



27TH SPECIAL OPERATIONS MEDICAL GROUP



This Briefing is:
UNCLASSIFIED



Air Commandos



Wing Medical Right Start Orientation



Agenda

1. Welcome
2. Group Practice Manager
3. TRICARE Operations and Patient Administration (TOPA)
4. Patient Advocacy
5. Exceptional Family Member Program (EFMP)
6. Health Promotions
7. Optometry
8. Physical Therapy
9. Mental Health
10. Pharmacy



27 SOMDG MVP



Mission :

People First, Medical Excellence Always.

Vision :

Innovating healthcare to hold the Steadfast Line.

Priorities :

S—Support—Taking Care of People

H—Healthcare—Optimize Reliable Healthcare

A—Accessibility—Access to the Right Care at the Right Time

R—Readiness—Ready Medics, Ready Air Commandos

P—Partnership—Engage Consistently with Partners



27TH SPECIAL OPERATIONS MEDICAL GROUP



Medical Group Initiatives

- Dedicated Medical Right Start
- Dependent behavioral health support
- Circuit Riders (must be Tricare Prime)
 - Peds Psychiatry
 - Developmental Pediatrician
 - Endocrinologist
 - PLAY Therapy
 - Rheumatology
- Tele-health options
 - Tele-neurology for AD
 - Tele-dermatology
- Walk-In Clinic Hours
- Pharmacy Cough and Cold Clinic
- PRMC OB Meet & Greet
- Patient Family Partnership Council (PFPC)
- Specialized OB/Postpartum Case Manager for Active Duty Service Members

Air Commandos

PRMC OB Meet & Greet

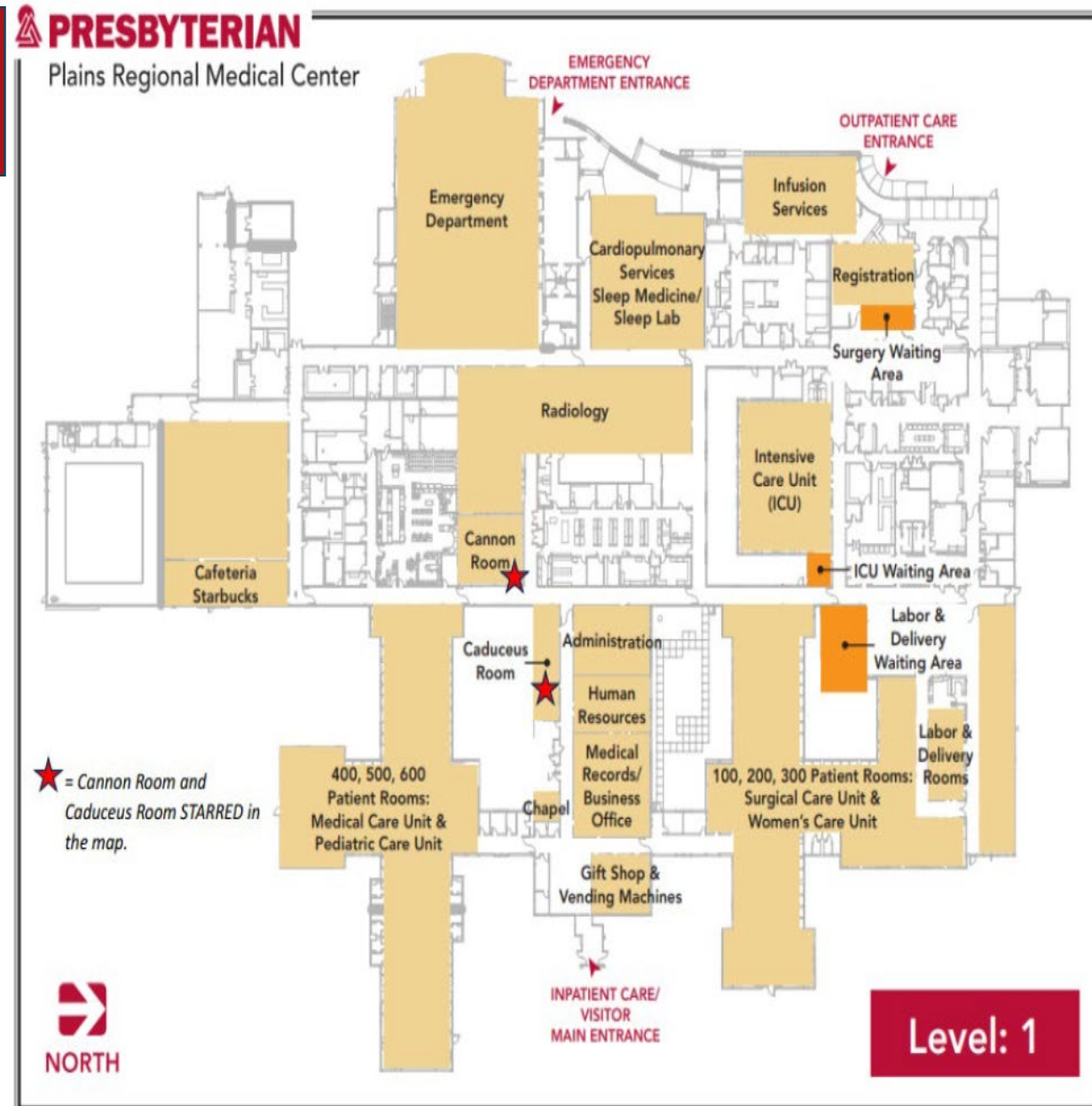
Plains Regional Medical Center OB/GYN Meet & Greet

Come meet PRMC's OB/GYN providers and tour our L&D department monthly at 3PM MST on the following days:

- January 10th (Caduceus Room) 3PM
- February 7th (Caduceus Room) 3PM
- March 7th (Caduceus Room) 3PM

Please park in the parking lot located in the front of the hospital right off Martin Luther King Blvd. Please enter through the main entrance, upon entry you will see a desk staffed with our Pink Ladies – Our Pink Ladies will be able to help guide you to the Cannon or Caduceus Room if you are not able to navigate there from the map below.

This will be a general meeting to meet our providers, go over our services and level of care and to have the opportunity to tour the L&D department.



SPEAK UP! YOUR VOICE MATTERS

VOLUNTEER TO BECOME A

PATIENT & FAMILY ADVISOR

ON OUR PATIENT AND FAMILY PARTNERSHIP COUNCIL

The Patient and Family Partnership Council captures the voices and insights of patients and families to improve the care experience.

WE WANT TO HEAR FROM YOU!



Next Meeting:

13 Jan 2025 @1300

31 Mar 2025 @1300

@ MDG Conference Rm



Patient & Family Advisors



Take an Active Role!



Improve Provider-Patient Communication



Make A Difference in the Care of Fellow Airmen & their Families



Group Practice Manager



27 SOMDG DATES TO REMEMBER



MAY 2025

Friday, 23 May – **MTF Open / 27 SOW Family Day**
Monday, 26 May – **MTF Fully Closed / Federal Holiday**

JULY 2025

Friday, 4 July – **MTF Fully Closed / Federal Holiday**
Thursday, 7 July – **MTF Open / 27 SOW Family Day**

SEPTEMBER 2025

Friday, 29 August – **MTF Open / 27 SOW Family Day**
Monday, 1 September – **MTF Fully Closed / Federal Holiday**

OCTOBER 2025

Friday, 10 October – **MTF Open / 27 SOW Family Day**
Monday, 13 October – **MTF Fully Closed / Federal Holiday**

NOVEMBER 2025

Monday, 10 November – **MTF Open / 27 SOW Family Day**
Tuesday, 11 November – **MTF Fully Closed / Federal Holiday**
Thursday, 27 November – **MTF Fully Closed / Federal Holiday**
Friday, 28 November – **MTF Open / 27 SOW Family Day**

***27 SOW Safety Day/Minimum Manning Day = **27 SOMDG is open from 0730 – 1630; some services may have limited availability.**

***Every Wednesday Medical Readiness Training – **MTF opens at 0915.**

Schedule is subject to change to meet mission requirements.

CAO: 7 February 2025
OPR: 27 SOMDG/GPM



Clinical Services



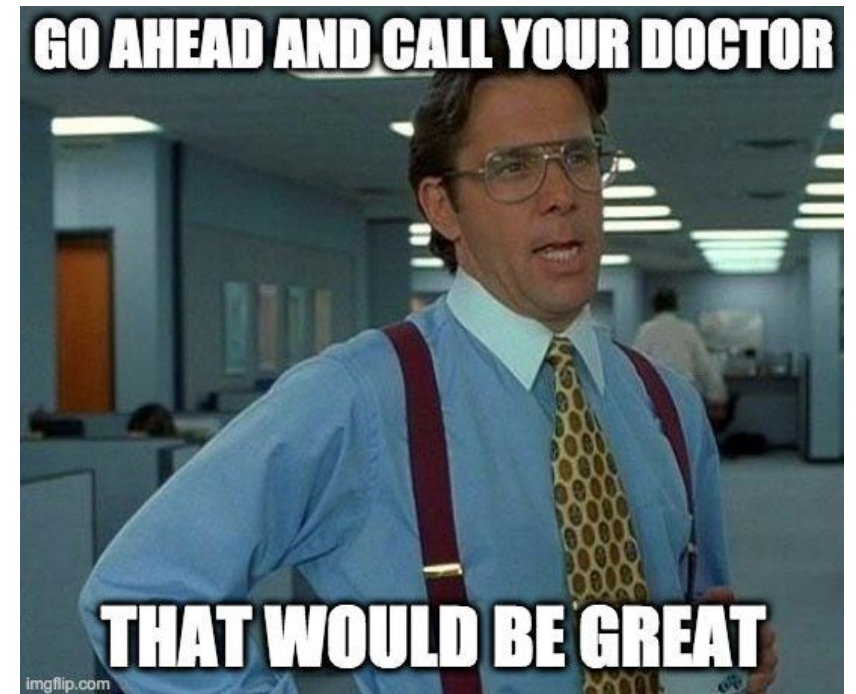
PRIMARY CARE

- **Operational Medicine** (AD only)
- **Family Medicine** (ADFM/Retirees)
- **Flight Medicine** (Flyers/SDS/Security Forces)
- **Pediatrics** (ADFM)

