

Message from the 27 SOMDG about Quarters for Active Duty Service Members:

Did you know that your supervisor can authorize up to 24 hours of sick status for an illness or injury without having to request quarters from the Medical Group?

Next time you are not feeling well, first check with your supervisor to request quarters at their discretion.

If the illness or injury persists beyond the 24 hour sick status, then you can contact your PCM team at the Medical Group for further evaluation or an extension of quarters.

Flyers/Operational Duty personnel are encouraged to come to sick call from 0730-0800 M-F or 1300-1330 M-W, F to ensure their illness/injury does not interfere with operational missions.

Per AFI 41-210: "Unit Commanders and supervisors have the authority to grant up to 24 hours sick status at their discretion if a member's illness/injury does not require MTF intervention. If the illness/injury persists beyond 24 hours, then the Commander or supervisor must refer the member to the MTF for treatment and subsequent clinical examination."

Message from the 27 SOMDG Appointment Line:

To provide better care for our patients, the appointment line will now be verifying your address and phone number on every call.

This will slightly increase wait times on the phone, however, it will ensure your information is correct for call-backs, referrals and other instances of care.

We appreciate your patience as we improve our processes to better serve you.

Message from the 27 SOMDG: Appointment Reminders

We have received several concerns that patients are not receiving appointment reminders.

Audio Care is our appointment reminder system.

This system calls the phone number listed in the "HOME" phone field in your DEERS information.

To receive appointment reminders, please check your DEERS information and make sure the "HOME" phone number is correct.

You can check DEERS Information any of these 3 ways:

1. Call 1-800-538-9552
2. Visit www.tricare.mil/DEERS
3. Visit your local uniformed services ID card facility (MPS)

Message from the 27 SOMDG about Laboratory Tests and Radiology Exams:

If you have not been notified of your results within 3 weeks from the date of your test/exam, please contact your PCM team for results. You may also review your results at www.tricareonline.com by clicking the **BLUE BUTTON**

The screenshot shows the TRICARE Online website. The 'Blue Button' link is highlighted with a red box and a blue arrow. The interface includes a navigation bar with 'Appointments', 'Blue Button', 'Rx Refill', and 'Profile'. Below the navigation bar, there are sections for 'Appointments', 'Profile', 'Resources', 'Service Separation', 'Secure Messaging', and 'Nurse Advice Line'. At the bottom, there are 'Quick Links' for 'Claims and Information', 'TRICARE Plans', and 'Manage Your Account'.

If you have had any lab tests or radiology exams completed by an off-base provider, please ensure that you follow up with that provider for any results they have ordered.

Message from the 27 SOMDG:

Separation History & Physical Examinations for Service Members

Separation History & Physical Examination (SHPE):

- **Purpose:** identify medical conditions requiring attention, document the Service Members (SMs) current medical status and complete history review that can be used for disability claims with the Department of Veterans Affairs (VA)
- A SHPE consists of a complete history and review of systems, a physical examination, an audiogram and any additional testing appropriate to the SMs health status, as determined by the examining provider and DoD Policy
- **DoD Policy:**
 - All SMs, to include Reserve Component (RC), who are scheduled to separate active duty (AD) after 180 days or more, WILL complete a SHPE prior to their date of separation (DOS)
 - RC who have served on AD for more than 30 days in support of a contingency operation, WILL complete a SHPE prior to their DOS
- **SHPE Timeline:**
 - Notification should occur immediately once the SM is scheduled for Retirement/Separation (signed AFPC Memo, receive VoP Checklist)
 - If planning to file a claim with the VA, the SM should file 180-365 days prior to their DOS
 - The SM should book their SHPE appointment 180 days of their final out-processing (terminal leave)
 - Complete DD Form 2807-1, *Report of Medical History*, prior to the SHPE appointment
- Further information on filing a VA claim: <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal?nfpb=true&nfpr=false&pageLabel=Vonapp>
- Questions regarding SHPE please call Flight Medicine at (575) 784-7801

Message from the 27 SOMDG: Lead Exposure in Children: Why It Matters

By SSgt Brenard Beamon

Did you know you and your loved ones could routinely be exposed to lead? If you have children six years old or younger, even low levels of lead exposure may cause harm. It is important for parents to be knowledgeable of common products that contain lead to minimize exposure to children. Once negative effects of lead exposure occur in children, they cannot be corrected.

