

Branch Health Clinic MCAS Yuma, AZ

Your Guide to Services



APPOINTMENTS: 928-269-2700

AFTER HOURS CARE: 928-376-2282

NORMAL HOURS OF OPERATION:

- 0730-1630 M-W, F
- 0730-1200 TH

Welcome to Branch Health Clinic Yuma! Yuma Branch Health Clinic is a TRICARE Prime Military Treatment Facility (MTF). Our principal beneficiaries are active duty and retired service members and their families. To utilize our services, you must be enrolled in TRICARE Prime and have chosen one of our providers as your Primary Care Manager (PCM). We realize that you have a choice of PCMs in the Yuma area. So we appreciate the opportunity to take care of you. We strive to offer you the highest quality patient care possible. This booklet contains information regarding frequently asked questions by our beneficiaries. If you have other questions, do not hesitate to contact our Customer Service Representative at 269-6366.

Primary Care Manager	3
Access to Care	3
Appointments	4
Telephone Consults	5
No-Shows	5
Pharmacy	6
Online Clinic Access	7
Radiology	8
Immunizations	8
Optometry	9
Physical Therapy	9
Referrals	10
Overseas Screening	12
Medical Records	12
Mental Health	13
Occupational Health	13
After-hours Urgent/Emergent Care	14
Laboratory	15
Dental Clinic	15

PRIMARY CARE MANAGER (PCM):



As a TRICARE Prime enrollee at BHC Yuma, you can choose a PCM from a team of Family Practice and General Physicians, Family Nurse Practitioners, and Physician Assistants. Our team of providers ensures you the best continuity of care possible.

We encourage you to schedule all of your visits with your PCM. This includes appointments for physicals, annual pelvic exams, medication refills and follow-up care. When you have an urgent medical condition and an appointment is not available with your PCM, you will be offered an appointment with one of our other team providers. Please schedule any additional follow-up with your PCM.

If you feel you need to be seen for an urgent condition and no same-day appointments are available at the time you call, you may request to be seen by your assigned nurse. Our nurses can properly advise you about your condition, assist you in getting the right care in a timely manner, and answer any healthcare questions you may have. If your last name begins with A through K, your nurse is Ms. Balwinski; L through Z, your nurse is Mr. Kuder.

If you have a healthcare question you may call the appointment and information line and request a telephone consult. Your nurse will call you within 3 business days. If your concern is more urgent, please inform us so we can annotate your message as high priority.

ACCESS TO CARE

Our clinic appointments are available for scheduling up to 6 weeks from the current date. Scheduling your appointment is determined in part by the nature of your medical concern. Our best business practice is to see non-emergent but urgent concerns within 24 hours, routine concerns within 7 days and wellness exams within 28 days.

APPOINTMENTS



The clinic is open Monday through Friday from 0730 until 1630 for scheduled appointments only. Services and appointments are very limited on Thursday afternoons. To schedule an appointment, call 269-2700 during business hours. You can also schedule an appointment online. (See the section “online clinic access” on page 7 for more information.)

WE DO NOT HAVE EMERGENCY SERVICES. If you have a medical emergency such as chest pain, severe shortness of breath, or severe bleeding, call 911 immediately. If your condition is non-emergent, you can call 928-269-2700 during normal working hours to schedule an appointment with your PCM. After-hours, call the Chief of the Day (see page 14 to learn how to access the COD) who can assist you in getting the proper medical attention, which may include being seen in our clinic during the next business day or receiving authorization for getting more urgent care in the TRICARE network.

Appointments at BHC Yuma are generally 20 minutes in length, which is generally sufficient to address one main medical concern. If you have multiple concerns that you need addressed, please tell the person making your appointment so that a longer appointment or additional appointments can be made. This optimizes your provider’s time and helps us see all of our patients in a timely manner.

Please arrive 10 minutes prior to your scheduled appointment time so that we can begin your check-in process and prepare you to be seen by your provider on time. Being a few minutes late can significantly impact our ability to see all of our patients in a timely manner. If you arrive after your scheduled appointment time, we will try to accommodate you with an appointment later the same day or reschedule you for another day. You may also be seen by a nurse who can address any urgent conditions. If you are running late or need to cancel your appointment, please call 269-2700.



