



# 60TH MEDICAL GROUP

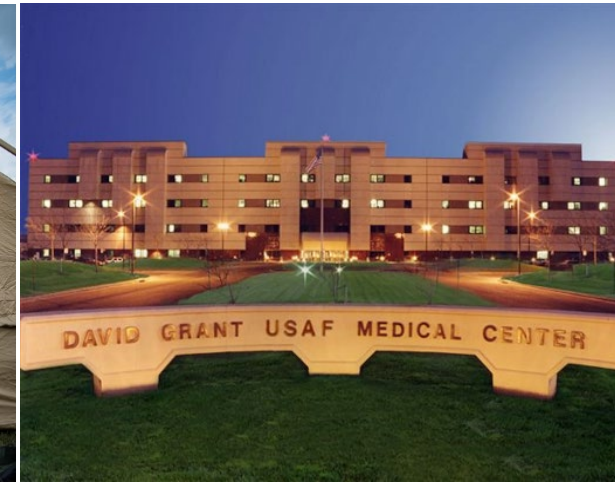
## DAVID GRANT USAF MEDICAL CENTER



### Patient Town Hall

### 12 May 26

### 1100 – 1200





# OVERVIEW



- **LEADERSHIP WELCOME**
- **PATIENT RELATIONS COORDINATOR**
- **MHS PATIENT PORTAL**
- **DGMC RADIATION ONCOLOGY SERVICES UPDATE**
- **BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)**
- **REFERRAL MANAGEMENT**
- **AROUND THE ROOM – QUESTION & ANSWER**





# LEADERSHIP WELCOME

**Col Patrick Parsons**  
**Chief Vanessa Arthur**



# HEALTH PARTNERSHIP



*TRUST TRAVIS ... THERE ARE NO BOUNDS*



# LEADERSHIP WELCOME



**PATRICK B. PARSONS, Col, USAF, DC**  
Commander



**VANESSA N. ARTHUR, CMSgt, USAF**  
Senior Enlisted Advisor





# LEADERSHIP WELCOME



- **The Joint Commission (TJC)**
- **College of American Pathology (CAP)**
- **US Air Force Hospital of the Year – 2025**
- **Residency Program Reaccreditations**
- **Centers for Medicare & Medicaid Services (CMS) 5-Star "Care Transitions" Rating**
- **Contingence Operations and Medical Training**





# PATIENT RELATIONS COORDINATOR





# PATIENT ADVOCATE



**John Dickens**  
**60<sup>th</sup> MDG Patient Advocate**  
**(707) 423-2388**  
**Room 1A403**

**David Grant Medical Center**  
**PATIENT ADVOCATE**



Please scan the QR code above to fill out an Interactive Customer Evaluation (ICE) comment card about your experience with the Patient Service Center. Thank you!

**John W. Dickens Jr.**  
Patient Relations Coordinator

707 423-2388



# PATIENT ADVOCATE



## Patient's Bill of Rights and Responsibilities

1. Each clinic has a copy posted at the front desk, so that it is noticeable for our patients
2. There should also be printed copies to give to patients upon request



# PATIENT ADVOCATE



**Interactive Customer Evaluation (ICE):** <https://ice.disa.mil/>

- Immediate online survey
- Clinic unique QR code set up



**Joint Outpatient Experience Survey (JOES):** <https://joesreports.com/>

- Patient receives survey via
  - Mail
  - Email

Joint  
Outpatient  
Experience  
Survey



Please promote ICE and JOES surveys!!!





# PATIENT ADVOCATE



## Speak up! Your voice matters

Volunteer to become a **patient and 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.

 **Is being a patient and family advisor right for you?**

**We are looking for volunteers who can:**

- Partner with other patients and staff to help improve care
- Represent the interests of all patients cared for by the military treatment facility
- Work well in teams and have fun!



