

Welcome to Fort Drum!

USA MEDDAC, Guthrie Ambulatory Health Care Clinic



Our Mission

Fort Drum Community's FIRST choice for health readiness.

Our Vision

To make everyone, teammate and patient, feel like part of our Family.

Our Values

Our Home, Our Family, Our Best!



USA MEDDAC, Guthrie Ambulatory Health Care Clinic

11050 Mount Belvedere Boulevard
Fort Drum, NY 13602
Appointments: (315) 772-APPT (2778)
After hours: (315) 772-APPT (2778)



Guthrie Army Medical Home

Red, White, Blue & Gold Homes

Phone: 315-772-2778

Appointment Line Hours: Mon - Fri: 7 a.m. to 4 p.m.

Clinic hours 8 a.m. to 5 p.m.

P11050 Mt Belvedere Blvd, Ft. Drum, NY 13602

We Are a Patient Centered Medical Home (PCMH)

As a *Patient Centered Medical Home*, our approach is to provide our patients with comprehensive health care, which is focused on all aspects of your health and overall well-being, including emotional, family and social concerns. Along with your physician and other health care providers, you are the most important person in managing your health.

A “Medical Home” makes it easier and more comfortable for you to access care on a day to day basis by strengthening your relationship with your primary care provider and the team responsible for your care. With a medical home, your quality of care will be significantly improved, and it will take less time for you to get the care when you need it.

Benefits of a Medical Home Team

- ✓ Your medical home team will have an ongoing relationship with you and your family to manage your healthcare needs.
- ✓ Your team will have access to all of your health information through electronic records in order to effectively manage your care.
- ✓ You will have easy access to care through open scheduling, expanded hours and other methods of communication with your team.

How You Can Help

- ✓ Talk with your primary care provider and team about any questions you have.
- ✓ Keep in touch with your team if further questions arise about your health.
- ✓ Take care of your health by following the plan recommended by your team.
- ✓ Schedule a complete physical exam at least once a year.
- ✓ Fill out your JOES surveys and return them promptly, this helps us know how we are doing.

Services Offered

- ✓ Chronic Disease Management
- ✓ Acute Care Treatment
- ✓ Well Woman Visits
- ✓ Women’s Health
- ✓ Procedures
- ✓ School and Sports physicals
- ✓ Well child exams
- ✓ Internal medicine
- ✓ Nutrition and exercise counseling
- ✓ Behavioral Health Counseling
- ✓ Other ongoing health needs

Army Medicine Secure Messaging Service

Patients now have the option to communicate with Guthrie Clinic online using the Army Medicine Secure Messaging Service (AMSMS) provided by Relay Health. Simply sign up at your next clinic visit, we need to see patients face to face to enroll. You can still call the clinic or come in for a face-to-face office visit, and the central appointment line is still available at 1-888-838-1303 or 315-772-2778. However, those who opt to utilize AMSMS can:

- ✓ Request prescription refills
- ✓ Ask questions about medications or whether you need to be seen about a medical question
- ✓ Request lab tests before your visit (annual labs and other indicated labs)
- ✓ Requesting Physical Forms or Documents
- ✓ Requesting a referral or renewal of a referral to a specialty
- ✓ Questions for your provider

Selecting your Primary Care Manager (PCM)

You can select your Primary Care Manager yourself by visiting the online Beneficiary Web Enrollment website <https://www.dmdc.osd.mil/appj/bew/indexAction.do>. See our handout titled “Our Providers” for short Biography’s on all our Primary Care Managers; or you can call the Regional Contractor East Region : **1-800-444-5445**

Patient Self-management & Shared Decision Making

We practice patient self-management. Traditional patient education offers patients health information, but does not provide them with the problem-solving skills that improve in real-life situations. Essentially, patients are passive and the physician is the expert who tells the patients what to do. The way we practice, Patient Self-Management, is a system of care in which your care team works collaboratively with you, instead of just dispensing advice, writing prescriptions, and hoping that you will comply. It shifts the care model from reactive symptom management to collaborative health management, where, you the patient, actively shares responsibility for solving problems and treatment outcomes.

Shared decision making is a process that engages our patients in actively working with their physicians to make health care decisions. Shared decision making seeks to make patients knowledgeable about their health conditions and the benefits and risks of potential treatment options so they can collaborate with the members of their care team and their family to create individualized care plans.

Referrals and Specialty Care

Patients **MUST** sign up online at <https://www.humanamilitary.com/> to request how you would like to be notified regarding your referral. Routine Referrals: if your care is at the MTF, you will receive a phone call from the Specialty Clinic within 10 business days, if your care has been deferred to the Network, call the provider office listed on your authorization letter. If you have not heard from the Network provider within 10 business days, call Humana at 1-800-444-5445. ASAP & STAT referrals will be handled by the clinic and you will be called with an appointment date / time to the specialty clinic or service.

Pharmacy Services

New prescriptions: Guthrie pharmacy now accepts electronically submitted prescriptions. Refills are obtained by calling the 24-hour automated refill service, or via the internet at www.tricareonline.com Refills submitted by 1:00pm will be ready by 1:00pm the next duty day. Refills are not held beyond 7 days. Patients can also use www.express-scripts.com/TRICARE

After-Hours Care

Thanks to the free Military Health System Nurse Advice Line (NAL), a medical professional is just a phone call away. Registered nurses (including pediatric nurses) at the NAL help stateside TRICARE beneficiaries decide what course of action they should take. In many cases, the nurse will tell you how to care for your issue on your own. If needed, the nurse will help you find the closest emergency room or urgent care center. The nurse can also help you schedule a next-day appointment at a military hospital or clinic, if available. NAL is available 24 hours a day. To call the NAL, dial 1-800-TRICARE (1-800-874-2273) and select option 1.

Immunizations

Available for all TRICARE beneficiaries at the PCC: Hours are Monday - Friday from 8:30 am to 11:30 am and 1:30 pm to 15:30 pm. (Closed for lunch 12:00pm - 1:00pm daily. Immunizations cannot be given within 30 minutes of closing time).

