

509th MEDICAL GROUP PATIENT OUT-PROCESSING HANDBOOK



509th MDG Clinic Hours

Monday-Thurs 7:30 a.m. to 4:30 p.m.

Friday 7:30 a.m. to 3:00 p.m.

**Closed for training
2nd Wednesday of every month.**

Website: <http://www.whiteman.af.mil/units/509mdg/index.asp>

This Handbook is to assist you with a smooth transition as you PCS.

Table of Contents

Scheduling Appointments in Transit	2
Useful Dental Websites & Numbers	3
Locating a Military Treatment Facility	4
Prescription Services While in Transit	5
Transferring / Changing your Primary Care Manager (PCM)	5
Custodial and Control of Health Treatment Records	5
How to Avoid Point of Service Charges While in Transit	6
Claims for Care While in Transit	7
TRICARE Assistance / Customer Satisfaction	8

Scheduling Appointments in Transit

What should I do if I'm a Prime enrollee and get sick while traveling outside my region?

You should contact UnitedHealthcare Military & Veterans at 1-877-988-9378 or the 509th Medical Group's after hours PCM line at 1-800-334-2958. For non-emergency care you must first obtain authorization. If you see a physician without authorization for a non-emergent problem, you will still be covered for some of the costs incurred under the Point-of-Service option. That option pays 50 percent of the cost after a separate, somewhat higher deductible is met (\$300 for single enrollment and \$600 for family enrollment).

Routine – Under most circumstances, non-emergent or non-urgent care is not authorized while you are away from home. You must call your PCM to obtain authorization prior to obtaining non-emergency care.

Urgent - Care for a medical condition that, while not life or limb threatening, is serious enough that you cannot delay treatment, for example, eye or ear infections and suspected bladder infections. Call your PCM for authorization prior to seeing a provider.

Emergency - Go to the nearest facility that is equipped to handle the situation or call 911. TRICARE covers emergency medical services no matter where you are and which plan you use.

After Hours Care

For urgent care needed after duty hours, down days, weekends or on Holidays call the aftercare number @ 660-687-2188 or 1-877-988-9378.

Useful Dental Websites/ Phone Numbers

Metropolitan Life (Active Duty family members):

<http://www.metdental.com>

Active duty family members are strongly encouraged to use the TRICARE Dental Program (TDP). This program is a voluntary, comprehensive dental program offered worldwide by the Department of Defense to family members of all active duty Uniformed Service personnel, selected Reserve and Individual Ready Reserve (IRR) members and/or their families. For enrollment information, call MetLife at 1-877-638-3379.

CONUS Customer Service 1-877-638-3379 24 hours per day

OCONUS Customer Service 1-855-638-8372

Locating a Military Treatment Facility at New Assignment:

TRICARE Regions and Contractors

North Region Contractor: Health Net Federal Services

1 877-874-2273

South Region Contractor: Humana Military Healthcare Services

1-800-444-5445

West Region Contractor: UnitedHealthcare Military & Veterans

1-877-988-9378

Prescription Services While in Transit

Use the options available to you for filling prescriptions under the TRICARE Pharmacy Program.

For short-term trips, it is recommended that you refill your prescriptions before you travel. If you need to fill a prescription while on the road, there are several options available to you:

- **MTF Pharmacies**—you can fill a new prescription free of charge at a military treatment facility (MTF) pharmacy. To locate a nearby MTF, visit www.tricare.osd.mil/mtf, or contact the TRICARE regional contractor listed at the top of the page.
- **TRICARE Retail Pharmacy (TRRx) Program**—The TRRx network features more than 53,000 retail pharmacies in the U.S., Puerto Rico, Guam and the U.S. Virgin Islands where you can get a 30-day supply of your prescription filled for a small copayment. To locate a TRICARE retail pharmacy, visit www.express-scripts.com/TRICARE or call toll free 1-877-363-1303.
- **TRICARE Mail Order Pharmacy (TMOP) Program**—If you take an extended vacation, you can get a 90-day supply of your prescription filled through TMOP for a small copayment. Call 1-877-363-1303 for more information about using TMOP while traveling.
- **Non-network Retail Pharmacies**—Your last resort is to fill your prescription at a non-network retail pharmacy since it is the most costly option, subject to higher cost-shares and deductibles. You'll likely need to pay for the prescription and file a claim for reimbursement.

Transferring / Changing your Primary Care Manager (PCM) to a New Military Treatment Facility (MTF)

Permanent Change of Station (PCS)

Out-processing checklists at each base include the local TRICARE Service Center (TSC). When moving to a different region, you will have up to 30 days at the new site to enroll. Your old region will cover you for care until you enroll at the new region

If my family moves to a different region, are we (active duty) automatically assigned a new Primary Care Manager?

No. Call the TRICARE Region contractor, listed on page 4 or visit TRICARE.mil to transfer enrollment. For family members, enrollment in TRICARE Prime is on a voluntary basis. If you move to a different region, you will have up to 30 days at the new site to enroll. Your old region will cover you for care until you enroll at the new region. Enrolled members will start a new 12-month enrollment period.

