

## Q&As

*“Navy Medicine continues to provide exceptional health care services—at home and abroad—to all its beneficiaries. As a decade of war winds down and beneficiary populations have shifted, Navy Medicine must look at how and where we are providing services to ensure we are aligned to best meet the needs of our patients and staff.”*

*-- Vice Admiral Matthew L. Nathan, U.S. Navy Surgeon General*

- Navy Medicine has proactively looked at its hospitals across the country to optimize care based on the unique geographic patients needs.
- We will continue to provide exceptional care throughout our hospital and five branch health clinics in Florida and Georgia and have no plans to discontinue any service currently provided.
- We have an opportunity to increase the number of patients enrolled with a primary care manager at our hospital and branch health clinics in Mayport and Kings Bay. Plus, our hospital’s award winning Family Medicine Residency Program will expand to include 13 medical residents.

### **Q: What changes are you making?**

**A:** We’re gradually increasing the number of patients enrolled with a primary care manager (PCM) at our hospital and branch health clinics—in order to reach optimal capacity. Currently, we’re below capacity with 57,771 enrolled patients, while we’re staffed and equipped to care for more. We’re also extending our hours at the hospital and Branch Health Clinic Kings Bay, in addition to the extended hours we already offer at Branch Health Clinic Mayport. And we’re adding another medical resident to our award-winning Family Medicine Residency Program.

### **Q: Why the changes?**

**A:** With Department of Defense health costs increasing from \$19 billion in 2001 to \$53 billion today, Navy Medicine is doing its part to optimize capabilities and improve value at all naval hospitals across the U.S. When our beneficiaries receive care in the TRICARE network, while the same services are available at our hospital and branch health clinics, taxpayers essentially pay twice: once for state-of-the-art Navy facilities and expert staff, and a second time for redundant services in the network.



**Q: How are you able to take care of more enrolled patients?**

**A:** With the winding down of a decade of war, we've gone from a deployment rate of 15 percent down to less than two percent of our active duty staff. On top of that, our hospital completed a renovation in 2011 that added 62,000 square feet (including new, state-of-the-art operating suites and physical/occupational therapy) and features family-friendly suites in our labor & delivery and maternal infant units. We also upgraded the pharmacy, nuclear medicine, breast care center, and intensive care and recovery units—and made energy efficiency improvements.

**Q: Will any services be eliminated?**

**A:** There's no plan to discontinue any services.

**Q: Who is affected by the changes in PCM assignments?**

**A:** It affects TRICARE Prime beneficiaries who live on base or near the base at our facilities. We're taking a gradual, phased approach—up until we reach our optimal enrollment capacity. Some of the specifics (the size of the geographic radius around the base and the types of beneficiaries: active duty family members, retirees, retiree family members) vary by location, based on our capacity at each of our facilities.

**Q: When do the PCM changes take effect?**

**A:** The PCM changes are being phased-in this fiscal year.

**Q: Do I have other options?**

**A:** Yes. You have the options of choosing TRICARE Standard or using TRICARE Prime's Point of Service Option—although both have higher out-of-pocket costs to you. You can find out more about your TRICARE choices at <http://www.tricare.mil/Welcome/Plans.aspx>.

**Q: What if I want to keep my PCM in the TRICARE network?**

**A:** You can switch to TRICARE Standard, which has higher out of pocket costs to you. Find out more about your TRICARE options at <http://www.tricare.mil/Welcome/Plans.aspx>.

**Q: What if I want to stay TRICARE Prime and see network providers?**

**A:** TRICARE Prime has a Point of Service Option—with higher out of pocket costs to you. Find out more about Point of Service at [www.tricare.mil/pointofservice](http://www.tricare.mil/pointofservice).



**Q: Is there an appeals process for PCM changes?**

**A:** Yes, and all appeals will be reviewed to determine whether it's medically necessary for your care to continue where you're currently being seen. You can submit a PCM Change Form (with information we can use to review your request) to the TRICARE Health Benefits Advisors at the hospital or branch health clinics.

**Q: Who can I call if I have questions?**

**A:** At the hospital, please call Patient Relations at (904) 542-9175. At Branch Health Clinic Albany, call TRICARE Health Benefits Advisors at (229) 639-5544. At Branch Health Clinic Kings Bay, call Customer Relations at (912) 573-4458. At Branch Health Clinic Mayport, call TRICARE Health Benefits Advisors at (904) 270-4255.