The Allergy Clinic

Monday - Friday 8:30 am to 12:30 pm and 1:30 pm - 4:00 pm. For appointments, please call 315-774-5644.

Did You Know?

We now offer Clinical Psychologist, Clinical Pharmacist, and Nurse Case Manager services. Please see your provider for further information

Lactation Rooms

Did you know we have lactation rooms for your convenience? Please ask our staff for more information.

Lactation Counseling

PCC has Certified Lactation Counselors (CLC) who are trained to support, educate, and assess breastfeeding mothers. Please call 315-772-2235 or 315-772-3631 for assistance. (No appointment is necessary) If no answer, please call the Appointment Line and leave a message for lactation counseling.

Good to Know!

Pharmacy: Walk-in hours are Mon-Fri from 7:30am-5:30pm; 315-772-7698, refills: 315-772-3696

Laboratory: Walk-in hours are Mon-Fri from 7:00am-4:45pm; 315-772-5381

Radiology: Hours of Operation are from 7:00am to 4:45pm; 315-772-6094

Integrated Behavioral Health: Make an Appointment with Dr. Carpenter at the reception desk

We are on Social Media!

For updated news and information related to the clinic, follow us on Facebook at /fortdrummeddac ... and Twitter @FortDrumMEDDAC

Guthrie Army Medical Home

Our Providers



Dr. Dean Brewer, DO
Family Medicine Physician
Specific areas of medical interest:
Family Medicine
Medical school: Philadelphia College of Osteopathic Medicine
Hobbies: Baseball, football, investing
Fun fact: Is a diehard Los Angeles Angels of Anaheim baseball fan



Dr. Diego Gonzalez, MD
Pediatrician
Specific areas of medical interest:
Pediatrics
Medical school: Universidad Central Del Este
Hobbies: Gardening, Landscaping & playing racquetball
Fun fact: Born and raised in the Dominican Republic



Dr. Richard Haney, DO
Family Medicine Physician
Specific areas of medical interest:
Family Medicine and Sports Medicine
Medical school: West Virginia School of Osteopathic Medicine
Hobbies: Sports, Video Games, and Fishing
Fun fact: Drum Major in high school marching band.



MAJ Melissa Boetig, DNP-FNP
Family Medicine Nurse Practitioner
Specific areas of medical interest:
Family Medicine
Medical school: Uniformed Services University of Graduate School of Nursing
Hobbies: Outdoor Adventure Sports
Fun fact: I helped researched spitting cobras as a research assistant in college.



Dr. Christopher Vaughns, MD
Internal Medicine Physician
Specific areas of medical interest:
Cancer, Heart Disease Prevention
Medical school: Michigan State
Hobbies: Cheering for the Atlanta Falcons
Fun fact: Played in Georgia Tech Marching Band



Dr. Katherine Carroll, DO
Family Medicine Physician
Specific areas of medical interest:
Family Medicine
Medical school: NY College of Osteopathic Medicine
Hobbies: Baking, Crafts, Watching Hockey
Fun fact: Army Brat, Born in Korea



Dr. Phillip Todd, MD
Family Medicine Physician
Specific areas of medical interest:
Emergency Medicine
Medical school: Michigan State
Hobbies: Bicycling
Fun fact: Retired from the Army as a Colonel



On Military Mission

Dr. Stephen Vogel, MD
Family Medicine Physician
Specific areas of medical interest:
Family Medicine
Medical school: Northeast Ohio Medical University
Hobbies: CrossFit
Fun fact: Grew up in the same house that his dad did!



Dr. Mehmet Ramazanoglu, MD,
Pediatrician
Specific areas of medical interest:
Pediatrics
Medical school: Hacettepe University School of Medicine
Hobbies: Gardening, Singing, Hiking
Fun fact: Played Soccer

Guthrie Ambulatory Health Clinic

11050 Mt. Belvedere Blvd.

Fort Drum, New York

(315) 772-APPT (2778)

Guide to Health Care Access



MISSION

Provide integrated quality healthcare and medical readiness support that is responsive to the needs of the 10th Mountain Division and the Fort Drum community



CORE BELIEFS

Care: Foster a climate of caring for our patients and staff.

Dignity: Believe in the fundamental worth and value of all people and treat each individual with respect.

Competence: Committed to providing highly qualified medical professionals to care for the Fort Drum Community.

Creativity: Cultivate a climate where the possibilities are limited only by the imagination.

Dedication: Be loyal to our beneficiaries, to the organization, and to each other. Fulfill our obligations, putting the welfare of our patients, our staff, the USA MEDDAC, Fort Drum; the Army; and the Nation before our own.

Honor: Continually strive to live by the Army, AMEDD, and MEDDAC values. Do what is right and take personal responsibility for our actions.



Health Care for Soldiers

Soldiers newly arrived to Fort Drum will medically in-process through the Soldier Readiness Center (SRC) located at 10720 Mount Belvedere Blvd, inside the Clark Hall Building. For assistance call 315-772-2656. Soldiers are screened at the Battalion Aide Station level before making an appointment for primary care with the medical clinic designated by their unit. Active Duty (AD) sick call is held at the Battalion Aide Station, see your unit leadership for time and location, physical examinations, and optometry services are performed at Conner Troop Medical Clinic located at the corner of South Riva Ridge Loop and Euphrates River Drive. To schedule a primary care appt., optometry, or audiology exam, please call 315-772-2778. Call 772-3622 for more information.

Health Care for Non Active Duty Prime Enrollees

Family Members of Active Duty (ADFM), retirees and their Family Members, and other eligible prime beneficiaries are assigned a Primary Care Manager. That Primary Care Manager will be located at the Guthrie Ambulatory Health Care Clinic. The Guthrie Ambulatory Health Care Clinic is located at 11050 Mt. Belvedere Blvd, (315) 772-2778 for appointments.

