

Hanscom Clinic Patient Handbook



**Best Care...Best Health...Best Medics
Delivered by a TEAM Committed to
Continuous Improvement**

Important Phone Numbers

Emergency: The Hanscom Clinic **DOES NOT PROVIDE EMERGENCY SERVICES.** In the event of an Emergency, dial 911 or go the nearest Emergency Room. Report Emergency/Urgent Care to your healthcare team by contacting the Call Center at **781-225-6789** to ensure proper follow-up.

Hanscom Clinic Main Line **781-225-6789**

***all clinic areas can be reached via this number**

Appointments: **781-225-6789 option#1**

TRICARE North Region (HealthNet): **877-874-2273**

TRICARE Mail Order Pharmacy: **877-363-1303**

DEERS: **800-538-9552**

<https://www.dmdc.osd.mil/appj/address/indexAction.do>

TTY/TDD (Hearing Impaired): **800-735-2258**

Non-active duty Mental Health Referrals: For a list of mental health professionals affiliated with TRICARE call **877-874-2273**. Active duty members contact the base Mental Health Clinic at **781-225-6392**.

For **Local Network Retail Pharmacies** call **877-363-1303** or visit

<http://express-scripts.com/TRICARE/> for a complete listing.

Once enrolled in TRICARE Prime or Plus at the Hanscom Clinic you will be assigned to a Primary Care Manger (PCM). For quick reference, please copy your PCM information here:

Other Important Numbers:

Welcome to the 66th Medical Squadron at Hanscom AFB!

Thank you for choosing the Hanscom Clinic as your healthcare provider. We value you as a patient and will do everything possible to make your clinic visit a positive experience. We view our association with you as a partnership to better health. If there is anything our staff can do to further serve you, please contact a member of your healthcare team. Our goal is to be your #1 choice for health care.

We hope you find our handbook helpful as it addresses many of the programs and services offered by the Hanscom Clinic.

Sincerely,

A handwritten signature in black ink, appearing to read 'Frank A. Glenn', written in a cursive style.

FRANK A. GLENN, Col, USAF, BSC
Commander, 66 MDS

Patient Centered Medical Home (PCMH)

The Hanscom Clinic's model for provision of care is the PCMH. This is a team-based model led by a provider to ensure continuous, coordinated care across all elements of the healthcare system. In order to maximize your health outcome, your healthcare team encompasses the whole person orientation and is responsive to your individual preferences, needs and values.

Mission

Provide quality, patient and family-centered, world-class healthcare and health service support to our beneficiaries in the Northeast region

Vision

Seamless health service support as DoD's medical hub in the Northeast region

Goals

Patient-centered care, technology integration, synergy – joint & interagency, precision health care and organizational agility

The Hanscom Clinic is dedicated to providing our beneficiaries with the best possible healthcare. We value your opinion and welcome your comments. Please feel free to fill out a patient comment card available at the patient comment box located in the main lobby. Your input helps us to provide safe, quality care. In addition, you may contact our:

Patient Advocate at 781-225-6789

Facility Safety Manager at 781-225-6279

Patient Safety Manager at 781-225-6243

Table Of Contents

• Getting the Care You Need	
• Hours of Operation	6
• Scheduling Appointments/Appointment Cancellations	6
• Show-Time For Appointments	6
• Same Day Medical Care	7
• No-Show Policy	7
• MiCare – Secure Messaging	7
• Family Health Clinic	8
• Flight Medicine Clinic	8
• Pediatric Clinic	9
• Nutrition Clinic	9
• Immunization Clinic	9
• Optometry Clinic	10
• Mental Health	10-11
• Dental Clinic	12
• Health and Wellness Center	13
• Exceptional Family Member Program	13
• Case/Disease Management	13
• Emergency Care	14
• Inclement Weather	14
• In Area After-Hours/Weekend/Holiday Care	14-15
• Out of Area Care (When you travel)	16
• Family Members Under 18 Years of Age	16
• Other Health Insurance	16
• Medical Records	17
• Pharmacy	18-19
• The Referral Process	20-21
• TRICARE Information	
• Why Choose TRICARE Prime?	22
• Where Can I Get Help with TRICARE?	23
• If You Get a Bill by Mistake	24
• Reading the Explanation of Benefits	24
• Point of Service (POS) Option	25
• Nearest Emergency Services	26-27
• Patient Rights and Responsibilities	28-30
• National Patient Safety Goals	31
• AAAHHC	32

Hours Of Operation

The Hanscom Clinic is open from 0730-1630 hours Monday, Wednesday, Thursday, and Friday; Tuesdays from 0730-1500. Exceptions include federal holidays, the first Friday of every month (the clinic closes at eleven for readiness training), and other “down days” as directed by the Installation Commander. Federal holidays include the following: New Year’s Day, President’s Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day.

Scheduling Appointments/Appointment Cancellations

To schedule or cancel an appointment at the Family Health Clinic, Flight Medicine Clinic, Optometry or Pediatrics, call the Appointment Call Center at **781-225-6789** and select option #1, or log onto the TRICARE On Line website at <https://www.tricareonline.com>. The Call Center’s normal duty hours are 0630-1630 Monday – Friday, excluding Federal holidays. The Call Center is your point of contact to obtain general information about the Hanscom Clinic, to schedule or cancel appointments, contact your Primary Care Manager, report emergency care received after hours, or obtain information about enrollment, claims or referrals.

Show-Time for Appointments

It is important that you arrive on time for your scheduled appointment. This will allow time for check-in and technician screening prior to seeing your provider. **Patients arriving late for routine appointments** (includes well exams, follow-ups, and mental health appointments) may be required to re-schedule their appointment. **Patients arriving late for acute appointments** will be triaged by the nurse. If a provider evaluation is necessary, the provider will see you if there is an opening with sufficient time to address your needs.