Lead is a common metal found in many household goods, such as automobile batteries, ammunition, imported canned foods, toys (foreign made), eye liner, lipstick, pottery, ceramics, fine china and crystal. It is also found in air, water and soil. Those that work in battery and bullet productions, home renovations, auto repair shops, and firing ranges are at a higher risk of lead exposure. Consequently, lead can be brought home on clothes of those employees that work in high risk areas.

Lead has no useful purpose within the human body, but can cause toxicity that affects every organ system. Lead may enter the body when inhaled, swallowed or absorbed by the skin in small amounts. Within our bodies, lead is absorbed into the bones, blood and tissues. While stored internally, lead is a continual source in the human body.

Children under the age of six are the most vulnerable population to lead poisoning. There is no blood level of lead considered to be safe in children; however, experts use the reference level of 5 micrograms per deciliter to identify enough lead exposure to cause concern. Low exposure levels of lead in children have shown to affect both mental and physical development. Lead based paint and lead contaminated dust in older buildings are the most common sources of lead exposure in children. Adults may experience dizziness, fatigue, impaired concentration, diminished cognitive performance, reaction time, visual/motor performance and weakness.

The goal is to prevent lead exposure to children! There are several ways parents can reduce the likelihood of a child's exposure to lead. The most important is to stop children from coming into contact with lead based materials. Eliminating exposures in a child's environment is key. Listed below are some tips:

1. Determine the construction year of your home or dwellings where your child spends a large amount of time (daycare, grandparents' house etc.). Housing built before 1978 used lead based paint until the U.S. banned it. Contact your state or local health department about testing paint and dust from your home for lead.
2. Make sure your child does not have access to peeling paint or chewable surfaces painted with lead-based paint.
3. Keep your home free from dust.
4. Regularly wash children's hands and toys. Hands and toys can become contaminated from household dust or exterior soil. Both are known lead sources.
5. Frequently wet-mop floors and wet-wipe window components. Household dust is a major source of lead.
6. If you are occupationally exposed to lead (hobbies or job), make sure to change into clean clothing and shoes before getting into your car and going home. Place dirty clothes and shoes in a plastic bag.
7. If you are occupationally exposed to lead (hobbies or job), wash hands and face with soap and warm water before leaving work. If possible shower at work.
8. Take off exposed clothing and footwear before entering your home; then immediately wash clothing separately from other clothes, especially any children clothes.
9. Avoid eating or drinking at the firing range prior to washing hands.
10. Avoid purchasing painted toys and canned goods from foreign countries.
11. Make sure everyone washes their hands before eating.
12. Screen yourself and children for blood lead levels, as recommended by your provider and/or pediatrician.

Through the actions above, you can prevent your child and yourself from lead exposure.

Further information can be found at the following links www.cdc.gov/nceh/lead/, <http://nmhealth.org/about/erd/eheb/clppp/>, <http://nmhealth.org/publication/view/help/333/>, <https://www.epa.gov/lead/protect-your-family-exposures-lead>.

For additional questions contact the Public Health Office at Cannon Air Force Base at 575-784-4926.

Message from 27 SOMDG about Zika Virus:

AN IMPORTANT PUBLIC HEALTH MESSAGE FROM
YOUR HEALTH CARE PROVIDER TEAM:

Zika virus infection during pregnancy can cause serious birth defects. The virus is mainly spread by mosquitoes but can also spread through sexual contact.

Outbreaks are ongoing in Mexico, Caribbean (including Puerto Rico and US Virgin Islands), Central America, South America, and Pacific Islands.

Zika virus infection has been reported in service members, military family members and retirees who live in or have traveled to these areas. Many people with Zika virus infection do NOT have symptoms.

**PREGNANT WOMEN SHOULD NOT TRAVEL TO
ZIKA-AFFECTED AREAS.**

If you live in, plan travel to, or have returned from an area with Zika virus spread, please talk with your health care provider, MTF public health, or travel health clinic to learn how to protect you and your family.

Additional information is available at www.cdc.gov/zika, www.health.mil/zika, and DoD's Zika Hotline (800-984-8523; DSN 421-3700).



New TRICARE Urgent Care Pilot Program

Beginning May 23, 2016, certain TRICARE beneficiaries enrolled in a TRICARE Prime benefit program will be able to receive urgent care services two times per fiscal year (Oct. 1 to Sept. 30) without a referral through the TRICARE Urgent Care Pilot program.

Normally, TRICARE Prime beneficiaries are required to have a referral or authorization for any care received outside of their primary care manager. The Urgent Care Pilot program will allow beneficiaries to “self-refer” twice in a fiscal year to a TRICARE network provider, TRICARE-authorized provider or TRICARE-authorized urgent care or convenience care clinic for urgent care services. The Defense Health Agency is scheduled to run the TRICARE Urgent Care Pilot for three years.