TELEPHONE CONSULTS (T-CON)

You can utilize telephone consults as another method of addressing your medical concerns or questions. Just call 269-2700 to initiate a T-Con. You will be asked to provide detailed information about your concern to enable our nurses to provide you with the best response. T-Cons can be used for medication refills, requesting lab or other test results, or to simply give us feedback on how the treatment your provider prescribed is working for you. Your nurse will return your call within 3 business days. If you feel your concern is urgent, please indicate that to the clerk so your message can be annotated with high priority.



NO-SHOWS

When you don’t show up for your appointment, we lose an opportunity to take care of you or another beneficiary. There is also a significant financial cost to our healthcare system.

Sometimes circumstances beyond your control may prevent you from coming in for your scheduled appointment. Please cancel your appointment as soon as possible by calling 928-269-2700 so that we can make that appointment slot available to someone else.

We need your help in keeping the No-Show rate below 5%. We appreciate your attention to this matter.

PHARMACY



Our Pharmacy at BHC Yuma requires that all patrons 10 years and older must show their military ID card prior to receiving services. We understand that it is not always possible to have your dependent's ID cards, so we will accept a legible copy of the front and back of the ID. You can also provide us a copy to place in your dependent's health record in the event you forget his/her ID card.

All new prescriptions and those transferred from another DoD facility will be filled while you wait. Unfortunately policy prevents us from accepting transfers from a civilian or VA pharmacy.

Handwritten prescriptions and transfers are processed between 0730-1130 and 1300-1615 daily except Thursday afternoons when the Pharmacy is closed. Occasionally when the pharmacist is unavailable, no handwritten or transfer prescriptions will be accepted. If you need the medication immediately and the pharmacist is unavailable, you can have the prescription filled at a participating civilian pharmacy in accordance with your TRICARE benefits. To avoid frustration, it may be helpful if you call the pharmacy at 269-2765 to insure that the pharmacist is on duty before attempting to have a new handwritten prescription filled.

Due to the limited size of our pharmacy, we do not carry every type of medication. We can provide you with a copy of our formulary upon request. If your civilian provider writes a prescription for a medication not on our formulary, you can have it filled at a TRICARE network civilian pharmacy at no cost for active duty and with a co-pay of \$3 for generic or \$9 for brand-name medication.

We do not fax or mail prescriptions when you are out of the area. If you know that you will be traveling, please try to obtain enough medication before you leave to last during your travel.

PHARMACY, cont'd

If you need a medication refill, call 1-866-286-8249 and follow the directions. It will take 2 business days to process the refill order. Please remember that a prescription is only valid for one calendar year from the date it was originally written. If you have no more refills for a particular medication, you will need to have the prescription renewed.

If you need your prescription renewed, call 269-2700 to leave a message for your clinic nurse. Please be ready to provide the following information: name of the medication, dosage and the frequency. Some medications may require an appointment with you PCM before they can be refilled. If you are about to run out of your medication and the pharmacy can verify that you have an appointment already scheduled, the pharmacist may fill up to a seven day supply as long as the medication is not a controlled substance.



ONLINE CLINIC ACCESS

You can access some of our clinic features online by signing on to www.tricareonline.com. You will need to create an account to utilize this service. You can book an appointment with your primary care manager and refill prescriptions. Please try to use this option if you are experiencing difficulty accessing our appointment line.

RADIOLOGY

We offer basic radiology (x-ray) services using our state-of-the-art GE DX machine that instantly produces quality digital x-rays. The images are sent to Radiologists at Naval Hospital Camp Pendleton for official reading and interpretation. Official results are able to be viewed by our providers from their computers here in our clinic.

We are unable to perform advanced radiologic procedures such as CT scans, MRIs or ultrasounds.



IMMUNIZATIONS



We offer a variety of immunizations to beneficiaries enrolled to our clinic. Immunization needs for active duty members will be assessed during their annual Periodic Health Assessment.

All other beneficiaries can receive immunizations on a walk-in basis Monday-Friday from 0730-1100 and M, T, W and F from 1300-1600. Please bring all documentation of previous immunizations with you for this service. For your child to receive vaccines, he/she must have had a well-child exam on file within the last year.

We do not stock vaccines for personal travel out of the United States. If you are planning a trip, please contact the Imperial County Health Department in El Centro, CA at 760-482-4438 for more information about these vaccines.