SPECIALTY CARE

- **Optometry** (AD only)
- **Physical Therapy** (AD only)
- **Dental** (AD only)
- **Mental Health** (AD only – FAP available for ADFM)
- **Women's Health** (AD/ADFM/Retirees)

**Virtual appointments
available!!**





Clinical Support Services



Pharmacy

Mon - Fri: 0730-1700

Laboratory

Mon – Fri: 0730-1530

Radiology

Mon – Fri: 0730-1200 & 1300-1630

Immunizations

Mon, Tue, Thur, Fri: 0730-1200 & 1300-1530

Wed: 0915-1200 & 1300-1530

***Please check in NLT 1145 & 1500**



No-Show Policy



Medical Appointments

Patients must call at least **2 hours** PRIOR to their appointment time to cancel/reschedule, otherwise it is considered a NO-SHOW

Dental Appointments

Patients must call at least **24 hours** PRIOR to their appointment time to cancel/reschedule, otherwise it is considered a NO-SHOW

Commanders are notified weekly of no-showed appointments



Primary Care Walk-In Services



Mon, Tue, Thur, Fri: 0730-0830 & 1300-1400
Wed: 1300-1400

Family Medicine Clinic

- Cough/Cold Symptoms (Ages 6-65)
- Sore Throat (Ages 6-65)
- Female Urinary Pain (UTI) (Ages 18-65)
- Pregnancy Test (Ages 16-44)
- Suture and Wart Removal (provider directed)
- Depo-Provera Injection (with existing prescription only)

Operational Medicine Clinic

- Cough/Cold Symptoms (Ages 18-65)
- Sore Throat (Ages 12-65)
- Female Urinary Pain (UTI) (Ages 18-65)
- Pregnancy Test (Ages 16 – 44)
- Suture and Wart Removal (provider directed)
- Depo-Provera Injection (with existing prescription only)

Pediatric Clinic

- Cough/Cold Symptoms (Ages 6 and older)
- Sore Throat (Ages 6 and older)
- Suture and Wart Removal - provider directed (Ages 6 and older)



Pharmacy Cough, Cold, Allergy Clinic



Over the counter medications provided for symptom relief

Mon, Tue, Thur, Fri: 0730-1630 & Wed: 0930-1630

- Must be 18 years of age or older
- **Exclusion Criteria:**
 - PRP/Flyer status
 - AUoF status
 - Pregnant/breastfeeding,
 - Sick for more than 7 days
 - Fever $\geq 100.4F$
 - Severe chest pain and/or severe difficulty breathing



Flight Medicine Clinic



RETURN TO FLY STATUS (RTFS) WALK-IN SERVICES

Monday: 0730-0800 & 1300-1330

Tuesday: 0730-0800 & 1300-1330

Wednesday: 1300-1330

Thursday: 0730-0800

Fri: 0730-0800 & 1300-1330



MHA/PHA/DRHA Appointments



Due for MHA/PHA



Complete PHAQ on MyIMR (PHAQ becomes available 11 months after the prior PHA was completed)



Not on flight status/do not hold a DD2992



Call the Appointment Line at 575-784-2778 to schedule. You may be contacted for an earlier appointment based on your PHAQ responses



On flight status/hold a DD2992



Call the Flight Medicine front desk at 575-784-7801 or come to the front desk in-person to schedule. You may be contacted for an earlier appointment based on your PHAQ responses

Due for post-deployment MHA or DRHA 1/2/3/4/5



Complete questionnaire on MyIMR



Call the Appointment Line at 575-784-2778 to schedule. You may be contacted for an earlier appointment based on your questionnaire responses

MyIMR Link:

<https://asimsimr.health.mil/imr/MyIMR.aspx>



Women's Health Walk-In Services



Mon, Tue, Thur, Fri 0730-0830 & 1300-1400

- DEPO-PROVERA Injection (after initial eval)
- Female Urinary Pain (UTI)
- Pregnancy Testing
- Deployment Clearances

Wednesday 1300-1500

- Walk-In Contraceptive Clinic



Appointment Line



Mon- Fri 0700-1600  **(575) 784-2778**

Please call the appointment line for all non-emergent healthcare needs during duty hours

Option #1: Book an appointment or leave a message for your provider team

Option #2: Nurse Advice Line (NAL)

Option #3: Pharmacy

Option #4: Flight Medicine

Option #5: Contact a specific clinic or section

Option #1: Optometry & PT

Option #2: Lab, Radiology, Immunization, Group Patient Advocate

Option #3: Tricare, Referral Management, Patient Admin, EFMP

Option #4: Mental Health clinic

Option #5: Public Health

Option #6: Dental



Nurse Advice Line (NAL)

1-800-TRICARE (874-2273)



What is the Nurse Advice Line?

- The MHS Nurse Advice Line is available 24/7 by phone, web chat, and video chat.
- Schedule same or next day appointments
- Find an urgent care or emergency care facility
- Receive recommendations for the most appropriate level of care
- Get an online "absence excuse" or "sick slip" when medically appropriate – **this does not serve as quarters**

Do you need health care advice while traveling?

- Contact the MHS Nurse Advice Line for care advice at any hour or day of the week and assistance finding you local care services, as necessary.



Sign In

References

If you have general questions related to COVID-19 and aren't experiencing any symptoms or haven't been exposed, please click [here](#) for more information.

Welcome to MHS Nurse Advice Line Beneficiary Portal

How can we help you today?
The Nurse Advice Line provides health care support to TRICARE beneficiaries 24/7.

Please have your DOD Benefit Number (DBN) ready

I would like to...

- Call
- Chat
- Video Chat
- Sign In

MHSNurseAdviceLine.com



MHS GENESIS Patient Portal

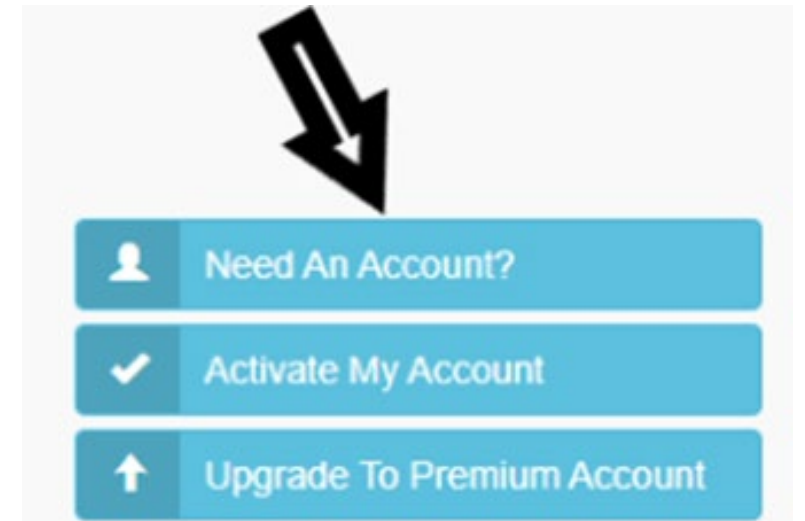
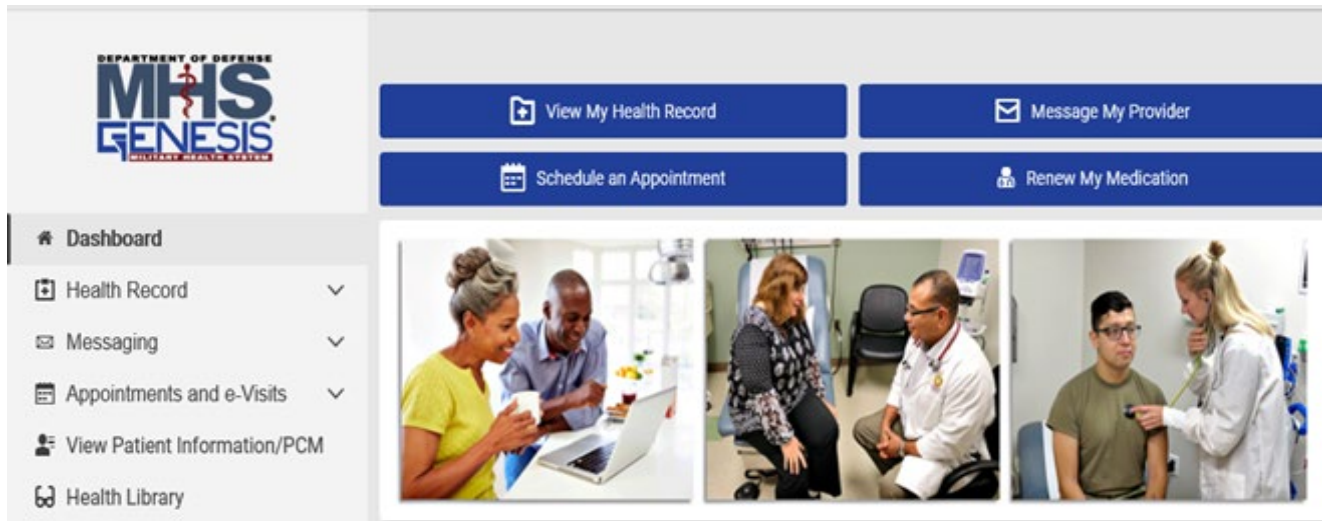
■ MHS Genesis Patient Portal

- Send secure messages and documents to your provider team
- View test and lab results
- **Appointment scheduling feature LIVE NOW!**

Scan the QR Code



Or navigate to <https://patientportal.mhsgenesis.health.mil> and click on “Need an account?”





