

27 May 08

MINUTES OF
HEALTH CARE CONSUMERS' COUNCIL

The Health Care Consumers' Council was held at 1000, Tuesday, 20 May 2008, at the Naval Health Clinic (NHC), Conference Room, Patuxent River.

1. CAPT McCormick-Boyle, Commanding Officer, Naval Health Clinic, Patuxent River (NHCPR), welcomed attendees, thanked them for disseminating information from meeting and encouraged others from their commands to attend the meeting.

2. LCDR Working, Director for Healthcare Business:

a. Customer Relations Officer position remains open with LCDR Working Acting in that capacity until position is filled; she may be reached at extension 5-3681.

b. SF86 Questionnaire for National Security Positions: Per SECDEF policy letter dtd 18 Apr 08, the language of Question 21 on Standard Form 86 has been revised, enclosure (2). SF 86 is the government security-clearance form that specifically asks applicants whether they have ever received treatment for mental-health issues. Because of the way the question was worded, it was viewed as presenting an obstacle to troops getting the mental health treatment they needed. The question asks if the person has consulted with a mental-health professional or other health-care provider during the past seven years about a mental-health related condition. Previously, respondents who answered "yes" had to provide dates of treatment and provider's name and address. New language for Question 21 asks if the person consulted with a health-care professional during the past seven years regarding an emotional or mental health condition but it specifies, however, that the answer should be "no" if the care was "strictly related to adjustments from service in a military combat environment." Now personnel who answer that question can answer "no" if they have sought help to deal with their combat stress in general times. The new policy stated: "Seeking professional care for these mental health issues should not be perceived to jeopardize an individual's security clearance." The letter urges men and women in uniform who are exhibiting symptoms of PTSD to seek help and makes clear that this is not going to put their security clearances or their careers in jeopardy.

c. Behavioral Health Referrals: For information and assistance in locating a civilian network mental health provider or making an appointment, ADSMs can utilize the new TRICARE Behavioral Health Locator (BHL) in the North Region by calling a toll-free Health Net number (1-877-747-9579), Monday through Friday, 0800 - 2000 (excluding holidays). If the referral is entered by the PCM at the clinic, patients may still use BHL service in addition to coordinating with Pax Mental Health Clinic or Case Management services for assistance as needed. BHL information is available on the Clinic Internet site and with TRICARE Behavioral Health pamphlet at the TRICARE Service Center.

d. DEERS Information and Enrollment: Reminder that all ADSMs and family members must keep DEERS information current. Ways to update DEERS are listed on Clinic Internet site and a laptop computer is available in the TRICARE Service Center lobby for enrollees' use to update

their DEERS information. TRICARE Prime enrollment is not automatic for ADSMs when they PCS; when they arrive at their next duty station they must check-in at TRICARE to change their enrollment to the MTF at their new duty station. Approximately 525 ADSMs have been identified who have transferred, but remained enrolled to Pax, because they have not checked in at their new TRICARE office to transfer their enrollment.

e. Enrollment – Request for Network Primary Care Manager (PCM): Requests to enroll to a civilian PCM will be reviewed on a case-by-case basis. Patients can change to a different PCM or change from Pediatrics Clinic to Family Medicine; patient concerns will always be addressed.

f. No Show Medical Appointments: Signs are posted in individual clinics so patients may see the impact no show appointments have on patient care. It also creates a financial impact on the Clinic. Request support of NAS commands/squadrons to get word out of the importance of keeping medical appointments and the impact of no shows to medical and IMR readiness.

3. LCDR Stephens, Director for Administration:

a. Renovations are two weeks into the 10 weeks project in Family Practice and Military Medicine Clinics check-in/waiting areas with good support from Public Works. 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 the NHCPR web page.

b. With the integration of National Naval Medical Center and Walter Reed Medical Center, there will be a temporary loss of 600 parking spaces. Allow extra time to find parking if you have an appointment. An alternate means of transportation to Bethesda is the base shuttle which departs from the Clinic Quarterdeck at 0540 Monday through Friday. For a complete shuttle schedule, go to www.paxriverclinic.med.navy.mil, transportation.