OPTOMETRY

All DEERS-eligible beneficiaries, regardless of enrollment in BHC Yuma can be seen in our optometry department. To schedule an appointment, please call 269-2733. Appointments are scheduled during regular clinic hours.

If you need corrective lenses, you will be given a prescription to take to a civilian provider. We can only order glasses for active duty service members.



PHYSICAL THERAPY

Our physical therapist provides services to our active duty service members only. He is available during regular clinic business hours. Once the physical therapist receives a referral from your provider, he will call you to schedule your initial evaluation and determine the type and frequency of the care that you will receive.

If you need occupational therapy or we cannot accommodate you within 30 days, we may refer you to a civilian provider for further care.

REFERRALS TO CIVILIAN PROVIDERS



Sometimes it may be necessary for us to refer you to a civilian provider for specialized care or diagnostic studies not available at our clinic. You will be referred to a network provider/facility as required by TRICARE.

If a network provider is unavailable within 30 days, we can refer you to a non-network, certified, participating provider. This type of provider does not have a signed contract with TriWest, but has agreed to file a claim to TriWest and will accept TRICARE reimbursement.

If neither of these types of provider is available within 100 miles of our facility, we can refer you to a non-network, certified, non-participating provider. With this type of provider, you will have to pay for services upfront and file your own claim.

If you need to see a specialist, your provider will write a referral which will be sent to TriWest for authorization. Referrals are typically authorized for one initial consultation and 3 follow-up visits over a 6 month period.

You will receive a letter of authorization by mail within 7-10 days. Please read your letter carefully for important information and instructions. When you receive your letter, it is your responsibility to contact the specialist to schedule your appointment.

If your condition requires a more urgent visit to the specialist, you may be asked to visit the Health Benefits Advisor's office for assistance in getting an appointment date and authorization from TriWest.

REFERRALS, cont'd

Once you have scheduled your appointment, please call the number listed on your referral or log on to your TriWest account to document your appointment date.

Sometimes your medical condition requires more frequent and ongoing visits to the specialist. This will require renewal of your referral every few months. Please call 269-2700 to request a telephone consult with your nurse prior to the expiration of your referral and at least one week prior to your next scheduled appointment. Please provide your nurse with the following information:

1. the name of the specialist
2. the specialty type (ie. cardiology, neurology, etc.)
3. the date of your next appointment
4. the reason for which you were referred.

You can register online with TriWest to obtain updates on your authorizations and claims. You will receive quick alerts or e-mail alerts when new authorizations and claims are processed. Please log on to www.triwest.com, select Beneficiary and follow the instructions for registration.

Please remember that it is your responsibility to keep track of the expiration date on your referral. If you visit a specialist without a valid referral, you may be subject to point of service charges which include deductibles and cost shares.

OVERSEAS SCREENING



If you will be traveling with your spouse to an overseas duty station, we will be happy to assist you in completing the necessary paperwork. Since this process is lengthy, the earlier you begin the better.

You will start the process by speaking to the overseas screener in the medical records department who will provide you with the necessary paperwork and an instruction sheet. Once you have completed every step, you will again meet with the overseas screener who will schedule your physical exam with your provider. This appointment cannot be made by the appointment line. Once the physical exam is completed and all family members are found eligible, the overseas screener will complete the paperwork and obtain all the necessary signatures. Copies of the forms will be kept here at this facility and you will be given the originals. If you have any questions about this process, please call 269-6533.



MEDICAL RECORDS

Your medical record contains the documentation of the care you receive in the Branch Health Clinic and notes from other providers to whom you have been referred. We protect your health information in accordance with regulations set forth in the HIPAA Act. Even though our records contain your health information, the record itself is property of the United States Government. Therefore, we can only provide you with copies of the record; the original version must remain within a government facility. You may request your records at any time by coming to the Medical Records department and signing a release of information form. We will make every effort to copy your record in a timely fashion, but we request that you give us as much notice as possible.

When you PCS, you will need to come to Medical Records with a copy of your orders so we can release all family member records to you or have them forwarded by mail to your next duty station.

MENTAL HEALTH



Our Psychology Department provides comprehensive outpatient mental health treatment for Active Duty Service Members. Services include: crisis intervention, assessment, education, emotional support, psychotherapy and medication evaluation and management (in conjunction with your healthcare provider). Our hours of operation for this department are Monday through Friday 0730-1630. If you would like to request a consultation or appointment, please call (928) 269-5490.