Getting The Care You Need

Same Day Medical Care

To accommodate our patients, we offer same day (or within 24 hours) appointments for acute illnesses. For this reason, the Hanscom Clinic does not offer the traditional walk-in clinic or sick call. For same day care, call the Call Center at **781-225-6789 option#1** or log onto the TRICARE On Line website at <https://www.tricareonline.com> and select New Problem/Urgent as the reason for the visit. The Call Center may enter a telephone consult to your healthcare team or book an appointment to address acute medical concerns.

No-Show Policy

An appointment is designated a “no-show” when a patient does not keep a scheduled appointment. In all circumstances, it is preferred that a patient notify the clinic more than 24 hours in advance if they need to cancel a medical appointment. Commanders or First Sergeants of active duty members will be notified in the case of a medical or dental appointment no-show.

MiCare

The Hanscom Clinic utilizes MiCare, the Air Force Medical Service tool for secure messaging with your healthcare team.

- Did you know that you can send your healthcare team non-urgent questions online, request medication refills, request & review laboratory/radiology/test results and referral results through MiCare?
- Would you like written advice covering the information you discussed during your appointment?
- Tired of waiting and playing "telephone tag" to make an appointment or contact your healthcare team?
- Want up to date health information reviewed by board-certified healthcare professionals from leading health institutions?

MiCare is the answer!

Enroll today at the Hanscom Clinic front desk. For more information on MiCare visit <http://www.afms.af.mil/micare/>.

Family Health Clinic

The Family Health Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries.

Technician services are available in the Family Medicine Clinic for the following: prenatal screening, pregnancy tests, Depo-Provera injections, weight checks, B12 shots, serial blood pressure checks, and staple/suture removal. Patients in need of these services may check in at the front desk during these hours:

Monday, Wednesday, Thursday, Friday - 0800-1000 & 1300-1500

*first Friday of every month 0800-1000

Tuesday - 0800-1000 & 1300-1400

Prenatal/Perinatal Care: Please call **781-225-6789** option#1 and leave a telephone consult for your PCM Team. Your team will call you to assess your needs and coordinate your prenatal/perinatal care.

Flight Medicine Clinic

The Flight Medicine Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries assigned to the Flight Physician as their PCM.

Technician services are available in the Flight Medicine Clinic for the following: prenatal screening, pregnancy tests, Depo-Provera injections, B12 shots, serial blood pressure checks, and staple/suture removal. Patients in need of these services may check in at the front desk during these hours:

Monday, Wednesday, Thursday, Friday - 0800-1000 & 1300-1500

*first Friday of every month 0800-1000

Tuesday - 0800-1000 & 1300-1400

All flying personnel (active or inactive) must call **781-225-6340** to schedule an incoming clearance appointment or annual flight physical. These specialty appointments are not scheduled through the Call Center.

Pediatric Clinic

The Pediatric Clinic provides acute, routine and wellness primary care services **by appointment** to enrolled TRICARE Prime beneficiaries from newborns to age 17 years.

Technician services are available for weight checks, throat cultures, staple/suture removal, synagis shots and bilirubin checks. Patients in need of these services may check in at the front desk during these hours:

Monday, Wednesday, Thursday, Friday - 0800-1000 & 1300-1500

*first Friday of every month 0800-1000

Tuesday - 0800-1000 & 1300-1400

Nutrition Clinic

The Nutrition Clinic, located in the Health & Wellness Center at 188 Marrett Street, Building 1540, provides nutrition counseling on a one-on-one basis for nutrition and dietary guidance and support. Classes are also offered monthly in Carbohydrate Counting, Cholesterol Management, Diabetes, and special nutrition topics. Patients may self-refer to the Nutrition Clinic or upon the recommendation of their PCM to address specific medical issues. For more information call **781-225-6789**.

Immunization Clinic

The Immunization Clinic's hours are as follows:

Monday, Wednesday, Friday—0730-1230 & 1330-1600

Tuesday—0730-1230 & 1330-1600

Thursday – 0730-1230 & 1330-1430

*Thursday – 1430-1600 Small Pox/Deployment Clinic

*TB tests are not administered on Thursdays.

First Friday of each month – 0730-1100.

Patients must wait in the clinic for 20 minutes after receiving immunizations to ensure there is not an allergic reaction. For more information call **781-225-6789**.

Optometry Clinic

The Optometry Clinic provides preventive eye exams and other optometry services including limited contact lens services by appointment only by calling **781-225-6789**. The Optometry Clinic is unique in that it is both a “primary care” type clinic for refractive (prescription eyeglasses) services and a “specialty” type clinic for management of ocular disease. Active duty members receive priority for care in the Optometry Clinic. If space is available, appointments are offered to TRICARE Prime and TRICARE Plus patients enrolled to the Hanscom Clinic. If the Optometry Clinic does not have appointments available, active duty members enrolled to the Hanscom Clinic must obtain a referral to seek optometry care with a civilian network provider. Non-active duty TRICARE Prime and TRICARE Plus patients enrolled to the Hanscom Clinic may self-refer to a civilian network provider.

Mental Health

The services below are provided through Mental Health. For appointments or information about any of these services, contact Mental Health directly at **781-225-6392**. Appointments at Mental Health are not scheduled through the Call Center.

Mental Health Clinic: The Mental Health Clinic provides clinical services for active duty members who have issues with anxiety, depression, stress, occupational problems or other concerns.

Suicide Prevention: This program provides educational and consultative services to prevent suicide and violence.

Family Advocacy Program (FAP): The FAP provides for the prevention, evaluation, and treatment of spousal and child abuse.

Alcohol and Drug Abuse Prevention and Treatment (ADAPT): The ADAPT Program provides for the prevention, assessment, treatment, and referral of active duty members with alcohol and/or other drug issues. Hanscom AFB civilian employees may be seen for assessment and referrals.