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

a. Ms. Tammi Miller, Director, FFSC, has returned to work.

b. Ombudsman training is 11-13 Jun, 0800-1600 at the FFSC. Ombudsmen are an important asset for Commands, both sea going and shore.

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

a. To schedule a TRICARE brief, contact Ms. Murphy, TRICARE Community Representative, or Mr. Carpenter at the TRICARE Service Center.

b. 2008 Law Regarding Dependent Health Coverage up to Age 25: 1 Jan 08 Maryland law changed to allow a dependent child to remain on a parent's health insurance policy up to age 25 under certain circumstances. Enclosure (3) addresses the circumstances.

c. Autism Services Demonstration: Enhanced Access to Autism Services Demonstration, enclosure (4), went into effect 15 Mar 08 and will remain in effect for two years. This demonstration project will offer more health care options for military children with autism.

Under this demonstration, non-certified paraprofessionals will be authorized to provide services to children with autism under the close supervision of authorized individuals and companies. In order to participate in the demonstration project, children must be registered in TRICARE Extended Care Health Option (ECHO) and the Exceptional Family Member Program provided by the sponsor's branch of service.

6. Ms. Heather Henderson and Ms. Cathy Chapman, Case Managers:

a. Free DVDs on Deployment for Children: Sesame Street - Talk, Listen, Connect: Deployments and Homecoming Changes; Military Youth Coping with Separation when Family Members Deploy; Mr. Poe and Friends Discuss Family Reunion After Deployment. Contact Ms. Henderson at 301-995-3851 or Ms. Chapman at 301-995-7682 for copies.

b. Military OneSource: Available for all active duty, Guard and Reserve (regardless of activation status) and their families. You will find locators for education, child care and elder care; useful newsletters; informative articles; referrals to military and community resources; financial calculators; Webinars; relocation tools; audio podcasts; access to consultants and much more. You have access to six in-person, non-medical counseling sessions right in your own community at no cost to you. Licensed counselors can help you with many issues. Go to www.militaryonesource.com or call 1-800-342-9647 for more information.

7. CDR O'Loughlin, Pharmacy: Pharmacy renovation continues with a few minor glitches with carpet installation. Appreciate continued cooperation from patients.

8. Ms. Ashton, Health Promotion:

a. DoD Survey of Health Related Behaviors indicated two out of three pregnancies were not planned and HIV infection rate among active duty Sailors about twice the rated observed within the other three services. The data indicated lack of contraceptive use was a major factor in these results.

b. Ship Shape is an eight week, Navy approved fitness program for personnel who failed the body composition assessment. For more information on this program, contact Ms. Ashton at 301-342-4050.

c. Sun protection use is encouraged between 1000 and 1600, especially for personnel who work outdoors, e.g., on flight lines.

9. CAPT McCormick-Boyle:

a. Military Medical Readiness Status Reports: Unranked sorted and ranked sorted reports are distributed to Commanding Officers at the monthly NAS, Pax Site Meeting.

b. Exceptional Family Member Program (EFMP): There is a difference between Navy and Marine Corps EFMP. Important to advise active duty member and their detailee how far the ADFM must travel (National Naval Medical Center) to receive medical services for their family member.

10. CAPT Macyko, Commanding Officer, Naval Air Station, Patuxent River:

a. Thanked all in attendance and for the valuable information presenters reported.

b. Bravo Zulu to the medical side of the IA Indoc Program. CAPT McCormick-Boyle and CAPT Macyko are always open to suggestions for this program.

c. Bravo Zulu to CAPT Hammond, Executive Officer, Naval Health Clinic, for his outstanding service to NAS, Pax. CAPT Hammond will detach on 14 Jul to Jacksonville, Florida.

11. The meeting adjourned at 1050. All representatives were asked to pass information from this meeting to all members of their command. The next Health Care Consumers' Council meeting is scheduled for Tuesday, 15 July 2008.

If a representative would like to have a topic covered at this forum, please contact the Commanding Officer at extension 2-1462.

Submitted:



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Approved:



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