Health Care for Children

Guthrie Army Medical Homes provides health care for children from birth to 17 years of age. Children receive comprehensive examinations and immunizations during well-baby and well-child visits. School immunizations and sports physicals are performed for school-age children. Parents should contact the school to see if there are any specific requirements. Please bring all shot records to these appointments. Children with special needs or requiring respite care are enrolled in the Exceptional Family Member Program (EFMP) collocated inside the Guthrie Ambulatory Health Clinic. Please call 315-772-2778 for appointments.

Women's Health Care

The Fort Drum Obstetrics and Gynecology Department has multiple services dedicated to supporting women in all phases of their life. The obstetrical services include low and high risk OB. Doctors and midwives are available as well as lactation services. If you think you are pregnant or have a positive home pregnancy test, please call 315-772-2778 for assistance in obtaining a referral to the Fort Drum OB Clinic.

The GYN services are by *referral only* from your Primary Care Manger and they include Well Woman Exams, abnormal pap smear clinic and surgical gynecology services. The OB/GYN Department is located off-post, at 826 Washington, Suite 202 Street, Watertown. The office is adjacent to Samaritan Medical Center. For more information or directions please call 315-785-4624.

Community Preventive Health Care

Services and programs available through the Preventive Medicine Department include: Tobacco Cessation (AD & ADFM); and Maternal-Child Health Program (AD & ADFM). For more information please call Army Public Health Nursing at 315-772-6404.

The **Army Wellness Center** offers services and classes that aim to improve readiness and the overall health and wellness of the individual. Areas of emphasis include- fitness, nutrition, sleep, stress, and health coaching. Open to AD, ADFM (over 18), retirees, and DOD employees. Appointments are self-referral. For more information call 315-772-4608/4528.

Tricare Online

TRICARE Online (TOL): You can make Primary Care appointments, check lab results and even order your pharmacy refills using TOL, 24 hours a day, 7 days a week. All you need to do is register in TOL. It's easy and fast. TOL links you and your family to healthcare services, resources, and information through a secure internet environment. TOL provides a list of acute and routine appointments with your

PCM, and where available, wellness care appointments (eye exams, mammogram, physicals, paps). The TOL website is www.tricareonline.com

TRICARE Prime Access Standards

Emergency Care – If you require emergency care, go to the nearest emergency room or call 911.

Acute/Urgent Care – Seen within 24 hours

If you require an acute or urgent care appointment (earache, high fever, etc), your Primary Care Manager (PCM) must provide you an appointment within 24 hours .

Routine Care – Seen within 7 days

If you require an appointment for routine care (flu, colds, allergies, check-ups, etc), your PCM must provide you an appointment within 7 days.

Specialty Care – Seen within 28 days

If you require an appointment for specialty care, (cardiology, orthopedics, podiatry, etc), the MTF must provide you an appointment within 28 days.

Wellness Care – Seen within 28 days

If you require an appointment for a wellness visit, (mammogram, pap smears, physicals, health maintenance, etc), your PCM must provide you an appointment within 28 days.

Urgent Care Centers Option

TRICARE also offers beneficiaries the option to use Urgent Care Centers in Watertown. No referrals are required. Locations, hours of operation, and phone numbers, are as follows:

Acute/Urgent Care During Duty Hours for Soldiers:

**Soldiers assigned to CTMC/BTMC should first go to sick call at their battalion aid station. After sick call hours call (315) 772-2778.

**Soldiers assigned to MEDDAC, DENTAC, VET Services, or WTU *Cadre* should call the appointment line from 0700-0730 to obtain a same day appointment. (315) 772-2778. After sick call hours, call 315-772-2778.

AFTER HOURS:**Quick Med Urgent Care**

315-7585-7009, 0900-2100

Watertown Urgent Care

315-779-2273, 0800-1930

LeRay Urgent Care

315-629-4080, 0900-2030

River Hospital Convenience Care

315-482-1125, 0800-1600 M-F & 0900-1500 Sa

Adams Urgent Care

315-203-0070, 0800-1930 M-F 0800-1730 S-S

Lowville Urgent Care

315-376-1401, 1000-1800 M-F, 0900-1400 Sa

Patients who are experiencing an emergent medical situations should report to the nearest hospital emergency room or call 911. Local area hospitals with emergency services include:

Samaritan Medical Center

830 Washington St., Watertown
315-782-4100

Carthage Area Hospital

1001 West St., Carthage
315-493-1000

Lewis County General Hospital

7785 N. State St., Lowville
315-376-5200

River Hospital

4 Fuller St., Alexandria Bay
315-482-2511

Gouverneur Hospital

77 W. Barney St., Gouvernuer
315-287-1000

Health Care Services

Hours of Operation

Army Medical Homes Red, White, Blue & Gold Family Medicine

Bldg. 11050
Appts: 0700-1600 M-F
315-772-2778
Clinic: 0800-1700 M-F

Army Medical Home Mountain, Warrior, Com- mando & Falcon Soldier Medicine

Conner TMC
Bldg. 10506
Appts: 0700-1600 M-F
315-772-2778
Clinic: 0700-1530 M-F
Bowe TMC
Bldg. 10020,
Appts: 315-772-2778
Clinic: 0700-1530 M-F

Specialty Care

Bldg. 11050
Appts: 0700-1600 M-F
315-772-2778
Clinics: 0700-1530 M-F
Musculoskeletal Center
Physical Therapy
Orthopedics
Podiatry
Chiropractic (Active Duty Only)
Occupational Therapy
Dermatology

Optometry

Bldg. 10501
0645-1545 M-F 315-774-5311

Obstetrics and Gynecology

Located in Samaritan Medical
Center
826 Washington St, Suite 202
Watertown, NY
0730 - 1600 M-F, 315-785-4624

Occupational Health

Bldg. 11058
0700-1630 M-F 315772-5811

Ancillary Services

Bldg. 11050
Radiology
0700 - 1700 M-F 315-772-5383
Laboratory
0700-1700 M-F 315-772-5381
Pharmacy
Building 11050
0730 - 1730 M-F, 315-772-7698
Building 10506 (Soldiers Only)
0730-1200 & 1230-1600 M-F

