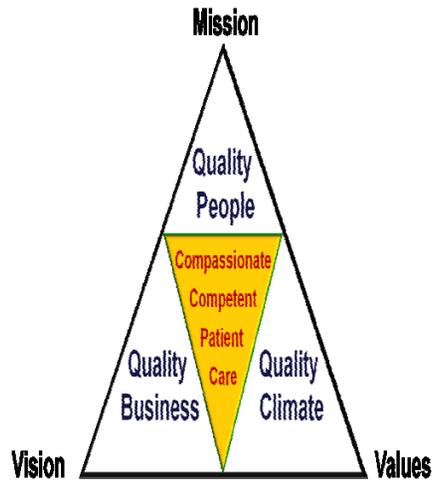


**U.S. NAVAL HOSPITAL
GUANTANAMO BAY
MISSION, VISION, VALUES**



*“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: gtmpatientaccounts@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.

**Summary of Patient
Category Services**



**Scope of Service Summary
For
All Patient Categories**

Patient Care Services



Residency and visiting aboard NAVSTA GTMO is unique, challenging, and isolated. While ensuring access to the highest quality medical/dental care for all island residents is the primary mission of USNH GTMO, the remote location, hospital infrastructure, and scope of services provided by USNH GTMO is limited and does not include advanced, specialty, or intensive care services. We are a Level IV Military Treatment Facility (MTF) designed to provide essential health care services to Active Duty Military servicemembers and their dependents stationed in Guantanamo Bay.

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.

Emergency Department services are available to all individuals (regardless of patient category) on NAVSTA GTMO in order to stabilize a patient for transport to the next level of care only. Transportation for medical emergencies (Medevac) is provided by private air ambulance companies located in the continental United States. There is a significant cost incurred for this service (average \$15,000 to \$45,000) that must be guaranteed prior to arrival of the transport team to deliver the patient to the next level of care off island. Please verify your insurance coverage or personal finances to ensure that you are able to cover this cost in the event of a necessary emergency Medevac..

Use the information in this brochure as an overview of patient categories and services offered by USNH GTMO is able to provide. Contact Patient Administration (7-2280) for specific information and instructions on patient service categories and registering for care.

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.**

BASIC TABLE OF SERVICES			
Patient Category	Scope	Scope of Service Notes	Reimbursement
Active Duty and Dependents	1-6	Receive all care and services as able upon request	No cost
Military Beneficiaries and Dependents (retirees)	1-6	Receive all care and services on a space available basis	Primary insurance will be billed as possible first & then Tricare benefits will be initiated to ensure no cost to employee. * Tricare will NOT cover the cost of Medevac transportation up front (this must be provided by the patient or sponsor and they will be reimbursed later).
Non-Military U.S. Federal employees and Dependents	1-6	Receive all care and services on a space available reimbursable basis. Elective procedures, specialty provider visits, advanced/comprehensive medical/dental services, and non-formulary medications are not available.	Primary insurance will be billed as possible and the remainder of total due will be billed directly to the patient (we are not able to accept insurance as payment in full).
Foreign National employees and Dependents (samakac: employees hired and paid directly by the US government)	1-6	Receive all care and services on a space available reimbursable basis. Elective procedures, specialty provider visits, advanced/comprehensive medical/dental services, and non-formulary medications are not available.	If no primary insurance is available will continue to receive services per SECNAV directive.
Contract employees and Dependents (Employees working for any US government funded contract company on Island)	1-6	Receive all care and services on a space available reimbursable basis. Elective procedures, specialty provider visits, advanced/comprehensive medical/dental services, and non-formulary medications are not available.	If no primary insurance is available billing will be sent directly to the patient at the current legal CHSS (CHAMPUS National Pricing System) rate. If unpaid by patient after 90 days the bill will be forwarded to the employee per the contract clauses for payment to USNH GTMO prior to patient leaving the island.
Visitors and Non-residents	3	Receive urgent/emergent services only	Fee-for-Service

****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.