Getting The Care You Need

Mental Health cont.

Drug Demand Reduction Program (DDRP): The DDRP provides for the deterrence and detection of illegal drug use and abuse by active duty members and Air Force civilian employees in testing-designated positions via the Drug Testing Program, as well as outreach services for the non-active duty population.

Traumatic Stress Response (TSR) Team: The TSR Team is activated upon Commanders request and provides educational, supportive, and consultative services for individuals, unit leaders, and units who have witnessed or experienced a traumatic event.

Military One Source: The Defense Department has established a "one stop" place to go whenever service members or family members need assistance with any of the following problems: Tax filing services, Education, Relocation, Parenting, Stress, and Suicide Prevention Lifeline. Military One Source can be contacted by calling **1-800-342-9647** or visiting www.militaryonesource.com/.

Airman and Family Readiness Center: The Hanscom Airman and Family Readiness Center offers a variety of services and programs for all single and married active duty military personnel, Department of Defense civilians, retired military personnel and family members. Programs are free of charge and held on base. For more information about their programs, call **781-225-2765**.

Programs:

Relocation Assistance

Employment/Transition Assistance

Personal and Work Life

Air Force Aid Society/PFR

Readiness

Family Services

Casualty Affairs

Resource Center

Getting The Care You Need

Dental Clinic

The Dental Clinic provides comprehensive dental care for eligible active duty military personnel only. Active duty sick call is by appointment only. Active duty members may call **781-225-6789 option#5** at anytime during normal duty hours to schedule a sick call appointment. Active duty personnel in Dental Readiness Class 3 and 4, on flying status, and mobility personnel have first priority for appointments. For appointments and information call the Dental Clinic at **781-225-6789 option#5**. Emergency care (such as active bleeding and/or trauma) are accepted on a walk-in basis and does not need an appointment. If you need emergency dental care after hours, call the Call Center at **781-225-6789**.

Family members of active duty personnel are encouraged to participate in the **TRICARE Dental Program (TDP)** administered by Metropolitan Life. Call **1-855-638-8371** or sign up online at www.tricare.mil.bwe. If you would like to check if your current dentist is part of MetLife's network, visit www.metlife.com/dental. If the dentist is not a member, they can apply to become part of the TDP network by visiting www.metdental.com.

Family members preparing to accompany their military sponsor to an overseas assignment must complete all necessary dental work prior to departure. Although family member dental care is available at overseas bases, it may be extremely limited at some locations. Family members requiring an overseas clearance examination can call the Dental Clinic at **781-225-6789 option#5** to schedule an exam if not completed by their civilian dentist.

Retirees and their family members are eligible for the **TRICARE Retiree Dental Program (RDP)** administered by Delta Dental. Call the RDP Enrollment Services Department at **888-838-8737** or visit their website at <http://www.trpd.org> for more information.

Health and Wellness Center (HAWC)

The HAWC is dedicated to prevention and health enhancement. The HAWC is open to all personnel with access to Hanscom AFB. The following programs are offered through the HAWC:

- Exercise Evaluation and Planning
- Tobacco Cessation/Prevention
- Fit Pregnancy Class
- Nutrition Evaluation and Education (see page 8)
- Cancer and Cardiovascular Disease Prevention
- Diabetes Management
- Injury Prevention Counseling/Consultation
- Blood Pressure Screenings
- Body Fat Measurements
- Microfit Total Fitness Screenings
- Gait Analysis
- Bod Pod Assessments

The HAWC has an extensive lending library that includes videos, books and heart rate monitors. The HAWC also has a small exercise area that may be utilized during duty hours. The HAWC is located in Building 1540 at 188 Marrett Street. The normal duty hours are from 0730-1630, Monday thru Friday. The HAWC closes at 1100 on the first Friday of every month for training. For further information please call **781-225-6374** or e-mail 66.mds.hawc@hanscom.af.mil.

Exceptional Family Member Program (EFMP)

The EFMP provides for the identification, coordination, and enrollment of active duty Air Force family members with special needs (educational, medical, psychological).

Case Management/Disease Management/Educator

Specialized services are available for patients who require coordination of complex care and/or require management of chronic diseases. For more information call 781-225-6789.

Emergency Care

The Hanscom Clinic **DOES NOT** provide emergency services. If you have a medical emergency (danger to life, limb, eyesight or severe pain) call 911 or seek care immediately at the closest Emergency Room. Prior authorization is not required, but you must call **781-225-6789 option#1** and inform your healthcare team of your ER visit within 24-48 hrs.

Inclement Weather

In the event of inclement winter weather, call the Hanscom AFB Weather Information System Hotline at **781-225-COLD** prior to departing for your medical appointment. For your safety, if the base has a delayed opening, the clinic will follow the same delayed opening procedures and any appointments during this timeframe will automatically be cancelled. If the base is closed, the clinic will be closed and appointments will automatically be cancelled. Any patients with booked appointments during these times will be called within 48 hours to reschedule or alternatively, patients can contact the Call Center at **781-225-6789 option#1** or visit TRICARE On Line <https://www.tricareonline.com> to reschedule their appointment.

In Area After-Hours/Weekend/Holiday Care

If you need **urgent** care after hours (not an emergency, but you need care before the next duty day), dial the Call Center at **781-225-6789 option#1**. Request to speak to the On-Call Provider to get appropriate medical advice and/or pre-authorization for care. Pre-authorization from the On-Call provider is required **before you seek care** for non-emergent medical issues.

Duty Hours Care

Danger to life, limb,
eyesight or severe pain?



Go to the nearest Emergency
Room or call 911

Need an appointment in
the clinic?



Dial the Call Center at
781-225-6789 option#1

Need to contact your team
nurse or PCM?



