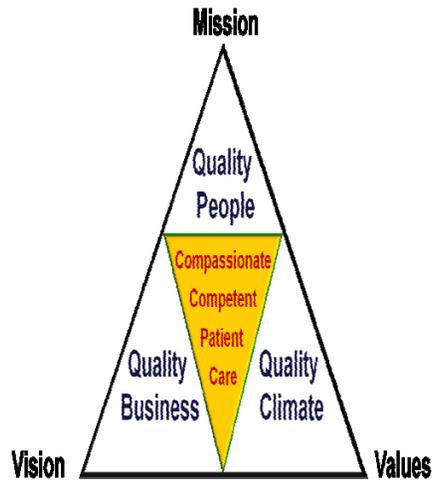


**U.S. NAVAL HOSPITAL
GUANTANAMO BAY
MISSION, VISION, VALUES**



**“Delivering Quality Care to Those
Defending Freedom”**

Mailing Address:
U.S. Naval Hospital
FPO, AE 09859

Telephone
Comm: 011-5399-72360
DSN: 660-2998 Option 1, then 2360
FAX: 011 5399 72840

**U.S. NAVAL HOSPITAL
GUANTANAMO BAY
IMPORTANT PHONE NUMBERS**

BUSINESS OPERATIONS	7-2125
CUSTOMER SERVICE/COMPLAINTS	7-2360
DENTAL APPOINTMENTS	7-2239/2241
PATIENT ACCOUNTS	7-2230/2610/2074
FITNESS FOR RESIDENCY	7-2217/2280
GENERAL APPOINTMENT LINE	7-2110
THE JOINT COMMISSION/MED IG	7-2052
MEDEVAC SERVICES	7-2019
OCCUPATIONAL HEALTH	7-2995
OVERSEAS SCREENINGS	7-2217
PATIENT ADMINISTRATION	7-2280
PATIENT SAFETY	7-2760
PHARMACY QUESTIONS	7-2190
PHARMACY REFILLS	7-2930
PUBLIC HEALTH	7-2217
TRICARE Beneficiary Representative	7-2017

Patient Account Office Information

Office Hours: M-F 0800-1600 (closed Wednesday)
Mailing Address: U.S. NAVAL HOSPITAL
ATTN: COLLECTION AGENT
FPO, AE 09589
Commercial Phone: 011-5399-7223/2074/2610
DSN Phone: 660-2998 ext 72230
E-mail: gtmopatientaccounts@med.navy.mil

Payment options: Cash, Check (payable to DFAS Cleveland DSSN 8522), Credit/Debit card via Pay.gov (www.pay.gov) under “search Public Forms” enter “GTMO” select “GO”. You must have an account number to use this option. Contact the Patient Account Office for this information if unknown.

The Law

Mandated in Federal Regulations 32 CFR Parts 728.79, 728.80, and 728.81; DOD Instruction 1400.6, and NAVMEDCOMINST 6320.3B medical and dental care/ services are provided on a reimbursable basis.

**U.S. Federal
Employee Services**



**Scope of Service Explanation
For**

U.S. Federally-Hired Employees

All Employees hired and paid directly by U.S. Federal Agencies

- General Schedule (GS)
- Wage Grade (WG)
- National Security Personnel System (NSPS)
- Senior Executive Schedule (SES)
- Non-Appropriated Fund (NAF)
- Foreign National (FN) Government Employees
- Defense Civilian Intelligence Personnel System (DCIPS)
- Other Federally Paid Wage Systems

U.S. Federal Employee Services



Who is considered a U.S. Federal Employee?

Medical and dental services are provided dependent upon your assigned patient category as determined by your sponsoring employer.

According to Title 5, Government Organization and Employees, United States Code. (5 CFR, 2011 version) the term "civilian employee" means all employees directly hired and financially compensated by agencies of one of the three branches (Executive, Legislative, and Judicial) of United States Federal Government. It does not refer to private contractors hired by the agencies. <http://www.archives.gov/federal-register/cfr/subject-title-05.html>

Officially identified Foreign National personnel (as defined by the DODI 1400.25, Subchapter 1210, Enc (2), pp. 4-5 as "employees hired directly as employees of the U.S. Government." by treaty or agreement with another country. Foreign National personnel aboard NAVSTA GTMO are direct US hires from Jamaica.

http://www.dtic.mil/whs/directives/corres/html/CPM_table2.html

As of April 2011, Navy Medical authorities authorized USNH GTMO to provide services on a Space Available (Space A) reimbursable basis to non-Active Duty military beneficiary residents aboard NAVSTA GTMO. Medical and dental services are provided dependent upon your assigned patient category as determined by your sponsoring employer. Elective procedures are not available for non-Active Duty personnel this includes medical, surgical, or dental procedures that, in the opinion of professional authority, could be performed at another time or place without jeopardizing life, limb, health, or well-being.