MHS GENESIS Patient Portal Booking



Family Medicine (Non-Active Duty)

Telephone Visit: Med refill, referral renewal, lab/imaging results/follow-up

In-Person Visit: All other medical concerns

Military Medicine (Active Duty – non flyer/special duty)

Telephone Visit: Med refill, referral renewal, lab/imaging results/Convalescent Leave/Vasectomy Request

In-Person Visit: All other med concerns

*Contact appointment line to schedule MHA/PHA/DRHA/SHPE 575-784-2778

Flight Medicine (Active Duty - flyers or special duty)

Telephone Visit: Med refill, referral renewal, lab/imaging result/follow-up

In-Person Visit: All other med concerns

*Contact clinic to schedule annual PHAs, Occ Health, SHPE exams 575-784-7801

Pediatric

Telephone Visit: ADHD/depression med refills, lab/imaging result/follow-up

In-Person Visit: All other med refills, well child checks, chronic concerns

*Send message to nurse via portal if needing a referral renewal

DISCLOSURE:
**Improperly
booking an
appointment
will result in
the clinic
cancelling the
appointment**



27 SOMDG Announcements



FOLLOW US ON
facebook



**AFMS-Cannon-27th Special
Operations Medical Group**





TRICARE Operations and Patient Administration



TRICARE Operations & Patient Administration (TOPA)



Services:

- **Customer Service/Patient Travel** | 575-784-2778 option 5, option 3 then 2
- **Referral Management** | 575-784-2778 option 5, option 3 then 1
- **Medical Records**
 - *Release of Information* | 575-904-3926
 - *Medical In/Out Processing* | 575-904-4610
- **Beneficiary Counseling and Assistance Coordinator (BCAC) / Debt Collection Assistance Officer (DCAO)** | 575-904-3996

Contact Us:

TRICARE Operations & Patient Administration (TOPA)

**Hours of Operation
Monday – Friday
0730-1630**

27 SOMDG, 2nd Floor

****Closed first Friday of the month for training ****



TRICARE 101



What is TRICARE?

TRICARE is the uniformed services health care program for active duty service members (ADSMs), active duty family members (ADFMs), National Guard and Reserve members and their family members, retirees and retiree family members, survivors, and certain former spouses worldwide. TRICARE brings together the health care resources of the Military Health System—such as military hospitals and clinics—with a network of civilian health care professionals, institutions, pharmacies, and suppliers to foster, protect, sustain, and restore health for those entrusted to their care.

Who can get TRICARE?

Your service personnel office determines your TRICARE eligibility. Those eligible for TRICARE include:

- **Active Duty Service members and families**
- **National Guard/Reserve members and families**
- **Retired service members and families**
- **Retired Reserve members and families**
- **Beneficiaries eligible for TRICARE and Medicare**
- **Survivors**
- **Children**
- **Former spouses**
- **Medal of Honor recipients and families**
- **Dependent parents and parents-in-law**
- **Foreign Force members and families**

To check your eligibility, first make sure your information is [fully updated in DEERS](#). Then, you can log into [milConnect](#) and check whether you are eligible for TRICARE.



Enrollment



Getting Enrolled

Upon arrival to Cannon AFB, NM beneficiaries should initiate enrollment by contacting Health Net Federal Services at 844-866-9378. Based upon your identified address, you will be offered enrollment at Cannon AFB, NM.

Steps for enrollment

1. Update address in DEERS to current residence on **milConnect**
<https://milconnect.Dmdc.Osd.Mil/milconnect/>
 1. Update DEERS information at MPS Customer Service (Bldg 600)
 2. Don't have a current mailing address? You may use your squadrons, 27 SOMDG, and/or TLF as a temporary address.
2. Call to enroll in the **TRICARE West region** at 1-888-TRIWEST (1-888-874-9378)
3. Come to **TRICARE Operations & Patient Administration (TOPA)** office, 27 SOMDG, 2ND floor, to register for MHS Genesis profile and Lifetime pharmacy profile



Enrolling in TRICARE Prime/TRICARE Prime Remote



You may enroll by:

- Beneficiary Web Enrollment (BWE)
- Mailing or faxing a TRICARE Prime Enrollment, Disenrollment and PCM Change Form.
- Telephone at 1-888-TRIWEST (1-888-874-9378)
Monday through Friday, 5:00 a.m.–9:00 p.m. (PT).

Note: ADSMs must have their orders or **unit identification code (UIC)** available when enrolling to ensure assignments to local military hospitals or clinics are accurate.

Beneficiaries who remain eligible will be automatically re-enrolled each year unless they elect a different option or disenroll during the open enrollment season.

Changes in enrollment can only be made during TRICARE's Open Season or within 90 days of a qualifying life event.



Enrolling Family Members in Dental Plan



You can get TRICARE Dental Program (TDP) coverage if you're:




- An active duty family member
- A National Guard or Reserve member
- A National Guard or Reserve family member

Before you enroll in the TDP, check DEERS to make sure your information is up to date. Your enrollment might get rejected if any information is missing or if the information in your request for enrollment doesn't match what's in DEERS. In this case, you'll have to fix the error and reapply, which could delay your TDP coverage start date.

Your effective date of coverage depends on the date **United Concordia** receives your enrollment application and first month's premium payment. If United Concordia receives them by the 20th of the month, your enrollment will start on the first day of the next month. For more details on coverage effective dates, go to www.tricare.mil/tdp.

Three Ways to Enroll

You can enroll in the TDP online, by phone, or by mail.*

 Online	Go to the Beneficiary Web Enrollment (BWE) portal at https://milconnect.dmdc.osd.mil .
 Phone	1-844-653-4061 (CONUS) 1-844-653-4060 (OCONUS) 1-717-888-7400 (OCONUS toll-free) 711 (TDD/TTY)
 Mail	<p>Step 1: Download the <i>TRICARE Dental Program Enrollment/Change Authorization Form</i> from the TDP website at www.uccitdp.com.</p> <p>Step 2: Mail your completed enrollment form with your first monthly premium payment by check, money order, or credit card to United Concordia at:</p> <p>United Concordia TRICARE Dental Program P.O. Box 645547 Pittsburgh, PA 15264</p>

United Concordia™





TRICARE West



Managed Care Support Contractor is Health Net Federal Services (HNFS)

TRICARE West Region

1-888-TRIWEST (1-888-874-9378)

- Monday through Friday, 5 a.m.–9 p.m. PT
- Provider locator services: 24/7 week

TriWest Web Admin Support

1-888-874-9378

- Assistance with www.tricare-west.com website log in and registration
- Monday–Friday, 6:30 a.m.–6 p.m. PT

TRICARE Stateside Regions

Starting on Jan. 1, 2025





Beneficiary Counseling and Assistance Coordinator (BCAC) / Debt Collection Assistance Officer (DCAO)



Services:

Beneficiary Counseling and Assistance Coordinator (BCAC)

- TRICARE-related questions
- Help resolve issues with care received “downtown” or civilian provider
- Advises and assist eligible beneficiaries with TRICARE information across the TRICARE system

Debt Collection Assistance Officer (DCAO)

- Assist w/ medical billing issues in collections and advises about health benefits
- Patients must bring copies of collection notice and explanation of benefits and act promptly

Contact Us:

BCAC / DCAO

Hours of Operation
Monday – Friday
0730-1630

[usaf.cannon.27-
somdg.mbx.bcac@health.mil](mailto:usaf.cannon.27-somdg.mbx.bcac@health.mil)

575-904-3996

27 SOMDG, 2nd Floor

****Closed first Friday of the
month for training ****



Qualifying Life Events (QLEs)



A change in your or a family member's life may affect your TRICARE enrollment options. This is known as a qualifying life event (QLE). In most cases, when a QLE occurs, a request to change your enrollment **must be made within 90 days** (see "Retiring" for exception). For TRICARE Prime and TRICARE Select beneficiaries, if this 90-day window is missed, enrollment changes cannot be made until the next [TRICARE Open Season](#) or when the next QLE occurs.

To Do List Following a QLE

1. Add or remove a family member in the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) by visiting your [local ID card office \(RAPIDS site\)](#). Note: Only sponsors can add or remove family members.
2. Update your or your family's information on milConnect. Once a family member is added to DEERS, that family member can make changes to their information in [milConnect](#).
3. Make necessary enrollment changes with Health Net Federal Services, LLC (HNFS) [online](#), by [mail](#) or by [phone](#). The effective date will be the date the QLE occurred and it must be requested within 90 days.



PCM CHANGE REQUESTS



If you would like to make a PCM change, we recommend that you contact us directly rather than through Health Net Federal Services. Normally, we can assist in navigating any of your concerns or requested changes in a more expedient and personal manner. We also may request a form to be completed as part of your request. This helps us to gather more information in case you feel as though you need a higher level of care.

Please contact us either by phone at 575-904-3996 or usaf.cannon.27-somdg.mbx.bcac@health.mil with a subject of “PCM Change Request.”

You can change your PCM either by phone, online, or by mail. See Steps below:

Step 1. Use the Prime and PCM Selection Guide below to determine:

- If it is mandatory or optional to have your PCM at a military hospital or clinic, or
- If you are not in a TRICARE Prime Service Area (PSA) whether you can enroll by waiving your drive time standards.

Note: Only military hospitals or clinics accepting new enrollees will be displayed.

Step 2. Enroll or request a PCM change:

- Online* (once signed in, click the ‘Benefits’ tab and select ‘Beneficiary Web Enrollment’)
- Fax/Mail
- Phone

*You must live in a PSA or qualify for TRICARE Prime Remote to use the online tool.

- Within two weeks, you will receive an email or postcard to view the change at milConnect.
- If you make the change online or by fax/mail, confirm your assignment before seeing the new PCM. (PCM requests are not guaranteed due to provider capacity/enrollment criteria.)



27 SOMDVG Referral Process



TRICARE Prime Beneficiaries

Step 1: Primary Care Manager (PCM) team: Submits a referral/authorization request(s) to an off base special care facility for the patient.

Step 2: Patient: Immediately after seeing provider team, patient should head over to the TRICARE Operations & Patient Administration (TOPA) office (Medical Group, 2nd Floor) to **activate referral and receive TRICARE Prime Travel Benefit brief**. Phone: 575-784-2778, option 5, option 3, then 1

Step 3: Patient: In 2-5 business days review referral/authorization on <https://tricare-bene.triwest.com/signin> or call 1-888-TRIWEST (1-888-874-9378) to see where specialty care referral is located.

Step 4: Patient: Call specialty care facility authorized and schedule an appointment.

Step 5: TRICARE Prime Travel Reimbursement: If specialty care facility is over 100 miles from 27 SOMDVG and you are TRICARE PRIME Enrollee:

-Service members: Can submit travel reimbursement in Defense Travel System (DTS) or call 575-784-2278, option 5, option 3, then 1.

-Dependents: Please stop by TOPA office located on the 2nd floor, to submit a travel reimbursement. Review <https://tricare.mil/primetravel> and Joint Travel Regulations (JTR) for qualifications and required documents.