Dial the Call Center at
781-225-6789 option#1

After Hours Care

Danger to life, limb,
eyesight or severe pain?



Go to the nearest Emergency
Room or call 911

Need care before next duty
day?



Dial the Call Center at
781-225-6789 option#1

Need to speak to the On-
Call Provider?



Dial the Call Center at
781-225-6789 option#1

Out of Area Care (When You Travel)

Out of Area Care is limited and must be pre-approved, with the exception of emergency care. In a medical emergency (severe pain or danger to life, limb, or eyesight), seek care immediately at the closest Emergency Room. Pre-authorization is not required. Notify your PCM within one duty day of any emergency care by dialing the Call Center at **781-225-6789 option#1**, in order to ensure appropriate follow-up. For urgent care, call TRICARE at **877-TRICARE** or **877-874-2273** for pre-authorization. If you need help deciding where to seek care, call the Health Care Finder line at **877-874-2273**.

Family Members Under 18 Years of Age

Family members under the age of 18 must be accompanied by a parent or legal guardian or the patient must provide a current written Power of Attorney to receive medical/dental care. In an emergency or for certain medical conditions, these patients will be treated and/or transported as required. The Hanscom Clinic will attempt to contact next of kin to obtain authorization for treatment. Information regarding Power of Attorney forms may be obtained through the Base Legal Office by calling **781-225-1410**.

Other Health Insurance (OHI)

By law, if active duty family members, retirees, or their family members have health benefits through a source other than TRICARE, the OHI will be the primary source of coverage. Any time you seek care, **you are required by law to disclose all OHI coverage you may have.** For TRICARE beneficiaries, OHI may include health benefits programs of a group employer, association, Medicare (for those with dual-eligibility), private insurer, or school-based plan for dependent students. OHI excludes TRICARE Supplemental Insurance and Medicaid.

Medical Records

When you are scheduled for a consult outside of the Hanscom Clinic, your provider will select the relevant medical information from your medical record and our Medical Records staff will make a copy. In the case of urgent consults, a copy of the relevant medical information will be made immediately.

Patients are authorized to receive one copy of their entire medical record at no charge. Requests may be made at the Medical Records Section and will be available within 30 duty days of receipt of the request. When out-processing, separating, or retiring, the active duty member must submit a copy of his/her orders to the Medical Records section. They will appropriately mail your records to the Medical Records Central Cell at AFPC. The MPF will not be able to clear a member if they have failed to provide Medical Records with a copy of their orders. Medical records for personnel that are PCSing will be mailed no earlier than 10 duty days prior to the member's final out-processing date in case medical care is required during that time.

Members who are PCSing, retiring, or separating and their family members may request a copy of their records up to 90 days, but no later than 60 days, prior to departure. The member will need to provide a copy of their orders. Copies will not be released earlier than 10 days of PCS/separation/retirement. Proper authorization to collect copies of the medical records of family members over the age of 18 years is required.

Relocating retirees and their family members may also request copies of medical records. They will be available within 30 duty days of receipt of the request. The original records, however, must be maintained at the 66th Medical Squadron until a request is made from the gaining MTF to forward the medical records. If the retiree and family members do not re-enroll at an MTF, the original records must remain at the Hanscom Clinic until eligible for records retirement. Therefore, it is important that copies of medical records are obtained prior to departure.

Getting The Care You Need

Pharmacy

Prescription refills must be called in using the Pharmacy's automated telephone refill system at **781-225-6789 option#2**. Patients should have the following information on hand when calling: last 4 numbers of the sponsor's social security number and prescription number. Prescriptions other than controlled medications, are good for one year from the date they were originally filled. If your prescription has no refills, is over one year old or is too early to fill, the refill line will inform you and not accept the refill. No matter what day a refill is called in, it will be ready for pick-up in three duty days. Due to limited space, the pharmacy can only hold prescriptions for 14 duty days.

TRICARE offers several convenient ways for you to have prescriptions filled depending on your specific needs:

First, you may have prescriptions filled (up to a 90-day supply for most medications) at a MTF pharmacy free of charge. Please be aware that not all medications are available at MTF pharmacies. Each facility is required to make available the medications listed in the basic core formulary. The MTF, through their local Pharmacy & Therapeutics Committee, may add additional medications to their local formulary based on the scope of care at that MTF.

Second, TRICARE Home Delivery is available for most prescriptions you take on a regular basis. You can receive up to a 90-day supply of your prescription through the mail by using the Home Delivery program. Visit <http://www.express-scripts.com> for more details.



Getting The Care You Need



Finally, prescription medications that your doctor requires you to start taking immediately can be obtained through a TRICARE retail network pharmacy for a small co-pay. For more information on this option, associated costs, and lists of retail network pharmacies in your neighborhood, visit <http://www.express-scripts.com>.

The following chart illustrates the co-pay structure for patients enrolled in TRICARE Prime for prescription medications:

	Military Treatment Facility Pharmacy	30 Day Supply Retail Pharmacy	90 Day Supply Home Delivery
Formulary Generic	\$0	\$5	\$0
Formulary Brand	\$0	\$12	\$9
Non-Formulary	N/A	\$25	\$25

Since some commonly prescribed medications can cost over \$4 per pill, the TRICARE Pharmacy Benefit can help you realize **significant savings**. So take full advantage of the opportunities afforded to you and make use of the TRICARE Pharmacy Benefit.

The Referral Process

TRICARE pays for covered medical services for TRICARE Prime beneficiaries when authorized in advance by your PCM. Think of your PCM as the provider that focuses on your overall health and has the ability to guide you to other health care professionals – specialists, hospitals, rehabilitation facilities, etc. For example, if you need to see a heart specialist, your PCM will refer you to a cardiologist.

