

HEALTHCARE BUSINESS NEWSLETTER



Did You Know That Case Managers Are Here To Help You

At Naval Hospital Beaufort (NHB) there are two Nationally Certified Case Managers (CM) to serve you and your family.

The NHB Case Management Program strives to ensure appropriate and timely delivery of quality health care to meet the specific treatment goals, and maximize utilization of available resources within the command, while monitoring services to contain cost.

The Case Managers interact directly with the patient and their family, acting as a liaison between Naval Hospital Beaufort and Branch Medical Clinics primary care providers and team nurses. The primary care team nurses are the patient care coordinators and work closely with the Case Managers to identify patients who may need Case Management assistance. For example, a mother has several children with special needs that require several referrals for care, our case managers can work with the mother to insure their children receive the care they need.

The Case Managers follow all Active Duty receiving care outside of NH Beaufort and assist in their transition back to the MTF care setting. Patients may be brought back to the MTF as either inpatient or outpatient.

The Naval Hospital Beaufort Case Management services are offered Monday through Friday between the hours of 0730 and 1630 although there may be circumstances that would require later departure time in order to meet the needs of our beneficiaries. They can be reached at 843-228-5230 or 228-5219



Family Practice Is Undergoing a Few Changes

Your Family Practice clinic is undergoing a few changes. First, the name of the clinic is changing to The Medical Home Port. Second, we are changing our philosophy of care to the concept of a Medical Home. The Medical Home Model is a new approach of healthcare delivery. It is based on the concept that patients are at the center of every decision made regarding their care. In this new model, our goal is to provide you with closer, more personalized care.

Instead of your Primary Care Manager (PCM) changing every year, your team should remain the same as long as they continue to work at Naval Hospital Beaufort. This will provide improved continuity of care, and will also allow you to develop a closer relationship and partnership with your Medical Home Port team.

You will have an entire team responsible for your healthcare. In addition to your PCM, Nurses, Hospital Corpsmen and/or Nursing Assistants, and a scheduling clerk will be part of your healthcare team. This team will partner with you to fulfill administrative requests and provide additional health services.

If you are already enrolled in TRICARE Prime at the Naval Hospital Beaufort, you do not need to do anything to be assigned to a Medical Home Port Team. The Medical Home Teams have been implemented throughout the Primary Care Clinics and you will automatically be assigned to a team based on your PCM. If you are not enrolled in TRICARE Prime and would like to be, visit the TRICARE Service Center (TSC) at the hospital to change your enrollment. For more information call 1-800-444-5445 or visit www.humanamilitary.com.

You do not need to do anything different than you have in the past in order to see your physician. Contact the Call Center at 843-228-5175 to schedule an appointment, or talk to your team.

The providers for Team 1 include Dr. Peter Munson, a family practice physician who specializes in skeletal manipulations and is credentialed to perform Implanon and IUD placement/removal. LT Laura Bradford is a Nurse Practitioner specializing in family practice and is assuming all enrollees previously assigned to CDR Richard Cline. Ms Karen Pressley is a Pediatric Nurse Practitioner. The Registered Nurses are Gerry Lange and Mary Sullivan. The scheduling clerk for Team 1 is Ms. Grace Castillo.

Team 2 is led by LCDR Jack Page, a Pediatric Nurse Practitioner. LT Pamela Edwards is a family practice physician who is certified for colposcopies and IUD insertion/removal. Mrs. Barnhart is an Adult Physician Assistant. Tammi Lynge, RN and Judy George, LPN are the nurses for this team. The scheduling clerk is Ms. Aveene Bowers.

Team 3 consists of the following members. CDR Gregory Thier is a family practice physician and the Director of Medical Services. He is credentialed to perform vasectomies, colposcopies, and IUD insertion/removal. Ms. Janet Reeves is a Family Nurse Practitioner. New to Naval Hospital Beaufort is Dr. Jeanne Kelly. She is a family practice physician who will be taking over for all patients formerly assigned to Dr Lusik. The Registered nurses for team 3 are Mrs. Carolyn Glover and Ms Peggy Moyer. The scheduling clerk for Team 3 is Ms. Ava Bostic.