**Q: What if I'm a retiree? Can I get a PCM at the hospital or branch health clinic?**

**A:** If you're under age 65 and live within 40 miles of one of our facilities, we now have the capacity to accept your enrollment. Please complete a PCM Change Form at your local TRICARE Service Center (or, at the hospital, with our Health Benefits Advisors). In addition, retirees age 65 or over (who have Medicare Part A and Part B and live within 40 miles of our hospital) may enroll in TRICARE Plus at our hospital. Please complete a TRICARE Plus form at the hospital's TRICARE Health Benefits Advisors office.

**Q: How will my new PCM know my medical history?**

**A:** Please visit Medical Records, so we can request your medical records. This saves you the cost of requesting the records from your current PCM.

- Hospital – Outpatient Medical Records: (904) 542-7425
- BHC Albany – Medical Records: (229) 639-7827/7886
- BHC Jacksonville – Medical Records: (904) 546-7107/7108
- BHC Key West – Medical Records: (305) 293-4833/3957
- BHC Kings Bay – Medical Records: (912) 573-4242
- BHC Mayport – Medical Records: (904) 270-4242

**Q: What should I bring to my first appointment?**

**A:** Please bring all of your medications, or a list of your medications. You and your doctor will review them, for your safety.



**Q: How can I contact my PCM?**

**A:** In addition to seeing your PCM in person or calling by telephone, you can also securely email your PCM and care team for non-urgent issues. Sign up for RelayHealth for free at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax)—click on “Medical Home Port.”

**Q: How do I make appointments? What about after-hours help?**

**A:** At all locations, after-hours nurse advice is available at (800) 529-4677 or (904) 542-4677 on evenings, weekends and federal holidays. Please call us to schedule a check-up, after your PCM change has taken place, on our appointment lines:

- At the hospital, call (904) 542-4677 or (800) 529-4677, weekdays 7 a.m. to 4 p.m.—and select the option for your team.
  - ◊ Patients with a referral to a specialty clinic can call weekdays 7 a.m. to 6 p.m.
- At BHC Albany, call (229) 639-7884/7886, weekdays 7:30 a.m. to 4 p.m.
- At BHC Jacksonville (active duty only), call (904) 546-7094/7095, weekdays 7 a.m. to 4 p.m.
- At BHC Key West, call (305) 293-4834/4850, weekdays 7:30 a.m. to 5 p.m.
- At BHC Kings Bay, call (912) 573-6450, weekdays 7 a.m. to 4 p.m.
- At BHC Mayport, call (904) 270-3248, weekdays 7 a.m. to 4:30 p.m.

**Q: What hours are you open to see me and my family?**

**A:** The hours at our hospital and branch health clinics are:

- At the hospital, Family Medicine, Internal Medicine and Pediatrics are now open Monday - Thursday, 7:30 a.m. to 7 p.m., and Fridays 7:30 a.m. to 4:30 p.m.
- BHC Albany primary care is open weekdays, 7:30 a.m. to 4 p.m.
- BHC Jacksonville primary care (for active duty) is open weekdays, 7 a.m. to 4 p.m.
- BHC Key West primary care is open weekdays, 7:30 a.m. to 5 p.m.
- BHC Kings Bay primary care is now open Monday - Thursday, 7 a.m. to 6 p.m., and Fridays 7 a.m. to 5 p.m.
- BHC Mayport (family medicine and pediatrics) is open Monday - Thursday, 7:30 a.m. to 6 p.m.; Fridays, 7:30 a.m. to 4:30 p.m.; and Saturdays, 8 a.m. to noon.

*Hours are subject to change. We monitor our performance on access to care standards, and modify clinic hours as needed to accommodate our current patient load.*



**Q: How quickly can we be seen if I'm sick or my child is sick?**

**A:** For urgent care, we'll see you as soon as possible—and our new team-based appointing enhances our ability to make use of any openings in the schedule to offer same-day, urgent-care appointments. If you ever experience a significant delay, please contact Patient/Customer Relations for help—and submit an “ICE” comment so we can track our progress.