The Referral Cycle

TRICARE has contracted with a vast network of providers and hospitals that are dedicated to serving the needs of its beneficiaries. Your PCM can refer you to any physician in the TRICARE network if the need for a specialist arises. **All care (except emergency care) should begin with your PCM.** If you follow this rule, you will avoid authorization and billing problems.

Step 1: See your PCM. Ensure the clinic personnel have your current address and telephone number and that your address is correct in DEERS.

Step 2: Acquire a referral from your PCM. Clinic personnel will coordinate with TRICARE to arrange for a referral to a civilian network specialist.

Step 3: TRICARE will make sure that the requested service is a covered TRICARE benefit to avoid unnecessary out-of-pocket costs to you.

Step 4: For all services **except radiology**, TRICARE will send you a letter that includes the specialist's name, address, and telephone number. **DO NOT** schedule an appointment until you receive this authorization letter. If you have not received your letter from TRICARE within 5-7 business days, or if you would like a different network specialist, call **877-874-2273 (877-TRICARE)**.

The Referral Process

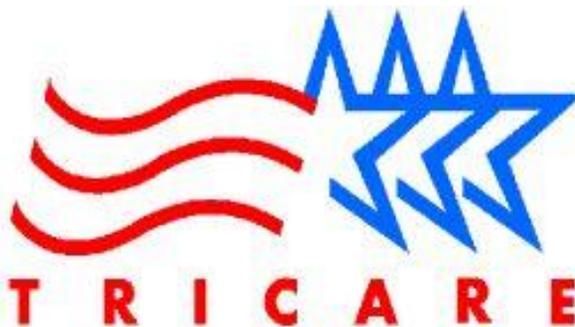
The Referral Cycle

Step 5: When you have arranged an appointment, you must contact the Referral Management Center at **781-225-6197** to leave a message on a confidential voice mail with the specialist's name and date of your appointment. This is critical for ensuring TRICARE is able to get your consultation results back to your PCM for follow-up.

IMPORTANT: If your specialist believes you need additional medical services, the specialist must contact TRICARE to make these arrangements. You do not need to contact your PCM for authorization; this is arranged between the specialist and TRICARE.

Step 6: If you cannot keep or wish to change the date of your specialty appointment, please call the specialist directly to reschedule your appointment and then notify the Referral Management Center at 781-225-6197 of your new appointment date.

Step 7: When you go to your appointment, take a copy of the authorization letter, pertinent medical records, x-rays, and laboratory results with you.



What is TRICARE? TRICARE is a health care program for active duty, their eligible family members, their survivors, and eligible retired military personnel and their family members. TRICARE is designed to: 1) Improve timely access to health care; 2) Maintain a high quality of care 3) Offer more services and a full range of specialists; 4) Give beneficiaries a choice of plans and providers; 5) Control health care costs.

Who is eligible for TRICARE Prime? Active duty members, their **eligible** family members and survivors (normally under age 65), eligible retirees and their family members (normally under age 65), and Reserve Component (RC) members and their families, if the RC member is activated for more than 30 consecutive days. **Enrollment in TRICARE Prime is mandatory for active duty members.** To ensure eligibility, your information in DEERS must be current. You may contact DEERS to verify your information by calling **800-538-9552**. Additionally, all eligible beneficiaries must reside in a service area where TRICARE Prime is offered.

Why Choose TRICARE Prime? There are lots of good reasons to choose TRICARE Prime: 1) Assignment to a PCM who provides and/or coordinates your care, maintains your health records, and approves and refers you to specialists when medically necessary; 2) Focused, preventive medical care to help keep you healthy; 3) Coverage when traveling away from home; 4) TRICARE Prime enrollment is **free** for active duty members and their families. Survivors, retirees, and their family members have an annual TRICARE Prime enrollment fee of \$260 for a single enrollee or \$520 for an entire family. Eligible retirees, survivors, and their family members who enroll in the TRICARE Prime plan should expect **considerable savings** and enhanced medical care over TRICARE Extra and TRICARE Standard plans.

You can receive assistance regarding the TRICARE program at any TRICARE Service Center (TSC). Each MTF is served by a TSC staffed with Customer Service Representatives (CSRs). The CSRs can explain the different TRICARE plan options, help beneficiaries choose the plan that suits them best, assist with completion of the enrollment application, assist with claims adjudication, and locate civilian network or TRICARE-certified providers. The TSC employees assist beneficiaries who use any of the three TRICARE plans. The Hanscom AFB TSC is located in the TRICARE Operations/Patient Administration Flight at the Hanscom Clinic.

Additional TRICARE information about can be found on the TRICARE website at <http://www.tricare.mil>.

TRICARE Offers Options: TRICARE includes three health care plans: TRICARE Prime, TRICARE Extra, and TRICARE Standard; and two programs: TRICARE For Life and TRICARE Plus. The Hanscom Clinic offers TRICARE Prime. Beneficiaries who choose to use the TRICARE Extra or TRICARE Standard plans must seek their medical care with TRICARE-authorized civilian providers.



If You Get A Bill By Mistake

For TRICARE Prime beneficiaries, there are no claim forms, bills (except for co-payments), or balance-billing for services covered by TRICARE. However, if you do get a bill by mistake, contact TRICARE at **877-874-2273** to ensure that the claim was processed correctly. If you are still unable to resolve the issue, please come by the TRICARE Service Center at the Hanscom Clinic or call our Health Benefits Advisor at **781-225-6789**.

Reading The Explanation Of Benefits

After receiving care outside the Hanscom Clinic, TRICARE will send you an Explanation of Benefits. This document will reflect the care received, the amount billed, the amount paid by TRICARE, and any deductible or co-pay for which you may be responsible. For your convenience, you can register at www.mytricare.com to manage your TRICARE business online.