Behavioral Health, Bldg. 36

0730-1600 M-F 315-772-2778

Alcohol & Substance Abuse Program

0730-1600 M-F 315-772-9017

Substance Use Disorder Clinical Care

0730-1600 M-F 315-772-3301

Samaritan/Fort Drum Behavior Health

(Active Duty Only)
165 Coleman Ave.
Watertown, NY 13601
0730-1630 M-F 315 782-2061

Preventive Medicine

Bldg. 10720, Clark Hall
All PM Clinics: 315-772-6404

Audiology

0800-1530 M-F

Army Public Health Nursing

0730-1600, M-F

Nutrition

0800-1530 M-F

Environmental Health

Bldg. T-29 0800-1600 M-F

Industrial Hygiene

Bldg. T-29 0800-1600 M-F

Army Wellness Center

Bldg. 10550, 5th Armored Division Dr.
315-772-4608/315-772-4528
0700-1600 MWThF, 0700-1800 Tu

Important Numbers

Appointment Line (315) 772-2778 / 772- APPT
Toll Free 1-888-838-1303
Hours 0700-1600 M-F

Appointment Cancellations 315-772-2778

Patient Services Information 315-772-2778

For all TRICARE questions
Health Benefits Advisor 315-772-5111

Humana Military 1-800-444-5445

Debt Collection Assistance Officer 315-772-4039

Referral Management Office 315-772-4435

Patient Advocate 315-772-4655

Exceptional Family
Member Program 315-772-4620

Laboratory 315-772-5381

Radiology 315-772-5383

Pharmacy 315-772-7698

Prescription Refills 315-772-3696

Medical Records 315-772-2649

Clinical Care
Coordinator (OB/GYN) 315-779-2253

HIPAA Privacy Officer 315-772-5232

Dental Services 315-772-4343

Veterinary Services 315-772-4262

Joint Commission Patient Safety and
Quality Care Complaints 1-800-994-6610
complaint@jointcommission.org

USA MEDDAC, Fort Drum
www.drum.amedd.army.mil

TRICARE Mail Order Pharmacy
www.express-scripts.com

TRICARE Online
www.tricareonline.com

FACT SHEET

TRICARE Online Patient Portal

ACCESS ANYTIME, ANYWHERE



TRICARE Online Patient Portal (TOL) is the Department of Defense (DoD) online patient portal providing eligible beneficiaries access to military hospital and clinic appointing, prescription (Rx) refill, Health Record, Secure Messaging, Service Separation/Retirement and Nurse Advice Line.

DoD beneficiaries age 18 years or older, including active duty service members, retired service personnel and their families, can use TOL Patient Portal services and information. Beneficiaries can securely access information using their DoD Common Access Card (CAC), DoD Self-Service Logon (DS Logon) Premium (Level 2) and Defense Finance and Accounting Services (DFAS) myPay credentials. TOL Patient Portal capabilities are available 365/24/7 from any location with an internet connection, providing convenient access to tools which empower patients to be more active participants in their health care. TOL Patient Portal saves time, money and frustration. Patients can schedule an appointment for a sick child in the middle of the night, refill a Rx without waiting in line at the pharmacy, check lab results from their cell phone or even communicate directly with their provider team or a nurse regarding their health care needs. Access the TOL Patient Portal at www.TRICAREonline.com.



Scan the code below and bookmark the mobile site today!



Key Capabilities

- ▶ Schedule primary care and select self-referral military hospital or clinic appointments
- ▶ Cancel, view, and/or print past and future appointments
- ▶ Receive up to three email and/or text reminders for appointments and Rx Refills
- ▶ Access DoD and VA personal health data including medications, allergies, problem lists, encounters, lab results, radiology results, vital signs and immunizations
- ▶ Request Rx Refills and status information
- ▶ Communicate securely with the health care team
- ▶ Access Service Separation/Retirement and Nurse Advice Line information

Key Benefits

- ▶ Consolidates existing patient health care capabilities
- ▶ Provides convenient 365/24/7 self service
- ▶ Provides secure login with DoD CAC, DS Logon Premium, or DFAS myPay
- ▶ Encourages active participation in health care
- ▶ Increases beneficiary access to care
- ▶ Reduces the administrative workload for military hospitals and clinics
- ▶ Reduces appointment no show rates
- ▶ Increases patient satisfaction
- ▶ Saves resources, time and money

SDD is a component of DHA DAD IO (J-6). For more information, visit www.health.mil/SDD. To subscribe for SDD product news, please visit <https://public.govdelivery.com/accounts/USMHS DHSS/subscriber/new>.





EXCEPTIONAL FAMILY MEMBER PROGRAM

SUPPORTING MILITARY FAMILIES WITH SPECIAL NEEDS

Contact Information

- Sharon Chaple
Program Manager
315-772-5476
- Kelly Hemphill
Social Service Rep
315-772-0819
- Sonny Valdez
Systems Navigator
315-772-5488
- Janet Boebert
Systems Navigator
315-772-0664

EVENTS **SYSTEMS NAVIGATION** **WORKSHOPS**
ADVOCACY
FAMILY SUPPORT



SEARCH:

Fort Drum Exceptional Family Member Program



WORKSHOPS

OVERSEAS SCREENINGS
ENROLL **DISENROLL** **UPDATE**
RENEW

- Nurse Manager
315-772-3540
- Case Coordinator
315-772-4653
- LPN
315-772-4620





Patient's Rights



- Medical and Dental Treatment:** You have the RIGHT to quality care and treatment consistent with available resources and applicable standards. You also have the RIGHT to refuse treatment to the extent permitted by law and government regulations, and to be informed of the significant consequences, risks, or alternative treatment based on your refusal.
- Privacy, Confidentiality, and Security:** You have the RIGHT, within the law and military regulations, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) to have case discussions, consultations, examination, and treatment conducted in a confidential manner. Your privacy rights are detailed in the Military Health System (MHS) Notice of Privacy Practices.
- Emergency Care:** You have the RIGHT to receive emergency care at designated emergency room departments without preauthorization where and when needed to prevent serious harm to life, limb, eyesight or death.
- Respectful Treatment:** You have the RIGHT to have care that is respectful and responsive, without discrimination based on race, ethnicity, national origin, religion, culture, language, sex, sexual orientation, gender identity or expression, age, mental or physical disability (vision, speech, hearing impairment), genetic information or socioeconomic status.
- Identity:** You have the RIGHT to know, at all times, the name and credentials of the health care personnel providing treatment.
- Informed Consent:** You have the RIGHT to engage in all decisions in non-clinical terms related to your health care regarding course of treatment, procedures, and prognosis in your preferred language. Information should include, but not be limited to, the specific procedures or treatment, the medically significant complications and / or benefits. Furthermore, you have the right to decline at anytime recordings, images, and films; however doing so may delay diagnosing and care. You may request information concerning medical alternatives including understanding if something goes wrong with care received, with an honest explanation and apology.
- Timeliness of Care:** You have the RIGHT to the most timely access and treatment that the MTF resources and circumstances allow.

	URGENT CARE	ROUTINE CARE	REFERRED/SPECIALTY CARE	WELLNESS/PREVENTIVE CARE
APPOINTMENT WAIT TIME	Not to exceed 24 hours	Not to exceed 7 days	Not to exceed 4 weeks	Not to exceed 4 weeks

- Pain Management:** You have the RIGHT to have pain assessed with appropriate timely and treatment options provided.
- Choice of Plans:** You have the RIGHT to easy-to-understand information and TRICARE; too include covered health benefits plan options.
- Medication:** You have the RIGHT to have a complete and current list of your medications.
- Spiritual Care:** You have the RIGHT to Pastoral care and other spiritual services.
- Health Care Proxy:** You have the RIGHT to have a personal and / or legal representative with you during your care regarding risks, benefits, and other alternatives. The person of your choice will become part of your medical team who has been granted legal responsibility to make decisions regarding your medical care on your behalf.
- Research Projects:** You have the RIGHT to be advised if the facility proposes to engage in or perform research, investigation or clinical trials associates with your treatment. You have the right to refuse to participate in any research project.
- Medical Records:** You have the RIGHT to request a copy and review your medical records. You have the RIGHT to request an amendment of your medical records if you believe there is an error. All medical records originating from the Military Treatment Facility are the property of the government. You have the RIGHT to request all accounting disclosures if that information has been released. The Management Activity Notice of Privacy Practices provides information about when medical records are released without patient consent. [www.health.mil / Military-Health-Topics / Privacy-and-Civil-Liberties / HIPAA-Compliance-within0theMHS / Notice-of-Privacy-Practices](http://www.health.mil/Military-Health-Topics/Privacy-and-Civil-Liberties/HIPAA-Compliance-within0theMHS/Notice-of-Privacy-Practices).
- Safe Environment:** You have the RIGHT to be in a safe and clean environment while visiting our facilities, free from any form of abuse. Please inform medical staff immediately or complete a hand written customer comment card or submit a Interactive Customer Evaluation (ICE) via <http://ice.disa.mil/> of any unsafe situation that comes to your attention immediately, or direct concerns to the Patient Advocate or Patient Safety representative. **Safety concerns should be addressed immediately.**
- Patient Concerns:** You have the RIGHT to question these civil liberties and provide a copy of these written rights along with advocacy and protective services which include resolution of concerns to include understanding policy.
- Patients with Disabilities:** If you encounter physical or communication barriers in the clinic, you have the RIGHT to ask staff for assistance. The clinic can provide you with assistance including wheelchair for use in the clinic, interpreters, and assistance in reading or filling out forms.
- Advanced Directives:** You have the RIGHT to participate actively in decisions regarding your medical care. To the extent permitted by law, this includes the right to accept or refuse medical or surgical treatment, as well as refusal of photographs. You have the right to formulate an advanced directive (living will) and / or durable power of attorney to request to withhold resuscitative services, and to forgo or withdraw from life-sustaining treatment or healthcare. You have the right to have these directives made part of your permanent medical records. Please contact our Legal Services (315)772-5261 to construct these documents for you.
- Appeals and Complaints:** You have the RIGHT to bring forth your concerns regarding your health care, without reproach, to include discussion of ethical issues and have these issues/concerns reviewed and resolved. This can be accomplished by speaking with the clinic / department Officer-In-Charge, the Noncommissioned Officer -In-Charge, the Patient Representative, or the Commander. You may also contact Joint Commission directly by dialing 1-800-994-6610, or email: www.jointcommission.org or patient safety concern email: patientsafetyreport@jointcommission.org.

Patient's Responsibilities

- Providing Information:** You have the RESPONSIBILITY to give, to the best of your knowledge, accurate and complete information about symptoms, past illness, hospitalization, allergies, medications and vitamins, herbs and supplements, and other matters relating to your health. It is your RESPONSIBILITY to inform the provider whether or not you understand the treatment plan and what is expected of you. Inform your health care provider if you believe you cannot follow through with the plan of care. We ask that you inform staff when translation is required.
- Financial Responsibility:** It is your RESPONSIBILITY to cover any charges not covered by your insurance. You may contact the Beneficiary Assistance Coordinator at your local Managed Care/TRICARE office for further inquiries.
- Respect and Consideration:** It is your RESPONSIBILITY to be considerate to all people you encounter in the medical facility, to include property. In addition, any person accompanying the patient will be responsible for their own actions.
- Transportation / Observation:** It is your RESPONSIBILITY to provide a reliable adult to assist with transport to and from the facility if recommended by the provider.
- We encourage you to maximize healthy habits, such as exercising, not smoking and maintaining healthy weight. Beneficiaries must understand the consequences when choosing not to follow treatment plan.
- If not satisfied with provider's treatment plan, you are entitled to a second opinion within MEDDAC scope of capabilities; you will need to inquire through your PCM and / or Patient Advocate. You may also inquire through your medical team about seeking specialty care services.
- If not satisfied with assigned Primary Care Manager, you may request online through TRICARE (<http://www.tricare.mil/changepcm>) or contact the current Managed Care Support Contract by calling 1-800-TRICARE and request a newly assigned provider.
- Be knowledgeable about TRICARE coverage and program options, including covered benefits; limitations; exclusions; rules regarding referral process too include appeals, claims, grievance process.