What is the Urgent Care Pilot Program?

TRICARE network providers and TRICARE authorized providers may treat certain TRICARE Prime beneficiaries for urgent care services without a referral, even if that care provider is not their primary care manager (PCM). Active duty service members enrolled in TRICARE Prime Remote may also self-refer two times in a fiscal year for urgent care services.

What do I need to do if I treat an eligible TRICARE beneficiary under the Urgent Care Pilot Program?

As with any urgent care services, providers must send consult tracking reports back to the beneficiary’s PCM at the military treatment facility (MTF), when applicable, within 24 hours. Always encourage the beneficiary to contact their PCM within 24 hours to arrange for any needed follow-up care.

Beneficiaries Eligible to Participate in the Urgent Care Pilot Program:

- ✓ Active duty service members (ADSMs) (including National Guard or Reserve members activated for more than 30 consecutive days) in TRICARE Prime Remote
- ✓ Non-ADSMs in TRICARE Prime, TRICARE Prime Remote or TRICARE Young Adult Prime
- ✓ TRICARE Overseas Program beneficiaries traveling in the U.S. (no limits per fiscal year)

Beneficiaries Not Eligible to Participate in the Urgent Care Pilot Program:

- X An ADSM (including National Guard or Reserve members activated for more than 30 consecutive days) enrolled in TRICARE Prime
- X Any beneficiary enrolled in the US Family Health Plan
- X Beneficiaries using TRICARE Standard and TRICARE Extra or TRICARE For Life (beneficiaries in these programs do not require referrals or authorizations for care).

Thank you for your continued support for our nation’s service members, retirees and their families.

TRICARE West Region Customer Service: 877-988-9378(WEST) - UHCMilitaryWest.com “TRICARE,” “TRICARE Prime,” “TRICARE Reserve Select” and “TRICARE Retired Reserve” are registered trademarks of the Defense Health Agency. All Rights Reserved.

Message from the 27 SOMDG about using GOVs for Medical Appointments:

- Service members are authorized to drive a GOV to/from their appointment (**only for official business**- making extra stops or running errands is not authorized), however they would not be eligible for travel reimbursement if they take the GOV
- Dependents or Non-medical Attendants (NMAs) may **accompany** service members to their appointment in a GOV (on a space available basis) however they are **not** authorized to drive the GOV unless they are a service member or a DoD Employee with a valid driver's license
- If you are active duty and would like to use a GOV vehicle to travel for your medical appointment, please stop by the Referral Management Center (located at the TOPA/TRICARE Office) to obtain a "Request for Transportation" Form and submit it to **27 SOLRS Vehicle Operations: (575) 784-2833**

To be eligible for medical travel reimbursement:

1. You must have a **referral** for your medical appointment
2. Your referral must be to the **closest** specialty/network provider based on your zip code, unless otherwise medically approved by your PCM
3. The specialty/network provider must be located **over 100 mile radius** from the 27 SOMDG (**not** your place of residence)

Reimbursement rates for mileage and per diem are based on the Joint Federal Travel Regulations (JFTR) and are **subject to change**- check with Cannon AFB Finance Office for current rates

- AD rate if GOV is used- none
- AD rate if POV is used- \$0.19/mile
- Dependent & retiree rate- \$0.19/mile
- NMA rate (AD or dependent)- \$0.54/mile
**NMA must be approved by patient's Primary Care Manager (PCM) in writing*

These documents are required to submit a medical travel reimbursement:

1. Authorization/Referral Number - Can be found on www.uhcmilitarywest.com
- Or by calling 1-877-988-9378
2. Proof of Appointment from Specialty Provider with:
 - Patient's Name
 - Date & Time of Appointment
 - Specialty Provider's Office/Name
 - Provider or Office Clerk's Signature
3. Hotel Receipts (*for authorized overnight trips*)
4. Meal Receipts (*for dependents & NMAs only*)

Gas receipts are **not needed because reimbursement is done by mileage*

Active Duty: File Medical Travel Reimbursements through DTS after your appointment

Dependents & Retirees: File Medical Travel Reimbursements through the TOPA/TRICARE Office

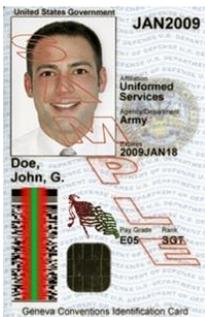
Questions about Medical Travel Reimbursement? Contact TOPA/TRICARE Office: (575) 784-6975

Message from the 27 SOMDG about new Sign-in Kiosks:

- You might have noticed new sign-in kiosks at the Medical Group.
- The goal of these kiosks is to provide improved and expedited service for our patients. The kiosks incorporate the ability to scan your ID to retrieve basic patient information, as well as selecting the reason for your visit.
- If you do not have your ID or your ID experiences scanning issues, please select “I do not have my ID”.
- If you experience issues signing-in at the kiosks, please let a staff member know and we will be happy to assist.