The most important column for beneficiaries to review the middle column titled “Beneficiary Liability Summary.” This column will tell you if you have any deductibles, co-payments, or cost shares. Pay special attention to the remarks section, as this section will explain how and why a service was paid or not. If you feel there is an error, please refer to the phone number on the Explanation of Benefits.

Point Of Service (POS) Option

POS is an option under TRICARE Prime that allows enrollees the freedom to seek and receive non-emergent health care services from any TRICARE authorized civilian provider, in or out of the network, without requesting a referral from their PCM or the Health Care Finder (HCF). When a TRICARE Prime enrollee chooses to use the POS option, all requirements applicable to TRICARE Standard apply, except the requirement for a Non-Availability Statement (NAS).

POS claims are subject to outpatient deductibles (\$300 individual and \$600 family), 50% cost-shares for outpatient and inpatient claims, and excess charges up to 15% over the allowed amount. The 50% cost-share continues to apply even after the Enrollment Year catastrophic cap has been met.

The POS Option can be a very expensive choice, but it is an option available to all TRICARE Prime beneficiaries. If you do not follow the required steps for a referral as outlined in this handbook, your visit could bill as POS. In that case, you will be responsible for the deductibles and cost-shares outlined above.

Please note: active duty personnel are not eligible to use the POS option. They must seek care only from their MTF PCM or they will be responsible for 100% of all billed charges.



Nearest Emergency Facilities

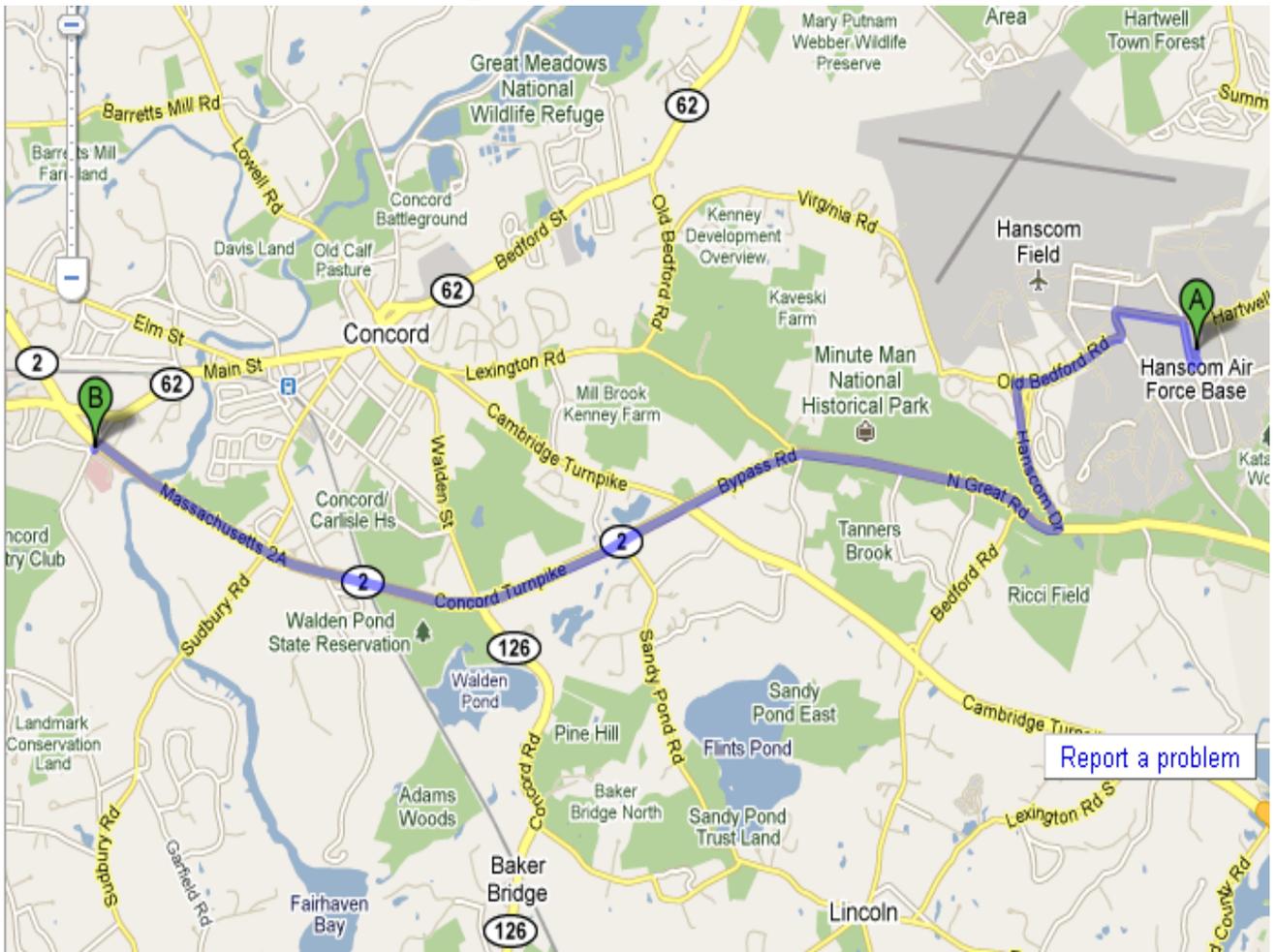
Emerson Hospital

133 Old Road to Nine Acre Corner (type this exactly into the GPS)

Concord, MA 01742

978-369-1400

Exit the base through the Vandenberg Gate. Stay to the left after exiting the gate and proceed to the first intersection/light. Turn right onto North Great Road/Route 2A. Follow Route 2A, staying to the left, until the first stop light. Continue straight through the light onto the Concord Turnpike/Route 2 and proceed until the fourth stop light. Turn left onto Old Road and proceed until the fourth stop light. Turn left onto Nine Acre Corner. Follow the signs to the Emergency Room.