**Q: Is this related to the Affordable Care Act (also known as “Obamacare”)?**

**A:** No, this is part of an ongoing Navy Medicine effort to provide the best care to beneficiaries, maximize resources, address rising costs and ensure that our providers receive the best medical training.

**Q: How do the PCMs at the military treatment facility compare to PCMs in the TRICARE network?**

**A:** Our PCMs and other clinicians not only have the same education as their private-sector colleagues, they also have experience on battlefields, at sea and on humanitarian missions. So they understand and appreciate your service. And our PCMs in Family Medicine, Internal Medicine and Pediatrics offer primary care for the entire family, from birth through retirement.

**Q: How can I find out more about your PCMs?**

**A:** You can meet our PCMs on our website at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax)—click on “Medical Home Port.”

**Q: What's this “team” that my PCM and I are part of?**

**A:** As an enrolled patient, you're part of our Medical Home Port, which places you at the center of a collaborative team of caregivers—from doctors to nurses and case managers—led by your PCM. You and your team work together for your total health and wellness—to meet your preventive, routine and urgent care needs. Medical Home Port is the Navy's approach to the nationwide “medical home” model of quality care. You can see the teams, meet the PCMs, and sign up for email access to your team at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax)—click on “Medical Home Port.”



**Q: What is the Family Medicine Residency Program that you're expanding?**

**A:** We're home to the Navy's largest Family Medicine Residency Program—and it's fully accredited. It earned the 2012 Excellence in Teaching Award and was cited as the 2011 Family Medicine Clinical Site of the Year by the Uniformed Services University of the Health Sciences—a top-tier medical school, according to U.S. News & World Report's current rankings. Each year, our graduate medical education program trains 12 medical residents and now we're expanding to 13.

**Q: We're expecting a baby—what can we look forward to?**

**A:** We have the first hospital on Florida's First Coast—military or private-sector—to earn the coveted international Baby Friendly certification from World Health Organization and UNICEF. We welcome two to three babies to the world each day—in our newly-renovated, family-friendly suites. Your labor experience is based on your needs and your family is always welcome. We're proud to support moms, babies and families during this special time with a wide variety of programs and services—and free classes range from hypnobirthing® to breastfeeding to infant massage. You can sign up for *The Parent Review* free newsletter at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax) (on the homepage, under "newsletters"). Please call (904) 542-BABY (2229) to find out more.

**Q: I need surgery—what can I expect?**

**A:** Surgery is performed at our hospital by our highly-skilled general and specialty surgeons in our new, state-of-the-art operating suites—constructed in 2011. Our six operating rooms are equipped with cutting edge technology, including high-definition endoscopy equipment and fully-integrated monitoring and communications systems which allow real-time collaboration across the surgical teams. We provide a wide range of services, from minimally invasive procedures to comprehensive surgical care. Specialty areas include: orthopedics, obstetrics and gynecology, urology, ear/nose/throat, ophthalmology, gastroenterology, dermatology, oral and maxillofacial surgery, and general surgery. Our multi-disciplinary staff teams in our multi-service unit, same day surgery unit, and recently-upgraded intensive care and recovery units care for you after surgery.



**Q: Do you offer any special services?**

**A:** We offer over 30 primary and specialty clinical areas—from allergy to wellness—with a “one stop shop” experience that includes on-site pharmacy, laboratory and radiology. Patients can see some of the region’s finest and most highly-trained surgeons—including two of only seven fellowship-trained arthroplasty (joint replacement) surgeons in North Florida. We’re the first hospital on Florida’s First Coast to earn Baby Friendly certification from the World Health Organization and UNICEF. We use an electronic health record system that supports communication among all providers in the military health system. Case managers coordinate care for patients with multiple, complex conditions. Free classes include wellness, pregnancy and parenting, and support for deployers and their families. Specialty centers include nutrition, breast care, deployment health, wounded warrior – safe harbor, and wellness. Find out about all services (at our hospital and branch health clinics) in the Patient Guide on our website at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax).

