

12 Feb 08

MINUTES OF
HEALTH CARE CONSUMERS' COUNCIL

The Health Care Consumers' Council was held at 1000, Tuesday, 15 January 2008, at the Naval Health Clinic (NHC), Conference Room, Patuxent River.

1. CAPT Ives, Commanding Officer, Naval Air Station, and CAPT McCormick-Boyle, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR), welcomed attendees. CAPT Ives commented on the improved attendance.

2. LCDR Working, Director for Healthcare Business.

a. Beneficiary Web Enrollment: Another tool for enrollment to NHCPR, e.g., change Primary Care Manager for family member (not for active duty members), update address, make payment to TRICARE, etc. This website may be accessed at www.paxriverclinic.med.navy.mil. Newly arriving active duty members' families and single Sailors are encouraged to come to TRICARE Service Center at NHCPR to enroll.

b. Updating Defense Eligibility Enrollment Reporting System (DEERS) Information:
Reminder: DEERS registration is required for TRICARE eligibility. Errors in DEERS database can cause problems with this eligibility, TRICARE claims, authorization letters for medical care referrals, TRICARE mail order pharmacy prescriptions, etc. Several ways you can view and update DEERS information for you and your family members:

(1) <http://www.tricare.mil/Factsheets/viewfactsheet.cfm?id=126> DEERS Fact Sheet – go to “Verifying and updating DEERS information”

(2) [Go to the Beneficiary Web Enrollment \(BWE\) website](#) – this updates both TRICARE and DEERS at the same time.

(3) [Go to DEERS On-line](#)

(4) [Visit the NAS Pax River DEERS office](#) located at the PSD Bldg 409 (22268 Cedar Point Rd), 1st floor, phone (301) 342-1054.

(5) [Contact the local TRICARE Service Center \(click here for TSC hours\)](#).

c. Customer Service: Exists to help ensure that health care is delivered in a professional and courteous manner. There is a Patient Contact Representative (PCR) in each department to assist in resolving your concerns and questions as they occur. These department representatives have extra Customer Service training and their individual photos are posted in the department to which they are assigned ([click here for a list of department reps](#)). Most problems can be resolved quickly and effectively when properly trained staff is responsive and available to assist. Our goal is to help during your visit so that you leave the Clinic satisfied with the care that you received. Whenever possible, you should initially be referred to the respective Departmental PCR so that your question or concern can be addressed in a timely manner. When attempts to solve a problem fail at the PCR level, the PCR should seek the assistance of their Leading Petty Officer/ Chief Petty Officer, Division Officer, or Department Head as appropriate. Concerns and complaints will be forwarded by the PCR to our Customer Relations Officer for documentation

and follow-up. There are several ways that you can contact us with compliments, questions, or concerns:

- (1) Talk to the [Patient Contact Representative](#) in the department you are visiting.
 - (2) If your question or concern cannot be resolved at the department level with the Patient Contact Representative or Division Officer/Dept Head, please contact LCDR Working at 301-995-3681 or via email her at julie.working@med.navy.mil.
 - (3) [Electronic Customer Feedback form](#) – [fill out and submit the form](#).
 - (4) [Interactive Customer Evaluation](#) (“ICE”) – simply [fill out and submit the form](#).
 - (5) [Customer Comment Sheet](#) or “Bravo Zulu” ballot- fill out one of these forms, which are located at four comment boxes located throughout the Clinic.
 - (6) [Navy Patient Satisfaction Surveys](#)- these surveys are sent out by the Navy Bureau of Medicine and include questions about your satisfaction with the Clinic, care you received, etc. Information collected is **anonymous** and you can respond via mail, Internet, or phone. The information you provide is sent to us so we appreciate you taking the time to respond to these surveys.
 - (7) [Dept of Defense \(DOD\) phone surveys](#)- after a visit with your PCM, you may receive a call to inquire about the care you received from us.
 - (8) [Dental Clinic surveys](#) – our Dental department surveys about 50 patients each month.
 - (9) [Visit our Customer Relations office](#), Room 245 located just inside of our Quarterdeck entrance, in hallway behind the TRICARE Service Center.
- If you are filling out a written or electronic survey, we encourage you to provide your name and phone number so that we may contact you if needed.

d. Chiropractic Care for Active Duty Personnel: The Chiropractic Care Program (CCP) is available only to active duty service members at designated military treatment facilities (MTFs). Non-active duty beneficiaries may only seek chiropractic care in the local community at their own expense. An MTF chiropractic provider may treat neuro-musculoskeletal conditions if you are active duty and have a referral from your Primary Care Manager. For a list of MTFs with the CCP, visit the Chiropractic Care Web site at <http://tricare.osd.mil.chiropractic/location.htm>. The CCP may not cover chiropractic care you receive outside of the designated locations. The following are sites where the CCP is available to active duty eligible member in the National Capital Area:

- (1) ARMY: Walter Reed Army Medical Center, Washington, DC, 202-782-3501
- (2) NAVY: National Naval Medical Center, Bethesda, MD, 301-295-4611/4000
- (3) AIR FORCE: Andrews Air Force Base, Andrews AFB, MD, 240-857-5911

e. Case Manager: Ms. Cathy Chapman is the NHCPR’s Case Manager. She assists beneficiaries who are in civilian hospitals transfer to military treatment facilities, assist with care after release from hospitals, assist with medical equipment needs, etc. She may be contacted at 301-995-7682.

f. Wheelchairs: NHCPR does not have wheelchairs to loan out.