TRICARE® Dental Options

TRICARE dental options for you and your family

This fact sheet provides information about the TRICARE Active Duty Dental Program (ADDP), the TRICARE Dental Program (TDP) and the TRICARE Retiree Dental Program (TRDP). These dental options are separate from TRICARE health care options. Your out-of-pocket expenses for any of the costs listed in this fact sheet are not applied to the TRICARE catastrophic cap.

Depending on your beneficiary category and location, you may be eligible for different dental programs.

ACTIVE DUTY DENTAL CARE

Active duty service members (ADSMs) receive dental care from military dental clinics and, if necessary, from civilian providers through the TRICARE ADDP in the United States and U.S. territories (American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands).

Most overseas ADSMs receive dental care at overseas military dental clinics. The overseas contractor, International SOS, coordinates dental care services for ADSMs in remote overseas locations. Treatment plans for ADSMs that exceed \$750 per episode or \$1,500 per calendar year require prior authorization and approval from the Defense Health Agency Dental Program Office, even for routine care.

TRICARE Active Duty Dental Program

The ADDP benefit is administered by United Concordia Companies, Inc. (United Concordia) and is available to eligible ADSMs who are either referred for care by a military dental clinic to a civilian dentist or have a duty location and live greater than 50 miles from a military dental clinic.

BENEFICIARY TYPES	PROGRAM DESCRIPTION
<ul style="list-style-type: none"> Active duty service members (ADSMs) National Guard and Reserve members called or ordered to active service for more than 30 consecutive days 	<ul style="list-style-type: none"> Available in the United States and U.S. territories For ADSMs who are either referred for care by a military dental clinic to a civilian dentist or have a duty location and live greater than 50 miles from a military dental clinic

ADSMs enrolled in TRICARE Prime Remote are automatically eligible to use the ADDP. National Guard and Reserve members are eligible only if they have active duty orders issued for a period of more than 30 consecutive days and show as eligible in the Defense Enrollment

Eligibility Reporting System (DEERS). Service members with delayed-effective-date active duty orders and those in the Transitional Assistance Management Program following activation for a contingency operation for more than 30 consecutive days are also eligible. Lastly, those with a valid line of duty or notice of eligibility determination for a dental illness or injury are eligible. To ensure dental health and deployment readiness, United Concordia will coordinate appointments for ADSMs:

- Within 21 days of request for routine dental care (e.g., examinations, cleanings, fillings)
- Within 28 days of request for specialty dental care (e.g., crowns, bridges, dentures, periodontal treatment)

Accessing Care

You must use a United Concordia network dentist to receive ADDP-covered dental care. You are required to contact United Concordia for an Appointment Control Number prior to receiving any nonemergency care and to use network dentists for dental care if they are available in your area. If a network dentist is not available in your area, call United Concordia at 1-866-984-ADDP (1-866-984-2337) to verify lack-of-network availability and receive prior authorization to use a non-network dentist. If you use a non-network dentist without prior authorization, you will be responsible for payment. The ADDP is only available in the United States and U.S. territories.






Covered Services and Costs

For a list of covered services, visit the ADDP website at www.addp-ucci.com. Not all dental procedures are covered under the ADDP. If you elect to receive non-covered services, you will be responsible for payment.

Network dentists submit claims on your behalf, and you have no out-of-pocket expenses. You should not be billed for covered services, except possibly for emergency care received from a non-network dentist. Contact United Concordia before making any payments for covered services.

Keep Your DEERS Information Up To Date!

Eligibility for TRICARE is determined by the services and information is maintained in DEERS. It is important for sponsors to keep DEERS records up to date. You have several options for updating and verifying DEERS information:

 In Person¹ (add a family member or update contact information)	<ul style="list-style-type: none"> • Visit a local identification card-issuing facility. <ul style="list-style-type: none"> ▪ Find a facility near you at www.dmdc.osd.mil/rsl ▪ Call to verify location and business hours.
 Phone²	<ul style="list-style-type: none"> • 1-800-538-9552 • 1-866-363-2883 (TDD/TTY)
 Fax²	<ul style="list-style-type: none"> • 1-831-655-8317
 Mail²	<ul style="list-style-type: none"> • DMDC Support Office 400 Gigling Road Seaside, CA 93955
 Online	milConnect Website: http://milconnect.dmdc.mil

1. Only sponsors (or sponsor-appointed individuals with valid power of attorney) can add a family member. Family members age 18 and older may update their own contact information.
2. Use these methods to change contact information only.

TRICARE DENTAL PROGRAM*

The TDP is a voluntary premium-based dental program. The dental benefit is administered by United Concordia Companies, Inc. (United Concordia) and is available stateside and overseas to the beneficiary types listed below.

BENEFICIARY TYPES	PROGRAM DESCRIPTION
<ul style="list-style-type: none"> • Eligible active duty family members • Survivors • National Guard and Reserve members and their family members • Individual Ready Reserve members and their family members 	<ul style="list-style-type: none"> • Voluntary enrollment and worldwide portable coverage • Single and family plans with monthly premiums • Lower specialty care cost-shares for pay grades E-1 through E-4 • Comprehensive coverage for most dental services • 100% coverage for most preventive and diagnostic services

* The TDP is divided into two geographical service areas: continental United States (CONUS) and outside the continental United States (OCONUS). The TDP CONUS service area includes the 50 United States, the District of Columbia, Puerto Rico, Guam and the U.S. Virgin Islands. The TDP OCONUS service area includes areas not in the CONUS service area and covered services provided aboard a ship or vessel outside the territorial waters of the CONUS service area.