**Q: How do you address quality?**

**A:** Patient safety and quality care is our first priority. We have a number of robust internal processes to promote safety—including our “early warning” Patient Safety Reporting system, Health Care Resolutions (on call 24/7) to work with patients and staff in case of an unexpected outcome, Patient and Family Advisory Council to involve patients, Quality Council to provide integrated leadership and oversight of quality issues, leadership rounds to connect deckplate staff with leadership, Caring Communications course for clinical staff, and TeamSTEPPS® training for all staff to enhance teamwork and communication. We also strive to enhance quality care locally and regionally through partnerships—with the Quality Collaborative of Northeast Florida, University of North Florida’s Center for Global Health and Medical Diplomacy, and local medical societies. We host clinical symposia, numerous clinical research programs, and clinical education programs—including family medicine residency, nurse-anesthetist and perioperative nursing programs—as well as serving as a clinical training site for doctor of pharmacy and physician assistant students from local universities. We’re fully accredited and have again received The Joint Commission’s Gold Seal of Approval™ for quality and safety. Our hospital earned Baby Friendly certification from WHO and UNICEF. We’re pursuing National Committee for Quality Assurance (NCQA) recognition for our Medical Home Port teams—which provide continuity of care for our enrolled patients. We monitor numerous quality indicators from NCQA, the National Surgical Quality Improvement Program and The Joint Commission. Patient satisfaction is currently 95 percent (“ICE”) and 91 percent (Navy Medicine’s Monitor). To help us continuously improve, we encourage you to submit comments at the “ICE” kiosks located in our lobbies or via the “ICE” icon on our website at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax), contact Patient/Customer Relations, or call the CO’s Care Line at (904) 542-CARE (2273).



**Q: What are my pharmacy options?**

**A:** You can use the pharmacies at our hospital and branch health clinics, where you get up to a 90-day supply with no co-pay. You can also use TRICARE Pharmacy Home Delivery—with the convenience of medications delivered to your home. This includes generics at no cost; a 90-day supply for most medications; refills by mail, phone or online; and an automatic refill option. Active Duty have no co-pays, while other patients have a co-pay of \$0 for generics, \$13 for brand-name formulary and \$43 for non-formulary. This is a significant savings over retail pharmacies. Sign up for Home Delivery at [www.tricare.mil/homedelivery](http://www.tricare.mil/homedelivery) or by calling Express Scripts at (877) 363-1303.

**Q: How can I better understand my TRICARE plan options?**

**A:** You can go to [www.tricare.mil](http://www.tricare.mil) to find out more about each TRICARE plan, what's covered, and any costs. You can also visit the TRICARE Service Center (TSC) or TRICARE Health Benefits Advisors (HBAs) at any of our facilities. In Jacksonville, the TSC is off-base (769 Blanding Blvd., Orange Park), while our other branch health clinics (BHCs) have a TSC on-site. HBAs are located at each of our facilities:

- At the hospital, visit the HBAs or call (904) 542-9164/9165
- At BHC Albany, visit the HBAs or call (229) 639-5544
- At BHC Key West, visit the HBAs or call (305) 293-4543/4869
- At BHC Kings Bay, visit the HBAs or call (912) 573-4228
- At BHC Mayport, visit the HBAs or call (904) 270-4255

**Q: How can I give feedback or get help?**

**A:** To help us continuously improve, we encourage you to submit comments at the “ICE” kiosks located in our lobbies, or via the “ICE” icon on our website at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax). You can also call the CO's Care Line at (904) 542-CARE (2273). For help, you can contact Patient/Customer Relations at any of our locations:

- Hospital: (904) 542-9175 or [NHJaxCustomerService@med.navy.mil](mailto:NHJaxCustomerService@med.navy.mil)
- BHC Albany: (229) 639-7834/7874/7886 or [NBHCAAlbany-PatientRelations@med.navy.mil](mailto:NBHCAAlbany-PatientRelations@med.navy.mil)
- BHC Jacksonville: (904) 546-7096 (duty desk)
- BHC Key West: (305) 293-3924
- BHC Kings Bay: (912) 573-4458 or [NBHCKingsBayCustomerSupport@med.navy.mil](mailto:NBHCKingsBayCustomerSupport@med.navy.mil)
- BHC Mayport: (904) 270-4446



**Q: How can I find out more about accessing services?**

**A:** Visit our website at [www.med.navy.mil/sites/NavalHospitalJax](http://www.med.navy.mil/sites/NavalHospitalJax)—it features our 2014 Patient Guide (a summary of services with contact information for our hospital and five branch health clinics), our Medical Home Port teams, PCMs, and more.