Family members can self-refer to a civilian provider for up to 8 visits per calendar year. TriWest offers online assistance on their website at www.triwest.com/bh.



OCCUPATIONAL HEALTH

In support of the Marine Corps and the Naval Service, it is the mission of our Occupational and Environmental Medicine Department to provide standardized, high quality Occupational Health Services in a timely, customer-focused fashion. Services include health screening for child care providers, medical certification and surveillance exams, and immunizations. Active duty members, Civil Service and Non-Appropriated Fund employees are eligible for services. Office hours are Monday, Tuesday, Wednesday and Friday 0730-1630 and Thursdays 0730-1130. Appointments can be made by contacting 928-269-2557.

AFTER HOURS URGENT AND EMERGENT CARE



We are aware that you may need to receive medical care on an urgent basis when the clinic is closed. If you have a condition that threatens your life, limb or vision, please call 911 or report to the nearest emergency department. However, if your medical concern is not life-threatening, you must get authorization before reporting to the urgent care or emergency department.

Each Marine unit has a specified point of contact to call for this authorization. Please check with your primary care manager for this information. If you are a family member enrolled in our clinic, please call the Chief of the Day (COD) pager at 928-376-2282 for this authorization. When using the pager system, you will input your 10-digit callback number followed by the pound sign. The COD will return your call. Please be prepared to give him/her your sponsor's full SS#, your first and last name and a detailed description of your illness. The COD will instruct you to visit an urgent care or emergency department or schedule a next-day clinic appointment for you.

If you are traveling out of the area and become ill, please call the COD or your medical POC for authorization for care. You are eligible for only urgent and emergent care when you are not at home. When you speak to the COD, please be ready to provide the name, address and phone number of the urgent care or hospital facility in which you plan to receive care so that we may authorize payment to that facility and you will not receive a bill.

Two important things to remember:

1. If you have not had your urgent care visit authorized, you may be subject to TRICARE's point-of-service charges.
2. If you requested an urgent care visit for a family member who is not enrolled in our clinic (ie. has a pediatrician in town), we will not be able to authorize after-hours care. You need to follow the instructions given to you by that provider.

LABORATORY



Laboratory services are provided on a walk-in basis for services ordered by BHC Yuma providers. If a lab test is ordered by a civilian provider, that service should be performed by a civilian lab affiliated with that ordering provider.

Some of the tests your provider may order are sent to Naval Hospital Camp Pendleton for analysis. Results will be available in 5-7 days. Please make a follow-up appointment with your provider for lab results especially if you are still having symptoms.

You will be notified of abnormal lab results by the clinic staff and will be given instructions for follow up. If your lab results are normal, you will not receive a call from the clinic. If you would like to know the results, please call the clinic and request a telephone consult with your nurse.



DENTAL CLINIC

Our Dental Clinic offers services for Active Duty Service members only. To schedule care call 269-2353. If you have an after hours dental emergency, call 928-257-0288.

Family members have access to dental care with civilian providers. Your family can enroll in TRICARE's dental program which is administered by United Concordia. For more information, please consult the website www.tricare dental program.com.

If you are retired or a retiree family member, you are also entitled to dental coverage through TRICARE Retiree Dental program. Please go to their website at www.trdp.org for more information.

Both dental plans have monthly premiums and cost shares. Please note that dental care is not covered under your TRICARE Prime medical plan.

Important Phone Numbers:

Emergencies	911
Poison Control Center	1-800-362-0101
TRICARE Information	1-888-TRIWEST
Appointment and Information Line	928-269-2700
Appointment Cancellations	928-269-2700
After Hours Pager	928-376-2282
(Obtain authorization for Urgent Care after normal working hours or when out of the Yuma area)	When prompted, enter your 10-digit phone number; then push the #.
Customer Service Representative	928-269-6366
Health Benefits Advisors	928-269-2916/6179
Naval Medical Center San Diego appts. (active duty only)	928-269-2194

**BRANCH HEALTH CLINIC, MCAS YUMA
BUILDING 1175
PO BOX 99116
YUMA, AZ 85369-9116**

APRIL 2010