Nearest Emergency Facilities

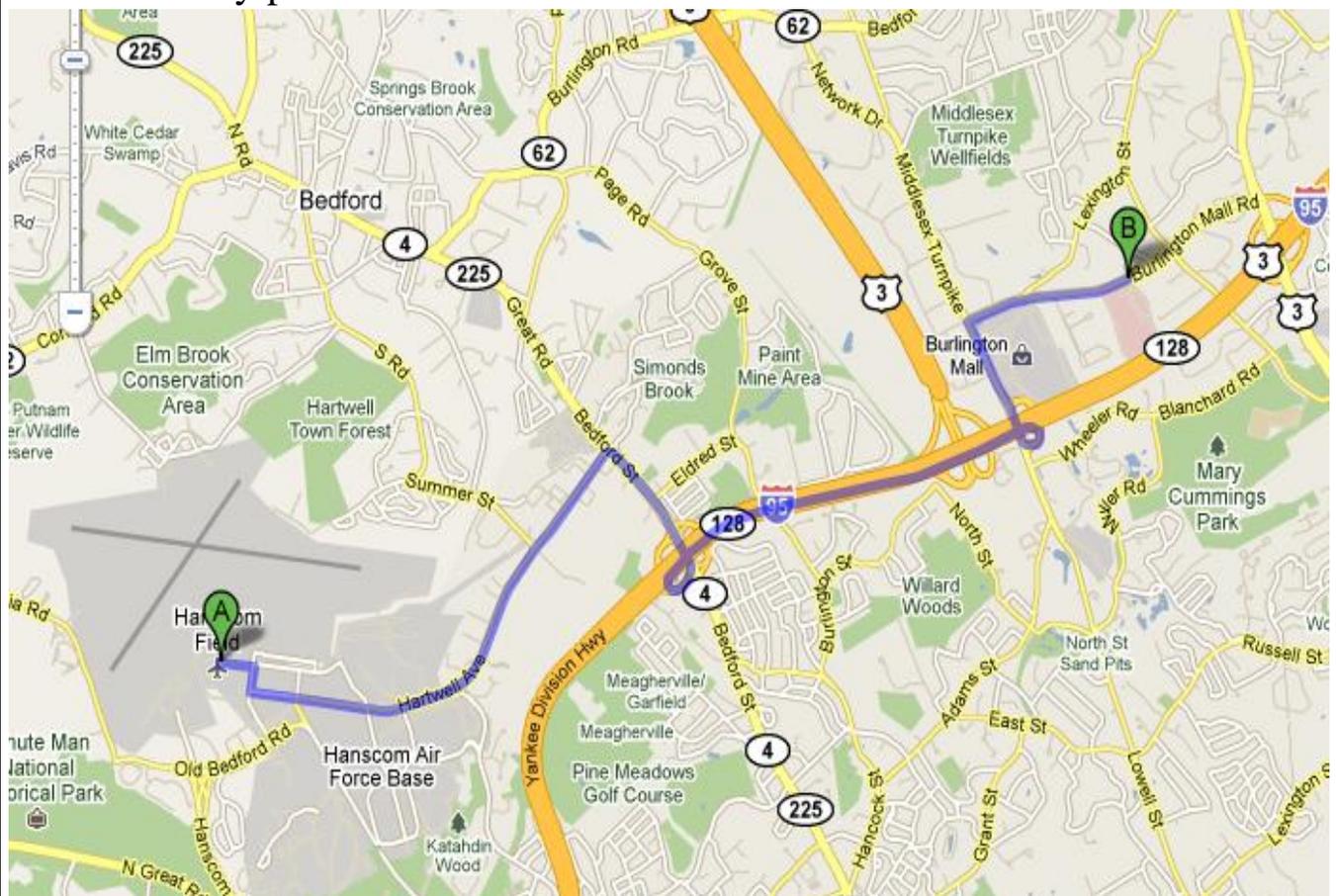
Lahey Clinic Medical Center (does not offer Maternity services)

41 Mall Road

Burlington, MA 01805

781-744-5100

Exit the base through the Hartwell Gate onto Hartwell Avenue. Drive to the second set of lights. You will be at the intersection of Hartwell Avenue and Great Road. Turn right on Great Road and proceed to the I95/128N exit. Take the I95/128N exit and continue to exit 33B. Take Route 3A North (Exit 33B) and merge onto Cambridge Street. Stay in the far left lane. At the first set of lights, turn left onto Burlington Mall Road. Proceed until the fourth set of lights. Turn left into the entrance of the Lahey Clinic. The Emergency Room parking lot is on the right immediately past the entrance to the clinic.



Patient Bill of Rights

Medical Care. Patients have the right to quality care and treatment that is consistent with available resources and generally accepted standards, including access to specialty care and to pain assessment and management.

Respectful Treatment. Patients have the right to considerate and respectful care, with recognition of personal dignity, psychosocial, spiritual, and cultural values and belief systems.

Privacy and Security. Patients have rights, defined by Federal law, DOD 5400.11-R (Reference (g)), Public Law 104-191 (Reference (h)), and section 552a of title 5 U.S.C. (also known as “The Privacy Act of 1974, as amended”) (Reference (i)), to reasonable safeguards for the confidentiality, integrity, and availability of their protected health information, and similar rights for other Personally Identifiable Information (PII) , in electronic, written, and spoken form. These rights include the right to be informed when breaches of privacy occur, to the extent required by Federal law.

Provider Information. Patients have the right to receive information about the individual(s) responsible for, as well as those providing, his or her care, treatment, and services. The hospital may inform the patient of the names, and as requested, the professional credentials of the individual(s) with primary responsibility for, as well as those providing, his or her care, treatment, and services.