27 SOMDG After Hours URGENT CARE



Xpress Care

2021 W 21st St., Clovis

☎:575-935-7777

Hours of Operation

Monday – Thursday: 0800-1700

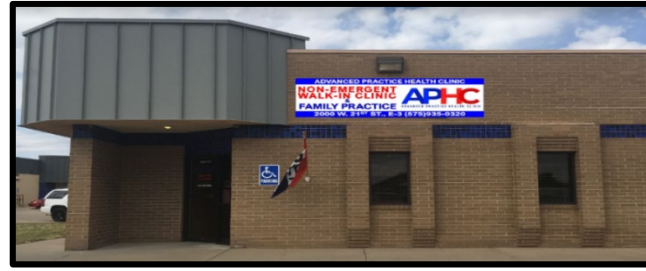
Friday: 0800-1200

Regular Closures:

Weekends

Most Holidays

First Come First Serve Basis



Advance Practice Healthcare

2000 W 21st St. Suite E, Clovis

☎:575-935-0320

Hours of Operation

Monday-Thursday 0800-1700

Friday: 0830-1700

Closures:

Weekends

Most Holidays

First Come First Serve Basis

Appointments



Clovis Family Healthcare

2301 N Dr. MLK Jr. Blvd, Clovis

☎:575-762-4455

Hours of Operation

Monday-Friday 1000-1900

Saturday: 1000-1500

Closures:

Weekends

Most Holidays

First Come First Serve Basis

Appointments

****During Duty Hours- Call Apt. Line First****

****Active Duty Members are not authorized Urgent Care visit w/o a referral****



Point of Service for Non-Active Duty Beneficiaries



When Point of Service Applies

-A TRICARE Prime, TPRADFM or TYA Prime beneficiary receives care from a network or non-network TRICARE-authorized provider without a referral from his or her PCM.

Note: TPRADFM beneficiaries without an assigned PCM should contact Health Net Federal Services, LLC (HNFS) at 1-844-866-WEST (9378) to coordinate their specialty care.

-A TRICARE Prime, TPRADFM or TYA Prime beneficiary self-refers to a civilian specialty care provider after a referral has been authorized by HNFS to a military hospital or clinic specialty care provider.

-A TRICARE Prime, TPRADFM or TYA Prime beneficiary self-refers to a non-network specialty care provider after a referral has been authorized by HNFS to a network specialty care provider.

Note: Point of service will apply to all services within the beneficiary's episode of care such as professional provider, ancillary, anesthesia, operating room, and other inpatient or outpatient facility services.

Note: Point of service will apply to all services within the beneficiary's episode of care such as professional provider, ancillary, anesthesia, operating room, and other inpatient or outpatient facility services.

When Point of Service Does Not Apply

The POS option does not apply for services that do not require a referral such as:

-Emergency services

-Preventive care services from a network doctor

-Urgent care visits to network providers, or network or non-network (TRICARE-authorized) urgent care centers

-Beneficiaries whose other health insurance is primary

-Newborn or adoptee care (A newborn or adoptee is covered as a TRICARE Prime/TPRADFM beneficiary for the first 90 days after birth or adoption, as long as one additional family member is enrolled in TRICARE Prime/TPRADFM or the sponsor is active duty.)

-Ancillary services (for example, diagnostic radiology and ultrasound services, diagnostic nuclear medicine services, pathology and laboratory services, and cardiovascular studies) unless part of an episode of care that meets the POS requirements as listed above.

Note: Active duty service members who do not coordinate care through their PCM may be responsible for the entire cost of care.



Point of Service for Non-Active Duty Beneficiaries



The Point of Service (POS) option allows those enrolled in TRICARE Prime (excluding active duty service members), TRICARE Prime Remote for Active Duty Family Members (TPRADFM) or TRICARE Young Adult Prime to receive care from a TRICARE-authorized health care provider *other than their primary care manager (PCM)*, without a referral.

The POS option does not apply to active duty service members and POS costs do not apply toward the catastrophic cap.

Using the POS option results in greater out-of-pocket expenses for beneficiaries:

Annual Deductible (applies to outpatient services only)	\$300/individual \$600/family
Outpatient Cost-Share	50% cost-share of the TRICARE allowable amount after the annual deductible is met. Additionally, you may be responsible for up to 15% above the TRICARE allowed amount for a non-network provider.
Inpatient Cost-Share	50% cost-share of the TRICARE allowable amount. Additionally, you may be responsible for up to 15% above the TRICARE allowed amount for a non-network provider.



27 SOMDG After Hours Emergency CARE



Clovis, NM



Plains Regional Medical Center (PRMC)

2100 N MLK Jr. Blvd.

Open 24 hours

- | | |
|------------------------------|---------------------------|
| Cardiology | Oncology |
| Pulmonary | Infectious Disease |
| ENT / Allergy testing | OB/GYN |
| Nephrology | Internal Medicine |
| Rheumatology | Ophthalmology |
| Hematology | Pulmonology |

Portales, NM



Roosevelt General Hospital (RGH)

41212 U.S. Hwy. 70

Open 24 hours

- | | |
|--------------------------------|---------------------------------|
| Optometry | Psychiatry |
| Orthopedics | Mental Health Counselors |
| Pediatrics | Sleep Center |
| Podiatry | Radiology / MRI / CT |
| General Surgery | Pain Management |
| Physical Therapy/ Rehab | Urology |



27 SOMDG Telehealth Options



Urgent Care



Doctor on Demand. Urgent care and telemental health care services, including psychiatry. Go to:

www.doctorondemand/hnfs

Doctor on Demand is available in all TRICARE West Region states

Mental Health Care



Telemynd. Telemental health care services, including psychiatry. Go to:

www.telemetry.com/hnfs

Telemynd is available in all TRICARE West Region states

Urgent Care



Doctor on Demand. Urgent care and telemental health care services, including psychiatry. Go to:

www.doctorondemand/hnfs

Doctor on Demand is available in all TRICARE West Region states

Other Specialty Services



Great Speech. Virtual speech therapy for kids, adults and seniors. Go to:

www.greatspeech.com/tricare

Great Speech is available in all TRICARE West Region states except Alaska, Montana, Nebraska, and Wyoming.

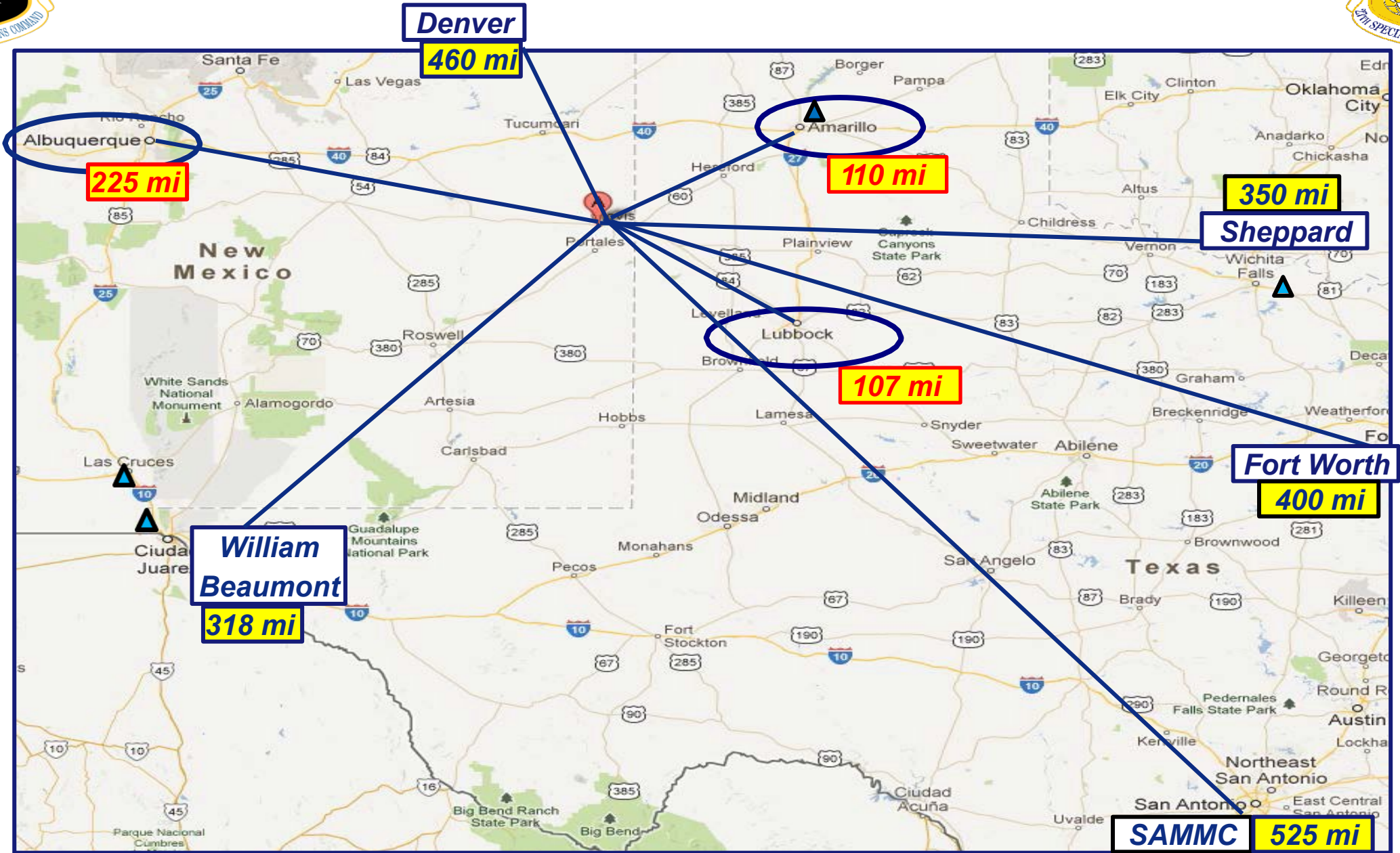


Aeroflow Breastpumps. Virtual lactation support with breast pumps, supplies, and more for pregnancy and

postpartum! Go to: <https://aeroflowbreastpumps.com>



27 SOMDG NETWORK & OUT-OF NETWORK MAP



▲ - Inpatient Mental Health



TRICARE PRIME

MEDICAL TRAVEL REIMBURSEMENT



Patient Travel Reimbursement

TRICARE Prime beneficiaries may receive reimbursement for patient travel when referred Network Specialty care.