Please use these barcodes when you scan your ID:

For CAC Cards, scan this barcode:



For Dependent Cards, scan this barcode:



Please be patient with us during this transition, any suggestions for improvements are appreciated and may be given to Capt Schmitt at (575)784-4028.

ALL THINGS FOOD

Weight Loss Program



JULY THROUGH AUGUST 8-WEEK SERIES

Why do you want to lose weight?

Come join us for an 8 week weight loss program, including regular weight checks, body fat % assessments, goal setting and open discussion about food and health.

When: Every Thursday from 1130-1230

July 7th: Ready, Set, GOALS

→Tracking food, exercise and weight for success, Setting goals

July 14th: Eat Wisely to Tip the Balance

→How to build a healthy plate and make it quick, Serving sizes

July 21st: Meal Planning for Success

→How to meal plan with a busy schedule

July 28th: Fitness for Life

→Optimize your exercise regimen for weight loss and health

Aug 4th: Snack Attack

→Processed vs. natural carbohydrates, Fat out... Flavor in

Aug 11th: Dine Out Successfully

→How to dine out responsibly

Aug 18th: Eating on a Budget

→Cooking from home, Thrifty grocery shopping

Aug 25th: Lessons from Losers

→Learn from those who found the most weight loss success

The more classes you attend, the more successful you will be in achieving your weight loss goals.

Where: MDG clinic (Bldg. 1400) in the 2nd floor conference room

RSVP's preferred, but walk-ins welcome!!

Open to all active duty members, dependents, retirees, civilians and contractors.

**Brought to you by your
Health Promotions Team**

**Staff Contact
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This Month in Health Promotions

AUGUST 2016

AIM HIGH ... FLY - FIGHT - WIN

Sports Nutrition Class - Contact Dietitian (784-1003) to RSVP
Education on Sports Nutrition for Optimal Sports Performance
August 2nd from 1100-1230 at the HAWC (Bldg. 444)

Better Body Better Life Nutrition Class - Contact Dietitian (784-1003) to RSVP
Education on Healthful Nutrition for Weight Loss
August 2nd from 1400-1530 at the MDG clinic (Bldg. 1400) in the 2nd floor conf. room

All Things Food - RSVP's preferred, but walk-ins welcome!! Contact Dietitian (784-1003) to RSVP
Weekly weight loss program, including weight checks and open discussion about food and health
August 4th, 11th, 18th and 25th from 1130-1230 at the MDG clinic (Bldg. 1400) in the 2nd floor conf. room

Cooking Presentation - Contact Dietitian (784-1003) to RSVP
Education on how to build a healthy and delicious dinner plate. Yes there will be samples!!!
August 9th from 1130-1230 at the MDG clinic (Bldg. 1400) in the Resiliency Room

Healthy Hearts Nutrition Class - Contact Dietitian (784-1003) to RSVP
Education on Healthful Nutrition for Diabetes, High Cholesterol and High Blood Pressure Management
August 17th from 1400-1530 at the MDG clinic (Bldg. 1400) in the 2nd floor conf. room

Meal Planning Nutrition Class - Contact Dietitian (784-1003) to RSVP
Interactive discussion and learning about food, nutrition and meal planning.
August 23rd from 1400-1600 at the MDG clinic (Bldg. 1400) in the 2nd floor conf. room

Pre and Post Natal Nutrition and Exercise Class - Contact Dietitian (784-1003) to RSVP
Education on Healthful Nutrition and Exercise for Pre and Post Pregnancy
August 24th from 1400-1530 at the MDG clinic (Bldg. 1400) in the 2nd floor conf. room

Health Promotion Vision
Fit Airmen, Healthy Community,
Ready Force

Health Promotion Mission
Our Mission is to provide and integrate evidence-based and cost-effective community programs to optimize health and readiness

- Educate and support members in making healthy lifestyle choices for total well-being
- Deliver superior education, coaching, and create an environment that supports desired behaviors

HEALTH PROMOTIONS STAFF CONTACT INFORMATION

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All classes and events open to all active duty members, dependents, retirees, civilians and contractors.