Provider Choice. Patients have the right to choose and change their Primary Care Provider.

Explanation of Care. Patients have the right to an explanation concerning their diagnosis, treatment, procedures, and prognosis of illness in terms that are easily understood. The specific needs of vulnerable populations in the development of the patient’s treatment plan shall be considered when applicable. Such vulnerable populations shall include anyone whose capacity for autonomous decision making may be affected. When it is not medically advisable to give such information to the patient due to vulnerabilities or other circumstances, the information should be provided to a designated representative.

Patient Bill of Rights cont.

Informed Consent. Patients have the right to any and all necessary information in non-clinical terms to make knowledgeable decisions on consent or refusal for treatments, or participation in clinical trials or other research investigations as applicable. Such information is to include any and all complications, risks, benefits, ethical issues, and alternative treatments as may be available.

Copy of Medical Record. Patients are authorized a free copy of their Medical/Dental records, but the original must be maintained at the medical/dental facility.

Filing Grievances. Patients have the right to make recommendations, ask questions, or file complaints to the MTF/DTF Patient Relations Representative or to the Patient Relations Office. If concerns are not adequately resolved, patients have the right to contact the Accreditation Association for Ambulatory Health Care at 847-853-6060.

Research Projects. Patients have the right to know if the MTF/DTF proposes to engage in or perform research associated with their care or treatment. The patient has the right to refuse to participate in any research projects.

Safe Environment. Patients have the right to care and treatment in a safe environment.

Medical/Dental Facility Rules and Regulations. Patients have the right to be informed of the facility's rules and regulations that relate to patient or visitor conduct.

Transfer and Continuity of Care. When medically permissible, a patient may be transferred to another MTF/DTF only after he or she has received complete information and an explanation concerning the needs for and alternatives to such a transfer.

Charges for Care. Patients have the right to understand the charges for their care and their obligation for payment.

Advance Directive. Patients have the right to make sure their wishes regarding their healthcare are known even if they are no longer able to communicate or make decisions for themselves.

Patient Responsibilities

Providing Information. Patients are responsible for providing accurate and complete information about complaints, past illnesses, hospitalizations, medications, and other matters relating to their health to the best of their knowledge. Patients are responsible for letting their healthcare provider know whether they understand the diagnosis, treatment plan, and expectations.

Respect and Consideration. Patients are responsible for being considerate of the rights of other patients and MTF/DTF healthcare personnel. Patients are responsible for being respectful of the property of other persons and of the MTF/DTF.

Adherence with Medical Care. Patients are responsible for adhering to the medical and nursing treatment plan, including follow-up care, recommended by healthcare providers. This includes keeping appointments on time and notifying MTF/DTF when appointments cannot be kept.

Medical Records. All medical records documenting care provided by any medical/dental facility are the property of the U.S. Government. Patients are not allowed to hand-carry their medical/dental records.

- Active duty and family members of Geographically Separated Units are not permitted to maintain custody of their original military medical records. A record of healthcare must be maintained at the site where healthcare is provided.
- Patients who do not have a medical/dental record available for a scheduled appointment may need to have their appointment rescheduled to a time when the record will be available. Sick call patients or those with acute illnesses will be treated even if a record is not available.

Medical/Dental Facility Rules and Regulations. Patients are responsible for following Medical/Dental facility rules and regulations affecting patient care and conduct.

Refusal of Treatment. Patients are responsible for their actions if they refuse treatment or do not follow the practitioner's instructions.

Healthcare Charges. Patients are responsible for meeting financial obligations incurred for their healthcare as promptly as possible.

NATIONAL PATIENT SAFETY GOALS

For Ambulatory Health Care

66 MDS ACTIONS:

GOAL 1: Identify Patients Correctly. Utilize each person's full name and date of birth as the two standard patient identifiers when providing care, treatment, and services.

GOAL 2: Use Medicines Safely. A. Label all medicines that are not already labeled. (For example, medicines in syringes, cups and basins.) B. Take extra care with patients who take medicines to thin their blood. C. Review the patient's current medications at every appointment, and if there are any medication changes during that visit the patient will be offered an updated medication sheet.

GOAL 3: Prevent Infection. A. Follow the hand cleaning guidelines from the Centers for Disease Control and Prevention. B. Use proven guidelines to prevent infection after surgical procedures.

GOAL 4: Prevent Mistakes in Surgery. A. Make sure that the correct procedure is done on the correct patient and at the correct place on the patient's body. B. Mark the correct place on the patient's body where surgery is to be done. C. Pause before the surgical procedure to make sure that a mistake is not being made.

PATIENT ACTIONS:

GOAL 1: Confirm your FULL NAME and Date of Birth at every visit and at each visit.

GOAL 2: Keep a current list of your medications, include prescription, non-prescription, over-the-counter, vitamins, herbals and supplements. Know the names of your medications, how and when you need to take them, and why. Use medicines safely as directed.

GOAL 3: Protect yourself and others from illness by washing your hands frequently, especially after using the bathroom and contact with bodily fluids or drainage. Cover your mouth and nose with a tissue when coughing or sneezing (you may be asked to wear a mask). After any procedure, ask your provider how you can prevent infections.

GOAL 4: Make sure you understand what will happen if you have a surgical procedure. Speak up: don't be afraid to ask any questions or to challenge medical personnel if you feel something is not correct.



The 66th Medical Squadron received accreditation from the Accreditation Association for Ambulatory Health Care (AAAHC) December 21, 2009. This reflects confidence based on evidence from their survey that we met, and will continue to demonstrate attributes reflected in the standards found in the Accreditation Handbook for Ambulatory Health Care. The dedication and effort necessary for an organization to be accredited is substantial and the compliance with those standards implies a commitment to continual self-evaluation and continuous improvement.



Updated Aug 2012