Beneficiary	Active Duty	Dependents
Coverage	Governed by the Joint Travel Regulation (JTR)	Governed by the Joint Travel Regulation (JTR) - If referral to a specialty provider who is more than 100 miles (one-way) from your PCM's office
Reimbursement Process	Traveler will self-file voucher within the Defense Travel System (DTS).	TOPA Staff will submit travel claims for non-active duty travelers.
Required Documents	<ul style="list-style-type: none"> • Kept appointment slip • Authorization number • Itemized receipts (i.e. parking) 	<ul style="list-style-type: none"> • Kept appointment slip • Authorization number • Itemized receipts (i.e. meals, parking)

Visit the 27 SOMDGP TOPA office prior to any patient travel to acquire your travel briefing.

TOPA office: Located on the 2nd floor of the clinic

Phone: 575-784-2778, option 5, option 3, then 2

Per Diem Rate Lookup: <https://www.travel.dod.mil/Travel-Transportation-Rates/Per-Diem/Per-Diem-Rate-Lookup/>



Patient Advocate

This Briefing is
UNCLASSIFIED



What is a Patient Advocate?



- A staff member that supports, suggests, educates, and influences to improve the health and healthcare delivery system for customers and patients
 - Roles & Responsibilities
 - Issue resolution
 - Analysis of issues/concerns to improve the system
 - Serves as the liaison between the facility, patients, staff, and the community
 - Organizational Structure
 - MTF-level Patient Advocate
 - Unit-level Patient Advocate
-



Group Patient Advocate



- Monitors patient feedback data to identify trends that need attention:
 - JOES (Joint Outpatient Experience)
 - ICE (Interactive Customer Evaluation)
 - Collaborates with MTF Leadership
 - Reviews patient feedback (patient experience data and comments)
 - Implements process improvement initiatives
 - Identifies “lessons learned” and best or leading practices
-



Clinic Patient Advocate



- Every Clinic has a primary and alternate Patient Advocate
 - Ensures that patient concerns are resolved expeditiously at the lowest level possible
 - If a patient concern cannot be addressed at the clinic-level, the concern will be directed to the MTF Patient Advocate
-



Contacting Patient Advocate



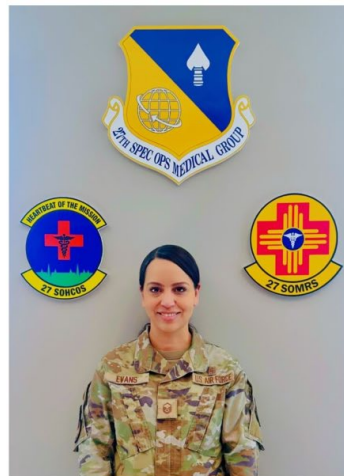
Tricare Operations Patient Administration

Patient Advocate

Always Ready, Compassion, Trusted Service
Anytime...Anyplace



TSgt JESSYCA DELA ROSA
904-3850



MSgt CONSUELO EVANS
904-3925

usaf.cannon.27-somdg.mbx.patient-advocate@health.mil

Please let me know if you:

- Have a problem or concern
- Would like to relay a compliment, suggestion or comment

Comment cards can be submitted

- Electronically using the QR code
- Handwritten using the cards below



A few ways to voice your concerns:

- ❖ Ask for the Clinic Patient Advocate
- ❖ Email Patient Advocate box:
usaf.cannon.27-somdg.mbx.patient-advocate@health.mil
Please make note the email box is NOT encrypted. Please limit PII/PHI
- ❖ ICE QR codes located on the Clinic Patient Advocate posters
- ❖ Fill out comment card located under Patient Advocate posters
- ❖ JOES survey response
- ❖ Utilize ICE website



Patient Advocate

ICE Navigation



[ICE Home \(disa.mil\)](http://disa.mil)

1. Search Cannon AFB

The screenshot shows the ICE application interface. At the top left is the ICE logo with the text "INTERACTIVE CUSTOMER EVALUATION". To the right is a navigation menu with links: HOME, About ICE, FAQ, Webmaster, and Manager Login (CAC required). Below the navigation is a teal banner featuring the Department of Defense seal on the left and the text "Welcome to ICE!" and "LET YOUR VOICE BE HEARD" in the center. On the right side of the banner is an image of a server rack. Below the banner is a search section with the text "Search for the Base, State, or Country where you received services". Below this text is a search input field containing the placeholder text "Base, State, Country..." and a dark blue "SEARCH" button. Below the search field is a paragraph of text: "The Interactive Customer Evaluation (ICE) application enables customers to find information about services offered by DoD offices and facilities or rate your experiences with services you have received." Below this paragraph is another paragraph: "Your feedback and ratings are used to improve the products and services available to you."



Patient Advocate

ICE Navigation



[HOME](#) [About ICE](#) [FAQ](#) [Webmaster](#) [Manager Login \(CAC required\)](#)

Welcome to the Cannon Air Force Base ICE Site



2. Select Health



Thank you for taking the time to rate us and provide us with your comments and suggestions. Your feedback will help us maintain the quality of excellence you expect.



List All Services

Administration

Communications

Dining

Education & Training

Facility Management

Family

Health

Housing

Installation Support

Money/Finance

Cannon Air Force Base

Missing Service Provider?
General Site Comment?

Report

Cannon Air Force Base
Service Provider Summary Report



Patient Advocate

ICE Navigation



3. Select the clinic you'd like to give feedback to

Service Providers in Health at Cannon AFB

27 Special Operations Medical Group (208 West D.L. Ingram Ave.)

27th SOMDG - Ambulance Services (1st Floor)

27th SOMDG - Dental Clinic (2nd Floor)

27th SOMDG - Family Health (1st Floor)

27th SOMDG - Flight Medicine (2nd Floor)

27th SOMDG - Immunizations Clinic (1st Floor)

27th SOMDG - Laboratory & Radiology (1st Floor)

27th SOMDG - Mental Health (1st Floor)

27th SOMDG - Operational Medicine (1st Floor)

27th SOMDG - Optometry (2nd Floor)

27th SOMDG - Pediatric Clinic (1st Floor)

27th SOMDG - Pharmacy (1st Floor)



Patient Advocate

ICE Navigation



*If you scan the QR code on the Patient Advocate posters that will automatically take you directly to the survey for that clinic.

[HOME](#) [About ICE](#) [FAQ](#) [Webmaster](#) [Manager Login \(CAC required\)](#)

Home » Cannon Air Force Base » Health » Comment Card

27 Special Operations Medical Group

OMB 0704-0420, expires 30 Apr 2024
 RCS DD-CMO(AR)2124, expires 30 APR 2026

Overview
Rate
Ratings

We highly encourage you to include your information so we can reach out in regards to your concerns. Or call us directly at 575-904-4078 to speak to or leave a message for our Group Patient Advocate.

Privacy Advisory: If all fields are completed, this form contains personally identifiable information and is protected in accordance with the Privacy Act of 1974, as amended, DoD 5400.11-R and DoD Privacy Program.

	Yes	No	N/A
Were you satisfied with your overall experience?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
	Yes	No	N/A
Were you able to get an appointment when needed?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

	Excellent	Good	OK	Poor	Awful	N/A
Facility Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Employee/Staff Attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Timeliness of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Hours of Service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

What clinic were you seen in today?

	Yes	No	N/A
Did the product or service meet your needs?	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>



Patient Advocate

ICE Navigation



If you would like to be contacted by that clinic's Patient Advocate you will need to select "Request a Response"

Comments & Recommendations for Improvement:

CAUTION: Do NOT enter sensitive or personally identifying information in this text field. By providing comment information in the text comment box, you are acknowledging that the information provided may be reviewed throughout the organization to which the comment was submitted and possibly at higher organization levels within the ICE system.

0/4000

 Request a Response

*If you would like a response, please check the Request a Response checkbox above and enter your contact information below.

Name: (optional)

Phone: (optional)

Email: (optional)

Reference Number: (optional)

Agency Disclosure Notice: The public reporting burden for this collection of information, OMB 0704-0420, is estimated to average 3 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.



Patient Advocate



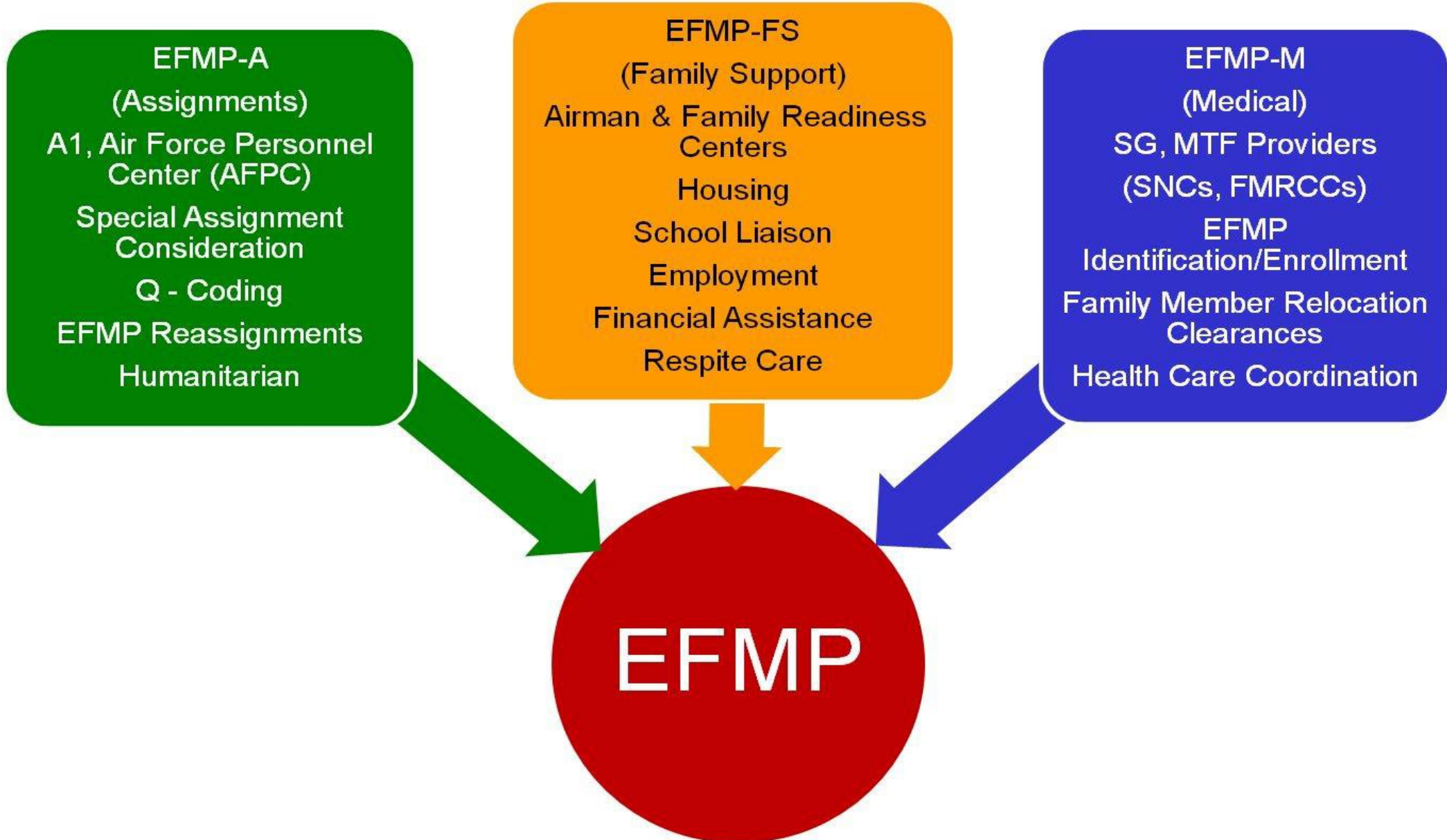
**Group Patient Advocate
MSgt Kiani Matsumoto**