Eligibility

TDP uses DEERS to check enrollment eligibility. To be eligible to enroll in the TDP, your sponsor must have at least 12 months remaining on his or her military service commitment at the time of enrollment. This service commitment will be based on the time remaining in any single status or in any uninterrupted combination of active duty or National Guard or Reserve status.

Additionally, you must be one of the following:

- Family member or legal dependent of an ADSM
- Family member of a National Guard or Reserve member
- National Guard or Reserve member not on active duty

- Transitional survivor
- Surviving child

Family members of ADSMs and National Guard and Reserve members include:

- Spouses
- Unmarried children until reaching age 21, including step-children, adopted children (both pre-adoptive and finalized adoption), and court-ordered wards
- Unmarried children of TRICARE-eligible sponsors* until reaching age 21 (or age 23 if enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provides over 50 percent of the financial support)

* These students are eligible until reaching the end of the month in which they turn age 23. However, if the student ends his or her education prior to reaching age 23, eligibility ends at the end of the month in which the education ends. Unmarried children are also covered until reaching age 23 if they have a disabling illness or injury that occurred before their 21st birthday; or they have a disabling illness or injury that occurred between ages 21 and 23 and, at the time of the illness or injury, were enrolled in a full-time course of study at an approved institution of higher learning and the sponsor provided over 50 percent of the financial support.

Enrollment

There are three ways to enroll in the TDP:

- Online (CONUS only, excluding Puerto Rico, Guam and the U.S. Virgin Islands): Visit www.tricare.mil/bwe to access the Beneficiary Web Enrollment (BWE) website.
- Mail: Download the *Enrollment/Change Authorization For TRICARE Dental Program* document available at www.tricare.mil/forms. Mail the completed document along with the initial premium payment (personal check, cashier's check, traveler's check, money order or credit card) to:

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

- Phone: Contact a United Concordia customer service representative:
 - CONUS: 1-844-653-4061
 - OCONUS: 1-844-653-4060 or 1-717-888-7400
 - TDD/TTY: 711

Accessing Care

United Concordia offers an extensive network of dentist locations. Remember to check if your dentist is in the network before receiving care.

CONUS Service Area

TDP enrollees residing in the CONUS service area (the 50 United States, the District of Columbia, Guam, Puerto Rico and the U.S. Virgin Islands) can receive dental care at civilian dental offices and visit any licensed and authorized civilian dentist. However, receiving treatment from a dentist who is a United Concordia network dentist helps you save time and money. A network dentist has signed an agreement with United Concordia to follow TDP rules for providing care and accepting payments. When using a network dentist, you should never pay more than the applicable cost-share for covered services.

Dentists who have not signed an agreement with United Concordia are considered non-network dentists. Non-network dentists may bill beneficiaries their full fee. You are responsible for paying the difference between United Concordia's allowed fee and the amount charged by the non-network dentist in addition to the applicable cost-share. Also, non-network dentists are not required to submit claims on your behalf.

OCONUS Service Area

The OCONUS service area includes areas not in the CONUS service area and covered services provided aboard a ship or vessel outside the territorial waters of the CONUS service area, regardless of the dentist's office address. You may visit any OCONUS dentist to receive dental care. However, it may be more convenient to visit a TRICARE OCONUS Preferred Dentist (TOPD). TOPDs do not require you to pay their full charge at the time of service and only require the

applicable cost-share, if any. Once services are performed, TOPDs complete and submit claims on your behalf. TOPDs may not be available in all locations, but you are encouraged to use them for all care, including orthodontics, where they are available. You are not required to use a TOPD, but if you see a non-TOPD, you may be required to pay up front for services before you receive care. You may also be required to submit your own claims and other required documentation. To locate a CONUS or OCONUS dentist, visit www.uccitdp.com.

Note: For orthodontic services, members in the OCONUS service area need to obtain a *Non-Availability and Referral Form* from their TRICARE Area Office, OCONUS uniformed services military dental clinic, or designated OCONUS point of contact before any orthodontic treatment can begin.

Costs

For a list of cost-shares, visit www.tricare.mil/costs. If members visit non-network dentists who charge more than the allowed fee, they may incur additional expenses.

Premiums vary based upon sponsor and member status. TDP premium amounts change annually each May 1. Visit www.tricare.mil/costs for current premium rates.

Additionally, for premium payments, please note:

- Initial payment: For the first month of coverage, your initial payment can be made by personal check, cashier's check, traveler's check, money order or credit card.
- Ongoing payments: Payroll allotment is required for ongoing payment for enrollments associated with an ADSM. However, ongoing payments for enrollments associated with a National Guard or Reserve sponsor can be made with a credit card, electronic funds transfer (EFT), or payroll allotment.

TRICARE RETIREE DENTAL PROGRAM

The TRDP is a voluntary purchased dental program. The dental benefit is administered by Delta Dental of California (Delta Dental) and is available to the beneficiary types listed below.

BENEFICIARY TYPES	PROGRAM DESCRIPTION
<ul style="list-style-type: none"> Retirees and their eligible family members worldwide National Guard and Reserve retirees regardless of age Surviving spouses who have not remarried Medal of Honor recipients 	<ul style="list-style-type: none"> Voluntary enrollment and worldwide portable coverage Single, dual, and family plans Monthly premiums vary by ZIP code; deductible and cost-shares apply Comprehensive coverage for most dental services; visit any dentist within the TRDP service area or a TRDP network dentist for maximum cost savings 100% coverage for most preventive and diagnostic services when care is provided by a TRDP network dentist

The TRDP requires a 12-month minimum commitment, during which only limited services are available. After an initial enrollment period of 12 consecutive months, new enrollees may continue program enrollment on a month-to-month basis, and will have access to the full scope of TRDP benefits. New retirees who enroll within four months of retirement will not have a 12-month wait to be eligible for the full scope of benefits. For more information, visit www.trdp.org.