Categories of Services Available

This is a summary of services and is not to be considered all inclusive.

- (1) **ROUTINE** Includes request for routine primary preventive examinations, tests to "check" ongoing health and wellness such as: Laboratory, Radiology, Optometry for general vision and glasses, Pharmacy, Physical Therapy, and Behavior Counseling. Provided for as Space Available appointments if other than Active Duty/AD Dependent.**
- (2) **ACUTE** Includes care necessary for an immediate change in medical or health conditions outside of the individual's baseline record of entry such as: indigestion, pain, headache, nausea, infection, musculoskeletal injuries, unexpected exacerbation of chronic health conditions or diseases.... Provided for as Space A appointments if other than Active Duty/AD Dependent.**
- (3) **URGENT/EMERGENT** Includes care necessary through the Emergency Department to handle conditions that present immediate danger to health and safety of a patient. *Note that Medevac services are handled on a case-by-case basis. Tricare Standard enrollees please refer to the last page of this brochure concerning this service.*
- (4) **OCCUPATIONAL HEALTH** Includes care for any occupationally related requirement or need: exposure surveillance, position certification and screening, residential screening program, care for an injury/illness that is directly related to performing official work duty., *Note: All costs for this service are billed directly to the employer not the employee.*
- (5) **PUBLIC HEALTH** (Includes services typically provided by the "local health department" as sanctioned by the Centers for Disease Control (CDC) examples are: well-baby/child (0-18 years old) check-ups and examinations, immunizations, communicable and sexually transmitted disease surveillance and response, environmental exposure care, travel and deployment health, health promotion activities and community support for preventing disease through education).
- (6) **DENTAL** (Routine, acute, and urgent general dentistry services as available) AD Military first, All other categories Space A. ***Note: There are no orthodontic, prosthodontic, or comprehensive dental services provided at USNH GTMO.*

****Space Available "SPACE A" Appointments**

Space Available "Space A" appointments times are those unfilled by Active-Duty Military personnel or their dependents. These appointments are very limited and availability information may be requested in-person or via telephone to USNH GTMO Central/Dental Appointments Monday-Friday (except holidays) 0730-0900 and 1300-1600.

Reimbursement required:

- Primary insurance will be billed as possible and the remainder of total due will be billed directly to the patient.
- Reimbursement and payment required for medical and dental services provided to designated Jamaican Foreign National US employees is defined by SECNAV directive. Contact Patient Accounts for more information.

IMPORTANT INFORMATION

- Federal Laws (Title 10 USC, Sections 1095 and 1079b; Executive Order 9397) require that all individuals seeking care and services from USNH GTMO are required to register with Patient Administration and complete DD 2569, Third Party Collection Program/Medical Services Account/Other Health Insurance. A copy of current valid medical/dental insurance cards may be requested for copy to medical records.
- Payment of USNH GTMO medical and dental services rendered is the responsibility of the patient, sponsor, and/or sponsoring company regardless of insurance availability. Insurance holders are highly encouraged to contact their insurance carriers for payment benefits allowable and to determine personal deductibles or co-payments.
- USNH GTMO is NOT a recognized "preferred provider" facility of any civilian insurance plan and insurance reimbursement may not be accepted as payment in full for services rendered. Costs remaining to the account after insurance payments have been received will be billed directly to the patient, sponsor, and/or sponsoring company.
- USNH GTMO requires the use of private commercial air ambulance services to transport emergency patients to the next level of care. Not all insurance carriers have provisions to pay for air ambulance services that may be needed for emergency medical transportation from USNH GTMO (Medevac). It is the responsibility of the sponsor and insurance holder to verify this information PRIOR to seeking services from USNH GTMO. In the event that the insurance carrier does not provide this coverage in part or in full, it is the responsibility of the patient, sponsor, and/or legal guardian to make the funds available to receive transport. The average cost of Medevac services is \$15,000-\$45,000 and each transport company requires a guarantee of payment prior to picking up the patient (insurance, cash, credit card...). Contact Patient Administration or Business Operations for more information regarding separate air ambulance insurance carriers.