a copy to their Unit Health/Deployment Monitor so that it can be sent to the appropriate Army POC for transcription into the MEDPROS system.
6. Audiograms and vision exams are uploaded to MEDPROS by Ft. Leonard Wood within 72 hours.

[Mr. Christopher Clayton @ Ft Leonard Wood](#)

E-mail: [christopher.l.clayton2.civ@mall.mil](mailto:christopher.l.clayton2.civ@mall.mil)

[573-596-0131](tel:573-596-0131) x63752

## PHA Process (USAF)

ADAF members will need to log into their IMR

<https://imr.afms.mil/imr/myIMR.aspx>

If due PHAQ will populate in the

“IMR ACTION LIST” box