usaf.cannon.27-somdg.mbx.patient-advocate@health.mil



EFMP- Medical

Kayla Holbrook, MSW
Special Needs Coordinator





EFMP-M Mission

- **EFMP-M is the medical component of the Exceptional Family Member Program**
- **Ensures that medical/educational services are available at the member's current or gaining location**
- **Involves a formal inquiry during the assignment process via myvector**



Enrollment Criteria

DoDI 1315.19 Section 3



Medical

- Potentially life-threatening condition or chronic medical condition requiring PCM follow-up >once/year OR specialty care at any frequency
 - Breakaway DX: Asthma



Mental Health

- Current and chronic mental health condition
- History of inpatient or intensive outpatient MH service within the last 5 years
- This includes medical care from any provider including PCM
 - Breakaway DX: ADHD



Educational

- Requires special education services as specified on an IEP
- Requires special early intervention services as specified on an IFSP



Other

- Requires adaptive equipment
- Requires assistive technology devices or services
- Requires environmental/architectural considerations



EFMP Relocations



A member's dependent has developed a condition that cannot be cared for appropriately in this area.

PLEASE CONTACT EFMP MEDICAL FIRST

What do we take into consideration?

- Can adequate care be given in the surrounding cities, if YES then how often are they having to travel >100mi
- Is this temporary or is this a life altering/life-long condition?
- Burden on family
- Impact on mission

Requirements for applying for EFMP Reassignment:

- DD Form 2792 completed by PCM
- Reassignment Memo completed by SNC/SGH



EFMP

Exceptional Family Member Program



CONUS/OCONUS PCS coming up soon?

EFMP-Medical is here to assist with making the process a little smoother!

Recommendations:

- If you have **ZERO DEPENDENTS**, please email SNC and you will be marked 'complete' on the vOP
- Complete the 'Assignment Travel Screening' in MyVector as early as 8 months prior to RNLTD.
- Q-coded, OCONUS and positive travel screenings** will be prompted for more information or medical notes via MyVector. Case gets elevated to EFMP central cell (AFPC) for review by medical team
- Ensure all children have current Wellness exams for CONUS assignments. Ensure all dependents have current annual wellness & Dental exams for OCONUS assignments (Dental form for OCONUS PCS AF IMT 1466D)
- If seen by an off-base provider, requested records to be sent to 27 SOMDG (fax 575-784-6458)
- If any dependents are receiving Early Childhood Intervention Services, Educational Services, or are followed by a Specialty Care Provider, please notify our office as soon as possible to clarify enrollment criteria. Current IFSP/IEP (no older than one year) are required (AF Form 2792-1 signed by school representative)

NOTE: Cannon completes 100% medical record review on all outbound ADM dependents prior to travel clearance.

Special needs include any long-term medical, physical, psychological or educational conditions that require treatment.

DoDI 1315.19 & AFI 40-701, mandates EFMP enrollment to protect Airmen and their families.

**EFMP-Medical
Office: 575-904-4085**

**SNC: Kayla Brooks, MSW
Kayla.E.Holbrook.CTR@health.mil**

Fax: 575-784-6458

"EFMP's ultimate goal is to ensure required specialty care is readily available at current duty location, as well as future duty locations."



EFMP- M FAQ's



Who is eligible for the Exceptional Family Member Program? *Any authorized family member, enrolled in DEERS who may require continued specialized medical or educational services based upon a diagnosed physical, intellectual or emotional need.*

How do I enroll in the EFMP? *Ensure that your family member is enrolled in DEERS. Submit the completed enrollment forms (DD2792 and/or DD2792-1) to your installation EFMP office.*

How long may I be enrolled in the EFMP?

- ***As long as medical and/or educational needs are present***
- ***The Service member is Active-Duty.***
- ***The family member is a dependent of Active-Duty sponsor***
- ***The family member is eligible for health care benefits through the military***

Will EFMP enrollment keep me from PCSing in the future? *No, being enrolled in EFMP will not keep you from the Air Force mission. When you receive orders, EFMP will confer with your gaining base location to ensure the care for your family member(s) is available within a radius that will not pose a hardship for your family.*

Are families enrolled in EFMP able to be stationed overseas? *Yes, if the gaining medical/educational installation can support the family member special needs which is determined by the Overseas Suitability Screening process in MyVector.*



EFMP-Medical Contact

Kayla Holbrook, Special Needs Coordinator

Walk in hours: M-F 0900-1000

kayla.e.holbrook.ctr@health.mil

575-904-4085



Health Promotions



Health Promotion Office

Coordinator: Amanda Flores



We provide health and wellness services designed to promote healthy behavior changes, enhance resiliency and human performance to support the mission and improve your quality of life.

All services and programs are available to active duty, spouses, retirees and Department of Defense civilians; referrals are not required.

Contact Us:

Email: amanda.l.flores18.civ@health.mil

Phone: 575-904-4071

Located on the 2nd floor of the Medical Group between Optometry and Dental, office 2351

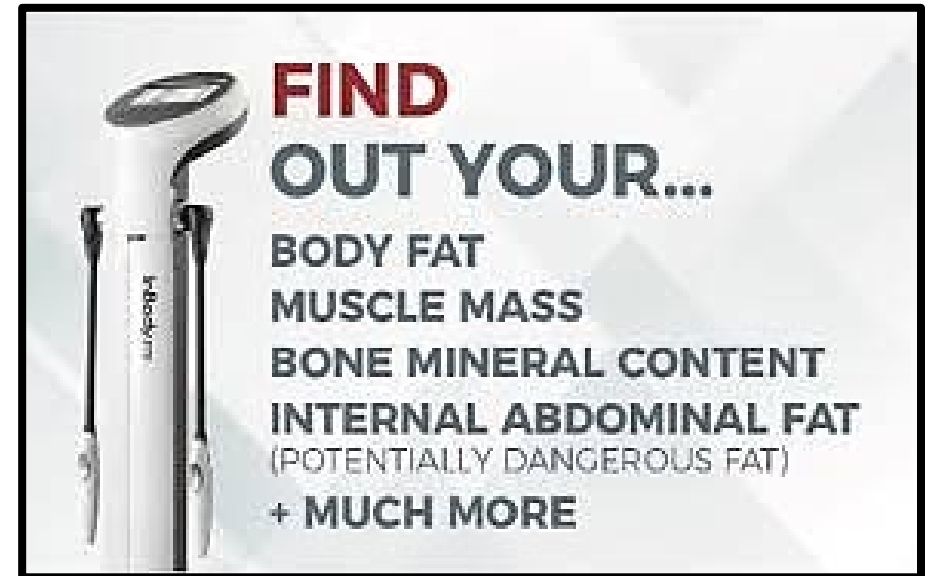


Services Provided



We assist individuals with various classes and 1 on 1 sessions for:

- **Weight Management:** Via body fat assessments using the InBody scale
- **Sleep Hygiene:** Addressing ways to improve sleep quality and fatigue mitigation
- **Physical Fitness:** Focusing on increasing overall activity and adopting an optimal workout routine
- **Nutrition/Supplementation:** Discussing how to make the healthy choice the easy choice utilizing meal prep, commissary tours, and 1 on 1 counseling.





Tobacco-Free Living



Tobacco use is both a readiness and a health issue. Staying Tobacco free benefits the Cannon AFB community as a whole since you will be stronger, healthier, and more able to perform the mission.

- **Resources are available when you are ready to quit.**

Some side effects from tobacco use include:

- ✓ **Diminished physical performance**
- ✓ **Increased injury and illness**
- ✓ **Decreased healing time**
- ✓ **Increased stress**
- ✓ **Premature aging**
- ✓ **Lost days of work**



Optometry



What Can Optometry Do For You?



Individual Medical Readiness Thursday's 1300 - 1400

- **Distant Visual Acuity everyone needs this on file**
- **Laser Eye Exam Occupational Health depends on career field**
- **Color Vision anyone who drives on the flight line**

Deployments

2 pairs of glasses
Gas Mask Insert if Required
Ballistic Inserts if carrying weapon
Unit will provide eyewear for inserts

Annual Exams

Eye health
Dilation
Glasses



Optometry Wants to See You



Reasons to Walk-in to Optometry

- Flashes or Floaters
- Sudden Decrease Vision
- Red Eye
- Eye Pain
- Foreign Body Sensation

AS SOON AS YOU EXPERIENCE THESE SYMPTOMS, PLEASE VISIT OPTOMETRY IN THE MORNING.
IF AFTER HOURS PLEASE VISIT EMERGENCY ROOM OR CALL NURSE ADVICE LINE.





Physical Therapy



Main Base Physical Therapy



Located across from Pharmacy

Active Duty ONLY!

