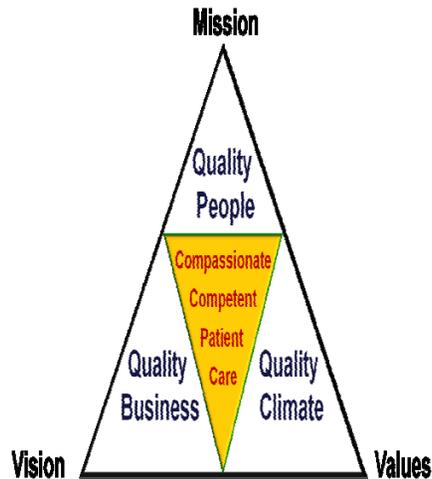


**U.S. NAVAL HOSPITAL
GUANTANAMO BAY
MISSION, VISION, VALUES**



*“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.

**Contract Employee
Services**



**Scope of Service Explanation
For
Employees of Contract Companies**

*All Employees of contract companies funded by
the U.S. Government.*

Contract Employee Services

Who is considered a Contract Employee?

Employees directly hired and paid by non-U.S. Government companies onboard Naval Station Guantanamo Bay (NAVSTA GTMO), regardless of the company business address or the employee's country of origin or home of record are considered to be contract employees.

Contract law requires that the provision of each established contract be followed. This determines the current rate of billing and the procedure for payment of services rendered from USNH GTMO.

****IMPORTANT NOTE:** Your patient service status while onboard NAVSTA GTMO is determined by your *primary employer* sponsoring your residency. A copy of your Area Clearance or orders is required for registration for USNH GTMO medical/dental services. Additional employer information for employee with more than one job will only be applicable for Occupational Health services.

Reimbursement required:

- Primary insurance will be billed as possible and the remainder of total due will be billed directly to the patient.
- If no primary insurance is available billing will be sent directly to the patient at the current legal CMAC System rates (CHAMPUS National Pricing System). If unpaid by patient after 60 days the bill will be forwarded to the employer per the contract clauses for payment to USNH GTMO prior to patient leaving the island .
- Rates may be estimated using the calculator provided at the Tricare link below (select "Florida" for estimated rates:

<http://www.tricare.mil/CMAC/Home.aspx>

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.

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 legal guardian 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 sponsoring company 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.