3. LCDR Stephens, Director for Administration. Renovations will soon begin in Family Practice/Flight Medicine waiting rooms with five weeks estimated time of completion. During renovation, entrance to those areas will be the Quarterdeck. NHCPR appreciates the

cooperation already received from our patients and we will continue to keep all patients informed about entrance, check-in area, seating or other changes related to the construction with signs, Tester articles and on our web page.

4. LT Dotson, Patient Administration. Individual Medical Readiness (IMR): December 2007 data reflects Base readiness at 49%; DOD goal is 75% or better. Each command should have a MRRS Coordinator who tracks Medical Readiness information in the MRRS data base, keeping the command leadership on top of command readiness. HM1 Raymond will be attending Command Career Counselor school in Virginia until the fourth week in March during that time please contact LT Aragon at 2-1416 or HMC James at 5-4432 regarding assignment of command MRRS Coordinator. CAPT Ives added that more Individual Augmentees are being deployed from shore stations, thus the importance of keeping your IMR status fully ready at all times.

5. Mrs. Tyler-Lockett, Fleet and Family Service Center (FFSC):

a. Ms. Miller, Director, FFSC, is recovering at home from surgery. Ms. Linda Hotzenroader is Acting Director until Ms. Miller returns.

b. Ms. Stephanie Hunter has joined the FFSC staff as Individual Augmentee Case Load Manager.

c. FFSC has one counselor who is handling Family Advocacy Program cases. Family members are being referred to the civilian network for individual and family counseling.

6. Mr. Carpenter, Manager, TRICARE Service Center:

a. IA Briefing: Mr. Carpenter or one of his staff is available to give a TRICARE briefing to departing IAs. This can be for a group or individuals; all are welcome to come to the TRICARE Service Center for their brief, even if they plan to leave the Pax River area upon return from their IA tour.

b. TRICARE Telephone Calls: The TRICARE contract states that TRICARE Service Center employees are not allowed to receive patient telephone calls. If a beneficiary calls the Quarterdeck and requests Mr. Carpenter and leaves a number, Mr. Carpenter will make every attempt to quickly return the call.

c. Claims Resolution. Remind military staff to review each and every Tricare Explanation of Benefits (EOB) they receive. Match EOB to any provider bills received. Check all remarks on the EOB. If there is a problem with the information on the EOB, it is much easier to correct as soon as the EOB is received. Stop by the Tricare Service Center (TSC) if there is a problem with an EOB. TSC hours of operation are 0730-1630, Monday through Friday.

d. Authorization Requirements. Beneficiaries must advise their PCM within 24 hours if they go to an urgent care facility for care. Please note, that inappropriate visits to an urgent care facility or delays in reporting your visit to your PCM could result in Point of Service (patient pays for visit) charges. This is of particular importance while traveling, i.e., during summer vacation.

e. DEERS. Repeat emphasis on the importance of updating DEERS information, e.g., home address, telephone numbers, etc. Please see paragraph 2.b. for contact details.

7. Ms. Sears, Health Benefits Advisor:

a. TRICARE Prime and Non-Medical Attendant Travel Entitlements: Under provisions of the 2001 National Defense Authorization Act (NDAA), TRICARE Prime beneficiaries referred by their Primary Care Manager (PCM) for services at a location more than 100 miles from their PCM may be eligible to have their “reasonable travel expenses” reimbursed by TRICARE. The travel reimbursement entitlement is retroactive to 30 Oct 2000. Fact sheet including details included as enclosure (1).

b. TRICARE Dental Program United Concordia: Effective 1 Feb 08 through 31 Jan 09, the monthly premiums are for active duty family members are:

Single Premium (one family member)	\$11.58
Monthly Family Premium (more than one family member)	28.95

c. Pax Shuttle: The following schedule is for patient transportation shuttle from NHCPR to National Naval Medical Center (NNMC), Bethesda:

(1) Shuttle arrives at NHCPR, Quarterdeck, @ 0530; departs NHCPR @ 0540 to NNMC.

(2) First patient pick-up @ NNMC, main entrance to Building 10, Palmer Road South: Shuttle arrives @ 1100; departs for NHCPR at 1120; arrives at NHCPR, Quarterdeck, at approximately 1300.

Second patient pick-up @ NNMC, main entrance to Building 10, Palmer Road South: Shuttle arrives @ 1500; departs for NHCPR at 1520; arrives at NHCPR, Quarterdeck, at approximately 1700.

(3) This service is available Monday-Friday (not available on holidays). Please call the NHCPR Quarterdeck at 301-342-1418 during working hours to reserve your seat(s) on the shuttle.

8. Ms. Ashton, Health Promotion:

a. Wellness Corner: Located on NHCPR Internet addressing wellness issues: Topics covered in Wellness Corner in February include: February is Heart Month; Promoting a Healthy You; Smoking Cessation: Want to Quit Smoking?; Community Wellness Resources; Leading Health Indicators; Access to Health Care; TRICARE Benefit: Self-Help Books; Other Sources of Health Care Information; The Health Information Library and Quarterly Newsletter.

b. Ship Shape Program: Currently offering eight week fitness program for active duty personnel who are not within Navy physical fitness standards. NHCPR will offer this program again in May 08. Command Fitness Leaders can take program and hold Ship Shape Program within their command. Ms. Ashton meets with Command fitness leaders on a quarterly basis.

c. Annual Mammogram – Encourage active duty and Prime female family members 40 years old and over to schedule an annual mammogram if they have not already done so. They should receive a reminder card in the mail as well.