We provide Direct Access:

- **We can assist with any musculoskeletal issues**
- **Profiles (you don't need to be a current patient)**
 - **PT Test Failures for musculoskeletal issues**
 - **Range of Motion Measurements**

Offer Acute 24 Hour apts daily – injuries that are less than 3 weeks

Occupation Therapy & Pelvic Floor – seen off base for specialty care



Physical Therapy Continued



OST

2 Physical Therapists that rotate to different units each month

PURPOSE: *Prevention and mitigation of physical health risk factors at work such as biomechanics, etc.*

IRON/POTFF

Currently only supporting operation units (flyers/maintenance)

Composed of 1 Physical Therapist

They have QR codes/links on how you can contact these assets

Coaches

Most units have a coach – they are part of the IRON/POTFF Team

If you have a coach, make sure to touch base/meet them!

They have QR codes/links on how you can contact these assets



Mental Health



Mental Health Flight



Maj Rachel Wiley

Mental Health Flight Commander
Director of Psychological Health

Capt Joshua Morales

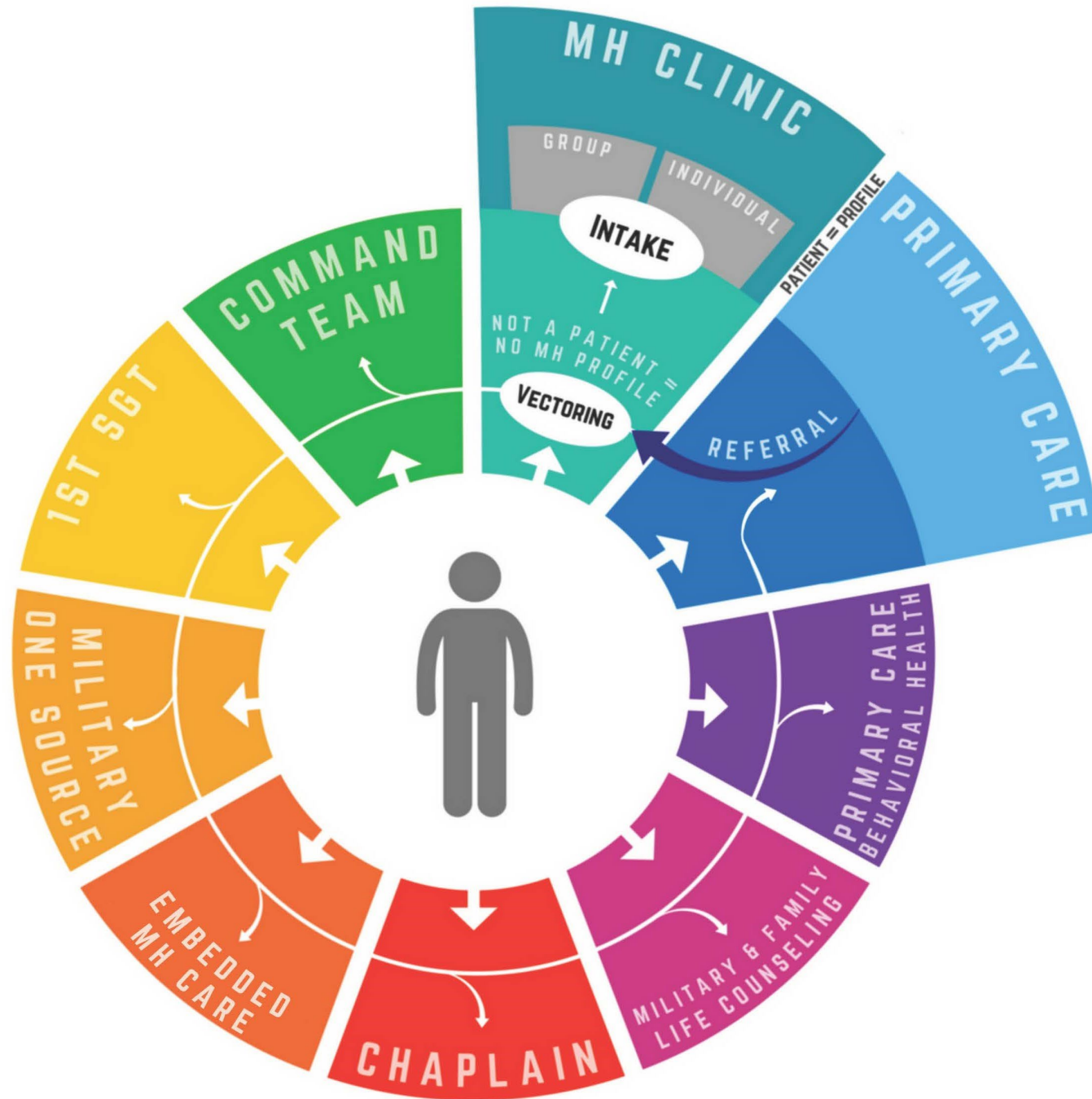
Mental Health Clinic OIC

Capt Miah Aranda

ADAPT Program Manager

Family Advocacy Officer

LCSW Sam Morales





Mental Health Clinic Services



- Individual Therapy
- Marital/Couples Therapy (Family Advocacy, when able)
- Psychotropic Medication Management
- Referrals to Multiple levels of care as indicated
- Psychological Assessment/Testing
 - Special Duty Evaluations
 - Security Clearance Investigations from DoD CAF
 - Commander Directed Evaluations
- ANAM deployment assessments
- Disaster Mental Health (DMH)
- Consultation with CCs/CCFs



Mental Health Clinic Services



Resources for Spouses:



- Local Counseling Offices
- LPC Ms. Laura Locke offering therapy services to adults and children by PCM referral.



Prevention



- Sleep Hygiene
- Connections / Communication
- Engaging in Hobbies
- Health (Nutrition and Exercise)
- Values / Goal Setting
- Healthy Stress Management



Cannon AFB ADAPT Program



Capt Miah Aranda
ADAPT Program Manager

SrA Claire Plomedahl
ADAPT Technician

Comm: (575) 784-1108



ADAPT Referral Types



Self

Medical

Command



What is a Standard Drink?



**12 fl oz of
regular beer**

=

**8–9 fl oz of
malt liquor**
(shown in a
12 oz glass)

=

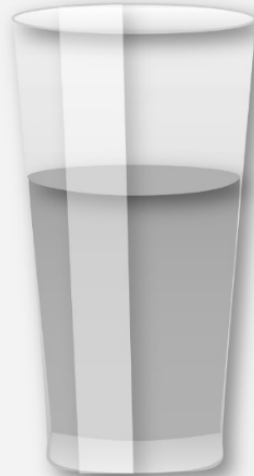
**5 fl oz of
table wine**

=

**1.5 fl oz shot of
distilled spirits**
(gin, rum, tequila,
vodka, whiskey, etc.)



about 5%
alcohol



about 7%
alcohol



about 12%
alcohol



about 40%
alcohol

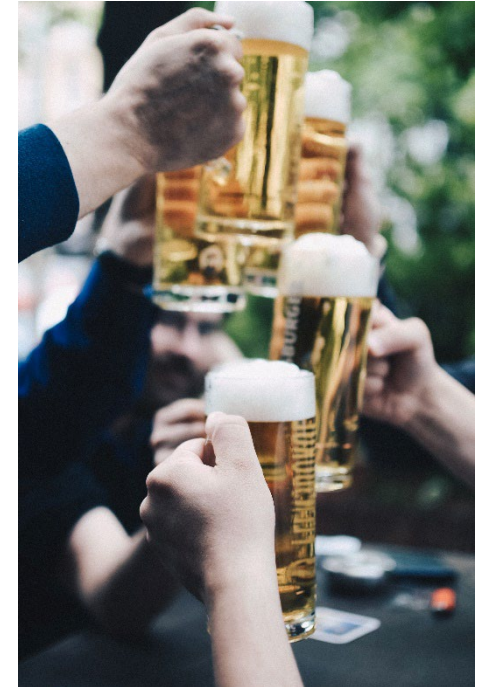
Each beverage portrayed above represents one standard drink (or one alcohol drink equivalent), defined in the United States as any beverage containing .6 fl oz or 14 grams of pure alcohol. The percentage of pure alcohol, expressed here as alcohol by volume (alc/vol), varies within and across beverage types. Although the standard drink amounts are helpful for following health guidelines, they may not reflect customary serving sizes.



What is Risky Drinking?



- Men: 5+ standard drinks on any day; 15+ standard drinks per week
- Women: 4+ standard drinks on any day; 8+ standard drinks per week
- Underage drinking
- Drinking while pregnant
- Drinking and driving
- Intoxicated while on duty





Know What You're Taking

- CBD or Hemp Products
- Pre-workouts
- Supplements
- Stimulants, SARMs
- DMAA, Prohormones
- Kratom
- Prescription pills not issued by PCM



Please check the ingredients on the **DoD Prohibited Dietary Supplement** listings or speak with your PCM first.



DEPARTMENT OF THE AIR FORCE

Family Advocacy Program

UPLIFTING AIRMEN,
GUARDIANS, & FAMILIES

Sam Morales, LCSW, FAO



Family Advocacy Program



- **Support with resources to promote healthy family relationships and prevent maltreatment.**
- **Ensures the well-being and safety of military families.**
- **Intervention and treatment for active-duty member's and their families (includes intimate partners).**



New Parent Support Program & DAVA Services



New Parent Support Program (NPSP): **Domestic Abuse Victim Advocate (DAVA):**

- Guidance and support to new and expecting parents.
 - Provide home visits, parenting education, and resources.
 - Helps parents develop nurturing skills, cope with stress, and promote healthy child development.
- Provides confidential support to individuals affected by domestic abuse.
 - Offers crisis intervention, safety planning, and referrals to community resources.
 - Assists victims in understanding their rights and options for protection.