What do I do prior/before my PCS?

Prior to your PCS please stop by the 509 MDG Patient Administration offices if you have questions or concerns. The 509 MDG Patient Administration offices offer administrative support for all relocations.

It is important that when the sponsor is notified of a PCS assignment, and a family member is enrolled in the Exceptional Family Member Program, he/she call 687-6032. This will ease assignment delays.

When in-processing at your new assignment, you must transfer your enrollment from this region to your new location. Should unusual circumstances apply (i.e. four month TDY en route to PCS), contact the TRICARE Service Center or Military Beneficiary Counseling Assistance Coordinator (BCAC). <http://www.tricare.mil/bcacdcao/>

Custodial and Control of Health Treatment Records

Ref: AFI 41-210 5.29

Airmen are no longer allowed to hand-carry their outpatient medical and dental records in a sealed envelope during a PCS or PCA reassignment, with the exception of Airmen assigned, or who will likely be assigned, to active Flight status, a sensitive duties position, or for those Service Members attending special operations courses. Whiteman Outpatient Records will forward all health records to the gaining MTF or RCMU responsible for maintaining the Service Member's health records.

How to avoid Point of Service Charges While in Transit

What is a referral? What is an authorization?

A provider referral is issued to TRICARE Prime beneficiaries in need of specialty care that their primary care manager (PCM) cannot provide. TRICARE Standard beneficiaries do not need referrals.

I am a Prime beneficiary - how can I find out which procedures require prior authorizations?

As a Prime family beneficiary, *all procedures not performed by your primary care manager (PCM)* (except emergency care, clinical preventive services and some behavioral health care) require prior authorization.

I am a Prime beneficiary - what happens if I receive specialty care without a referral or authorization?

For non-emergency care, the TRICARE Prime point of service (POS) option applies if TRICARE Prime and TRICARE Prime Remote for Active Duty Family Member beneficiaries receive specialty care without authorization.

Active duty Service members **must** have a referral and authorization before seeking specialty care.

The POS deductible applies only to outpatient services, and the cost-share applies to both inpatient and outpatient services. TRICARE reimbursement under POS is limited to 50 percent of the TRICARE allowable charge.

The POS option also applies to prescription drugs. If you take your prescription into a non-network pharmacy, you will pay more. POS cost-sharing and deductible amounts do not apply if you have other health insurance. The POS deductibles and cost-shares are as follows (for all beneficiary categories):

Deductibles: \$300 per individual/\$600 per family

Cost-share: 50 percent of the TRICARE allowable charge

Claims for care while in transit

If you are seen by an urgent care provider or in the Emergency room while in transit the Provider should submit the claims to

Submit Medical Claims to:	Submit Pharmacy Claims to:
PGBA Electronic Data Interchange (EDI) Call 1-800-325-5920 Option 2 for me details	Express Scripts, Inc. P.O. Box 66518 St. Louis, MO 63166-6518

CLAIMS INFORMATION

Filing a claim can sometimes be a confusing process. Here are some general guidelines to help you understand the process.

- Claims are filed when a patient sees a civilian provider.
- The exact process of filing a claim differs, depending upon the status of the provider (i.e., Prime, Extra, or Standard).
- In some cases, the provider will file the claim; in others, the patient is responsible.
- It is important to fill out the claim form correctly and to include any necessary paperwork.
- All TRICARE-eligible individuals must be enrolled in DEERS.

BENEFICIARY COUNSELING AND ASSISTANCE COORDINATOR

- Beneficiary Counseling and Assistance Coordinators (BCACs) serve as problem-solvers for patients. They work with the MTF staff, contractors, and claims processors to resolve patient concerns and questions regarding TRICARE. The Whiteman AFB BCAC can be reached at 660-687-2188, option 3, Mon-Fri 0730-1630. You can also stop by the Referral Management Office located within the 509th MDG.

BILLING PROBLEMS

- Patients with billing problems should call 1-877-988-9378.

TRICARE Assistance

Useful TRICARE Websites

DoD Military Health System Website www.tricare.osd.mil

In addition to information about benefits, programs, policies and various resources, the site maintains the latest updates to your healthcare benefits.

UnitedHealthcare Military and Veterans www.uhcmilitarywest.com

UnitedHealthcare Military and Veterans is the Managed Care Support Contractor (the contractor responsible for managing the TRICARE health care system) for the West region. The 509th Medical Group falls within the West region.

Whiteman AFB Homepage <http://www.whiteman.af.mil/>

The Whiteman AFB Homepage maintains a myriad of information about base services, including the 509th Medical Group.

Customer Satisfaction “Feedback” on Services at Whiteman AFB and your Out-Processing Experience.

Your opinion is important to us

There are preaddressed customer comments cards located in each section of the 509th MDG. We value your opinion so please fill one out. You can drop it in the lock box located in each section.

Please help the medical facility commander provide the best possible care to all beneficiaries. If you have a concern, problem, question, or compliment please ask for the patient advocate for the section in question.