Eligibility

You are eligible to enroll in the TRDP if you are:

- Entitled to uniformed services retired pay, including those age 65 and over

Introducing FEDVIP

The TRDP will end on Dec. 31, 2018. Eligible beneficiaries will have the opportunity to sign up for the Federal Employees Dental and Vision Insurance Program (FEDVIP) starting in November 2018 with coverage effective Jan. 1, 2019.

Visit <http://tricare.benefeds.com> throughout 2018 for updates about the TRDP to FEDVIP dental plan transition and options.

- Retired Reserve status, including those in the “gray area” who are entitled to retired pay but will not begin receiving it until age 60
- A current spouse of an enrolled member
- An unmarried child of a TRICARE-eligible sponsor until reaching age 21 (or age 23 if enrolled in a full-time course of study at an approved institution of higher learning and if the sponsor provides over 50 percent of the financial support)
- A surviving spouse who has not remarried or eligible child of a service member who died while in retired status or while on active duty
- A Medal of Honor recipient or immediate eligible family member
- A current spouse and/or eligible child of certain non-enrolled members with documented proof the non-enrolled member is:
 - Eligible to receive ongoing, comprehensive dental care from the Department of Veterans Affairs
 - Enrolled in a dental plan through other employment that is not available to family members
 - Unable to obtain benefits from the TRDP due to a current and enduring medical or dental condition.

Note: To determine if you qualify under these special rules, call customer service* at 1-888-838-8737. Documentation of qualifying circumstances is required. Former spouses and remarried surviving spouses are not eligible.

* For assistance with international dialing instructions, visit www.usa.att.com/traveler/index.jsp.

Enrollment

There are two ways you can enroll in the TRDP:

- Online (not available overseas): The sponsor may enroll online using a credit card for the initial premium payment by accessing the BWE website at www.tricare.mil/bwe.
- Mail: The *TRDP Enrollment Application* can be downloaded from the TRDP website at www.trdp.org. Return the signed and completed enrollment application along with the initial premium payment to:

Delta Dental of California
Federal Government Programs
P.O. Box 537007
Sacramento, CA 95853

Note: Enrollments into the TRDP will end on Oct. 31, 2018. Enrolled beneficiaries will have coverage through Dec. 31, 2018. Eligible beneficiaries will have the opportunity to sign up for the FEDVIP starting in November 2018 with coverage effective Jan. 1, 2019.

Visit <http://tricare.benefeds.com> throughout 2018 for updates about the TRDP to FEDVIP dental plan transition.

Accessing Care

Delta Dental offers TRDP enrollees a large nationwide network of dentists. TRDP enrollees traveling or overseas have access to a list at www.trdp.org of international dentists for treatment.

Enhanced TRDP beneficiaries needing emergency care overseas and those living permanently overseas may also search a list of dentists and dental clinics in foreign countries, provided through Delta Dental's international dentist referral service.

- From inside the U.S., call toll-free: 1-888-558-2705
- From outside the U.S., call collect: 1-312-356-5971

Multi-lingual assistance coordinators are available 24/7 to help you find a dentist. Be sure to tell the coordinator your dental coverage is the TRICARE Retiree Dental Program. Note that dentists listed with the international referral service are not contracted or otherwise affiliated with Delta Dental, and assistance coordinators cannot answer specific questions about your TRDP coverage.

You may pay more, but you also can seek treatment from any licensed non-network dentist or specialist located within the TRDP service area.

Costs

For a list of cost-shares, visit www.tricare.mil/costs. If you visit an out-of-network dentist who charges more than the allowed fee, you may incur additional expenses.

Monthly premiums for the TRDP vary depending on your location and type of plan (i.e., single, dual, family). If you move or change your enrollment option, your monthly premium rate may increase or decrease accordingly. To view the premium rate for your region, visit www.trdp.org and click on "Enroll Today" then select the "Premiums" section to find the premium search tool.

Additionally, note:

- TRDP premium rates will change on Jan. 1 of each benefit year. To determine your current premium rate, visit www.trdp.org or call customer service at 1-888-838-8737.
- The initial two-month premium payment can be made by credit or debit card; personal or cashier's check; or money order.
- Monthly premiums are made by allotment through military retirement pay; if retired pay is not available the retiree may pay by EFT or recurring credit charges.
- For detailed TRDP cost information, visit www.tricare.mil/costs.

LOOKING FOR **More Information?**GO TO **www.tricare.mil/contactus****Active Duty Dental Program**

United Concordia Companies, Inc.
1-866-984-ADDP (1-866-984-2337)
www.addp-ucci.com

TRICARE Dental Program

United Concordia Companies, Inc.
1-844-653-4061 (CONUS)
1-844-653-4060 or 1-717-888-7400 (OCONUS)
711 (TDD/TTY)
www.uccitdp.com

TRICARE Retiree Dental Program

Delta Dental of California
1-888-838-8737
www.trdp.org

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TRICARE Overseas Program (TOP)

International SOS
Government Services, Inc.
www.tricare-overseas.com

For toll-free contact information,
visit this website.

TOP Regional Call Centers

Eurasia-Africa
+44-20-8762-8384 (overseas)
1-877-678-1207 (stateside)
tricarelon@internationalsos.com

Latin America and Canada
+1-215-942-8393 (overseas)
1-877-451-8659 (stateside)
tricarephi@internationalsos.com

Pacific (Singapore)
+65-6339-2676 (overseas)
1-877-678-1208 (stateside)
sin.tricare@internationalsos.com

Pacific (Sydney)
+61-2-9273-2710 (overseas)
1-877-678-1209 (stateside)
sydticare@internationalsos.com

milConnect Website

<http://milconnect.dmdc.mil>

Beneficiary Web Enrollment

www.tricare.mil/bwe

TRICARE Website

www.tricare.mil

An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military hospital and clinic guidelines and policies may be different than those outlined in this publication.** For the most recent information, contact your TRICARE regional contractor or local military hospital or clinic. The TRICARE program meets the minimum essential coverage requirement under the Affordable Care Act.

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