FAP Office Number: 575-784-2474

DAVA 24/7 Hotline Number: 575-904-0800



FAP Groups



Please contact FAP for additional resources

Group	Location	Facilitator	Type	Duration	Day/Time	Description	Referral Method
Change Step	MHC	[REDACTED]	Open	24 weeks/2 hrs	Thursdays 1300-1500	Batterers intervention group for men	Physical Maltx that met criteria or potential to meet criteria at CRB
Vista	MHC	[REDACTED]	Open	20 weeks/2 hrs	Wednesdays 0900-1100	Batterers intervention group for women	Physical Maltx that met criteria or potential to meet criteria at CRB
Love and Logic	CRC (bldg. 1)	Kathryn Wiley	Closed	6 session class Attending all classes is recommended	Wednesdays 1100-1230	Learn parenting tips for all ages of kids on how to: End arguing, neutralize defiance, and replace anger and frustration with empathy	Client to contact FAP office to register. (DSN: 784-2474)
Dads 101: The Basics	M&FRC (Conference room)	[REDACTED]	Open	Quarterly (3 hours)	16Apr24 13-16 30Jul24 09-12 10Oct24 13-16	A class for new dads. Topics include attachment, pregnancy, L&D, breastfeeding, sleep safety, car seat safety, diapering, swaddling & bathing exercises	Client to contact FAP office to register. (DSN: 784-2474)



Pharmacy



27 SOMDG Pharmacy



Network Pharmacy Update



Please see the most up-to-date hours of operation for the Cannon AFB and local TRICARE network pharmacies below:

Plains Regional Pharmacy

Monday-Friday
0900-1800
Saturday
0900-1200
Sunday
Closed

Cannon AFB Pharmacy

Monday-Friday
0730-1700
Saturday-Sunday
Closed

Walgreens (Clovis)

Monday-Friday
1000-1900
Saturday
0900-1800
Sunday
1000-1800

**closed for meal break 1330-1400*

Farmers Pharmacy Market (Portales)

Monday-Friday
0900-1800
Saturday
0900-1200
Sunday
Closed

KK Pharmacy (Muleshoe)

Monday-Friday
0900-1800
Saturday-Sunday
Closed

Bi Wize (Frona)

Monday-Friday
0900-1800
Saturday
0900-1200
Sunday
Closed

United Supermarkets Pharmacy (Muleshoe)

Monday-Friday
0900-1900
Saturday
0900-1400
Sunday
Closed

a/o 22 April 2024



Pharmacy Refills



Call in your refills
using our
automated refill
line at

(575) 784-4912

Select option **2**,
then option **4** to
speak with the
pharmacy.



New Patient Portal Capability – Refills



- Live as of 28 February 2024
- Patients will be able to *refill* medications through their portal (“Rx Refills” tab)
- Also have the option to request renewals through their patient portal
- Quick run down:
 1. Link: <https://my.mhsgenesis.health.mil>
 2. “Rx Refill” tab
 3. List of medications that can filled will display “eligible for refill”
 4. Confirm pick up location (Main Pharmacy or BX ScriptCenter)

Scan Me!






Express Scripts




Express Scripts® Pharmacy

Call for help with your prescription benefit or prescriptions filled through the Express Scripts® Pharmacy.

 [\(800\) 282-2881](tel:(800)282-2881)
TTY users call: [\(800\) 759-1089](tel:(800)759-1089)
24 hours a day, 7 days a week.

TRICARE Members


Call for TRICARE Beneficiary Customer Service or Technical Support for the TRICARE Beneficiary Program.

 [\(877\) 363-1303](tel:(877)363-1303)
TTY users call: [\(877\) 540-6261](tel:(877)540-6261)
24 hours a day, 7 days a week.

 militaryrx.express-scripts.com

Website Support

Call for technical support or assistance with your online account.

 [\(800\) 711-5672](tel:(800)711-5672)
TTY users call: [\(800\) 759-1089](tel:(800)759-1089)
24 hours a day, 7 days a week.



Express Scripts



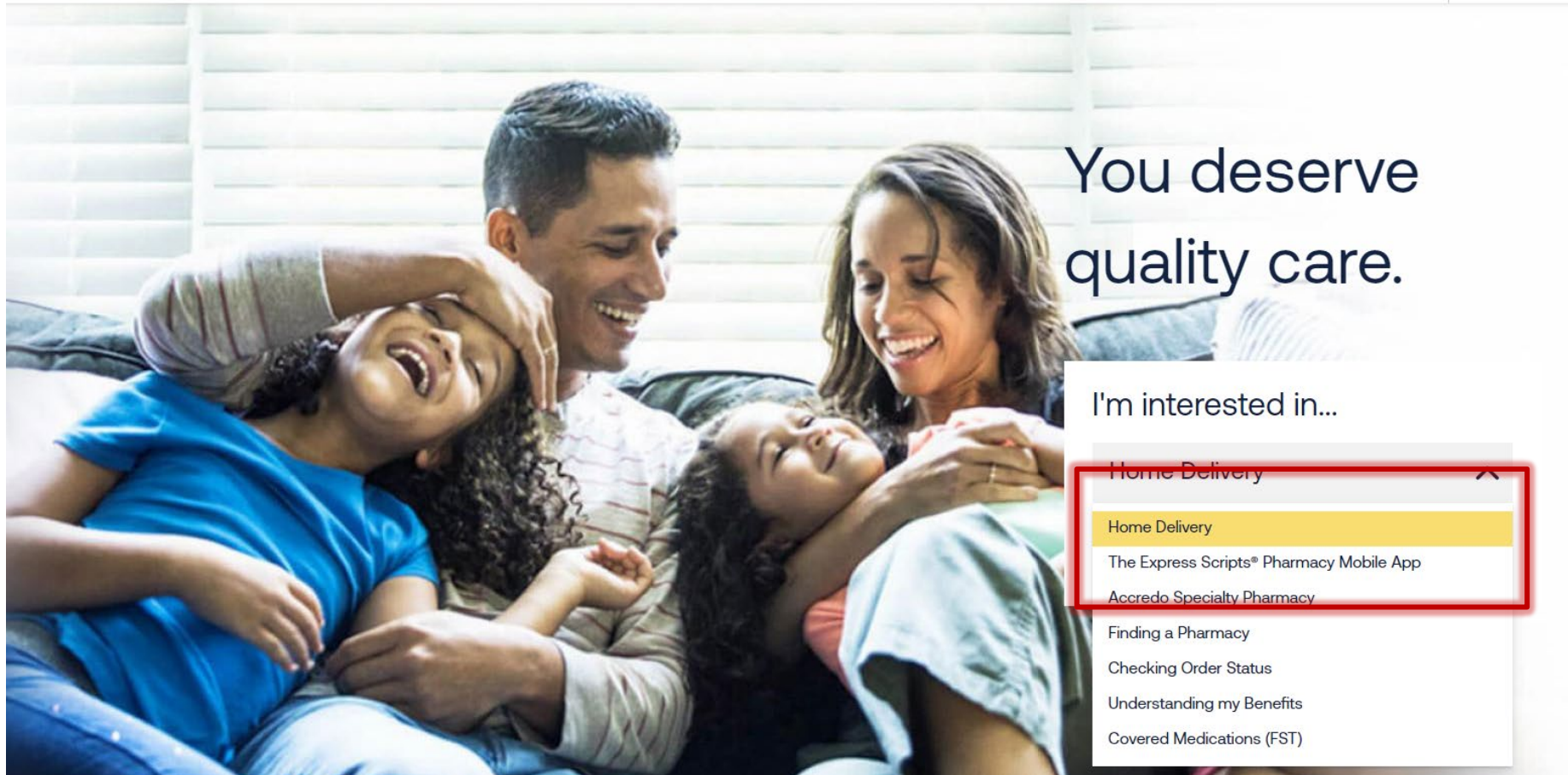
Log In

Register

[Home](#) [Pharmacy](#) [Benefits](#) [Providers](#) [Help](#) [MilitaryRx Blog](#)

English

Search



You deserve quality care.

I'm interested in...

Home Delivery

Home Delivery

The Express Scripts® Pharmacy Mobile App

Accredo Specialty Pharmacy

Finding a Pharmacy

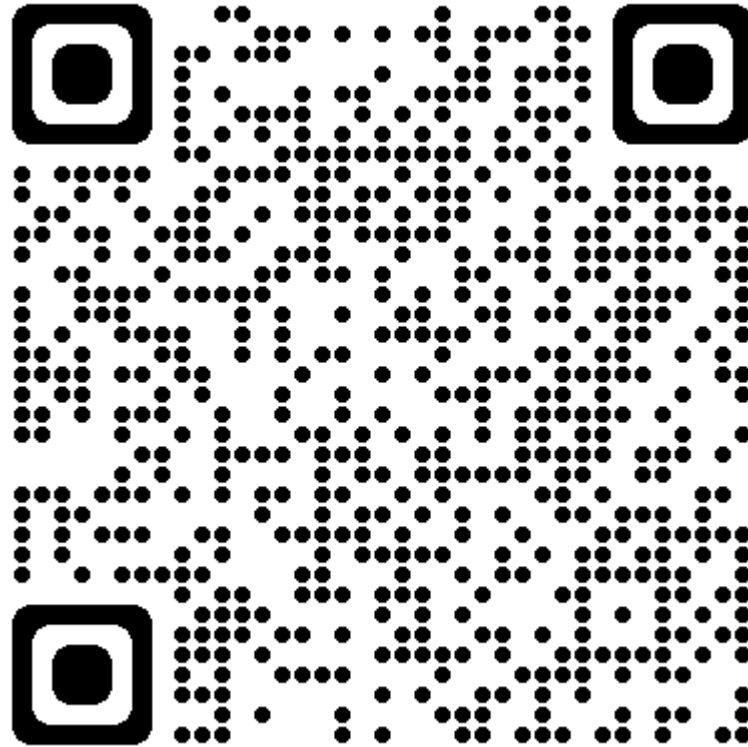
Checking Order Status

Understanding my Benefits

Covered Medications (FST)



Express Scripts





Weekend Fills



Purpose: bridge medication until able to access a contracted pharmacy

How it works: pay for partial medication at non-contracted pharmacy and transfer remainder to a contracted pharmacy.

Will need to ask staff for this option!

Excludes:

- **Controlled substances**



Pharmacy Reimbursement Request





ScriptCenter PickUp Point



Purpose: To pick up *refills* at a location with extended hours

Location/access: Base Exchange Entrance; 0600-Midnight weekdays

- Sat: 0800-0100; Sun: 0930-0100

Instructions: Call (575) 784-4912 to refill then choose “ScriptCenter” for pickup

Excludes:

- Refrigerated items
- Narcotics





27 SOMDG Pharmacy Cough, Cold, Allergy Clinic



Purpose: For adults experiencing cough, cold, and allergy symptoms and want over the counter products for relief

Location: 27 SOMDG Pharmacy Clinic (1st Floor)

Excludes:

- PRP or Flying status
- Armed use of force status
- Pregnancy/breastfeeding
- Sick for an extended period of time
- Fever (> 100.4^{°F})/body chills/difficulty breathing