All patients assigned to Team 4 will see LT Mark Reed. LT Reed is a family practice physician who performs vasectomies, colposcopies, Implanon insertion/removal, and IUD insertion/removal. In the near future, Naval Hospital Beaufort will be adding providers to this team, including a pediatrician and physician assistant. LT Diane Davis and Mrs. Sandra Smith are the Registered Nurses for this team. The scheduling clerk is Lisa Gordon.

All of the teams will also consist of multiple Hospital Corpsmen and Nursing Assistants, as well as have access to the front desk clerks, a dietician, and other specialty practitioners.

TRICARE Pharmacy Benefits There's an App for it

TRICARE and Express Scripts, Inc. (ESI) are pleased to announce the launch of the TRICARE Express Rx mobile app and mobile-optimized website. These tools allow TRICARE beneficiaries to manage their prescriptions and access important health information safely and securely from anywhere using their smart phone.

The Express Rx app and mobile-optimized website will allow beneficiaries to register for TRICARE pharmacy home delivery and switch current prescriptions over to home delivery. Beneficiaries can also order home delivery refills and check order status. Another feature allows beneficiaries to look up information on their current prescriptions. On GPS-enabled smart phones, the app can direct beneficiaries to the closest retail pharmacy in their network.

"Improving convenience for our beneficiaries and broadening access to necessary services like prescription information is a key focus for TRICARE," said Rear Adm. Thomas J. McGinnis, chief of TRICARE Pharmacy Operations. "Express Rx is yet another way for beneficiaries to use their benefit wisely and conveniently, anytime and anywhere."

To ensure security and data protection, beneficiaries must register through the member portal at www.express-scripts.com/TRICARE before logging in to the Express Rx app or mobile-optimized site. Once registered, the same username and password allow access to the Express Rx app and mobile-optimized website. ESI is the TRICARE Pharmacy contractor.

Smartphone users can download the app for free by going to www.express-scripts.com/mobile or by using services like the Apple App Store or Android Marketplace. The mobile-optimized pharmacy website can be accessed at <http://m.esrx.com>. TRICARE beneficiaries in the South Region can also make use of the mobile Humana Military website, <https://m.humana-military.com/>.

For more information about TRICARE pharmacy, visit www.tricare.mil/pharmacy. To learn about the TRICARE pharmacy home delivery, go to www.tricare.mil/homedelivery.



Important Phone Numbers and Websites

Schedule Appointments

NHB 228-5175/5198

MCRD228-4237

MCAS 228-7424

TRICARE

1-800-444-5445

DEERS

1-800-538-9552

Value Options

Behavioral Health Care Services

1-800-700-8646

TRICARE Prime Remote

1-877-249-9179

Website

www.med.navy.mil/sites/nhbeaufort

www.tricare.mil

www.humana-military.com

www.TRICAREonline.com

www.tricare.mil/deers

www.tricare.mil/mybenefit



Disease Management Program for Depression

Humana Military Healthcare Services announces its new Depression Disease Management Program for the TRICARE South Region beneficiaries. The Depression Disease Management Program offers guidance, via telephone, by one of our staffed clinicians in understanding, diagnosing, and managing Depression.

"Depression is a major behavioral health concern that impacts the everyday health and well-being of both our active and retired military populations," said Dave Baker, president and CEO of Humana Military. "We are pleased to offer this Depression Disease Management Program and its services for our TRICARE beneficiaries, at a time when mental health and suicide prevention continues to be of rising national concern," said Baker.

The Depression Disease Management Program topics include:

- Signs of Depression
- Causes of Depression
- Depression Treatment

Beneficiaries and their TRICARE health care providers have access to on-line web resources, as well as a toll free number, 1-800-881-9227 to speak with one of the qualified, dedicated personnel. Humana Military also offers disease management services for heart failure, asthma, diabetes, and pulmonary disorders. For more information about other Humana Military Disease Management Programs, visit our Disease Management Program section under our Beneficiary portal at www.humana-military.com

TRICARE Online

Did you know that you are able to schedule appointments with your Primary Care Manager (PCM) on-line, view customized MTF and clinic web pages, and access a vast selection of health and wellness information and tools. TRICARE Online (TOL) is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries and increase access to information for designated TRICARE physicians and support staff.

Before you can use the TOL you have to register online at www.tricareonline.com. To register review the Security and Privacy policy, click the "I Agree" button. At the login home page: click on the "Register Now on TOL" link located under the Login area of the Home page. From there, follow the instructions to complete your account registration. For more information, call 228-5640.