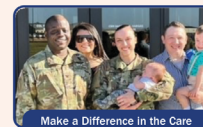
Patient and Family Advisors



Take an Active Role



Improve Staff-Patient Communication



Make a Difference in the Care of Fellow Service Members and Their Families

Learn more about the Patient and Family Partnership Council

*For more information, contact:*

**60 MDG Patient Advocate: Mr. John Dickens (707) 423-2388**



**TRUST TRAVIS ... THERE ARE NO BOUNDS**



# QUESTIONS?



*TRUST TRAVIS ... THERE ARE NO BOUNDS*



# MHSG PATIENT PORTAL



- Electronic Health Record
- View notes, labs, test results will be immediately released on the patient portal. **Note: Ordering provider may not have had the opportunity to review results before they are made available on the portal**
- Message your Primary Care Manager (PCM)
- View, renew, activate medications
- Access Portal with CAC or DS Logon

**Website: <https://patientportal.mhsgenesis.health.mil>**

- For questions or additional support
  - Call: (707) 423-5190
  - Visit the Patient Service Center (PSC) on the 2<sup>nd</sup> Floor



Message My Provider



Renew My Medication





# MHSG PATIENT PORTAL



- While our office cannot directly reset passwords, we want to ensure our retirees know where to go for help.

For Password Resets & Technical Support:

The best resource is the MHS GENESIS Global Service Center, which is available 24/7.

\* Phone: 800-600-9332

Visit the Patient Service Center (PSC) on the 2<sup>nd</sup> Floor For In-Person Assistance:

For retirees who are having issues creating their MHS GENESIS account for the first time, our Patient Service Center (PSC) staff is available to provide hands-on assistance (707) 423-5190

**Website: <https://patientportal.mhsgenesis.health.mil>**



 Message My Provider

 Renew My Medication





# DGMC RADIATION ONCOLOGY SERVICES UPDATE

Ms. Rose Tapnio



# DGMC RADIATION ONCOLOGY SERVICES UPDATE



- **Strategic Realignment:** As part of Defense Health Agency (DHA) network optimization, DGMC has safely sunset its on-site Radiation Oncology services.
- **A Legacy of Care:** We are incredibly proud of this clinic's history, which provided vital, life-saving care to more than 5,000 patients during its operation.
- **Safeguarding Your Health History:** Historical patient data remains fully secured and accessible at DGMC. Eventually, these records will transition to a centralized DHA archive in San Diego for permanent, secure preservation.
- **Accessing Your Records:** To request copies of your Radiation Oncology records, patients should contact the Health Information Management office (aka Medical Records) 707-423-5353.
- **Uninterrupted Access to Care:** Continuity of care is guaranteed. Patients requiring Radiation Oncology are being seamlessly referred to our trusted TRICARE network partners. For questions or to follow up on your referral, please call the Referral Management Center at (707) 423-7641 or stop by the Patient Service Center on the second floor of the hospital Monday – Friday, 0730 – 1630.
- **Our Ongoing Commitment:** The 60th Medical Group remains unwavering in our commitment to delivering high-quality, trusted care and supporting you throughout your healthcare journey.





**QUESTIONS?**



**TRUST TRAVIS ... *THERE ARE NO BOUNDS***



# **BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)**

**Ms. Dalis Marten**



**TRUST TRAVIS ... *THERE ARE NO BOUNDS***



# BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)



## Welcome!



888-TRIWEST (874-9378)

On a Mission to  
Serve®



**TRUST TRAVIS ... THERE ARE NO BOUNDS**



# BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)



CUI//PROPIN

## Caring for Our Heroes



### Sponsors



Active Duty Service Member  
Retired  
Guard/Reserve

### Family Members



Spouses  
Children

It is important to understand TRICARE plan options by beneficiary category.  
To learn more, visit <https://www.tricare.mil/Plans/Eligibility>.



**TRUST TRAVIS ... THERE ARE NO BOUNDS**



# BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)



CUI//PROPIN

## TRICARE Health Plans



### Plans that require a PCM

- TRICARE Prime
- TRICARE Prime Remote
- TRICARE Prime Overseas
- TRICARE Prime Remote Overseas
- TRICARE Young Adult Prime
- US Family Health Plan

### Plans that do not require a PCM

- TRICARE Select
- TRICARE Select Overseas
- TRICARE For Life
- TRICARE Reserve Select
- TRICARE Retired Reserve
- TRICARE Young Adult Select





# BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)



CUI//PROPIN

## Beneficiary Portal Page



https://tricare-bene.triwest.com

**My Dashboard**

Eligibility / Enrollment ▾

Find a Provider ▾

Manage My Care ▾

My Recent Claims ▾

Education Resources

A system issue has caused some claims to be processed as non-network. Impacted claims are being reprocessed, and an updated Explanation of Benefits (EOB) will be issued if needed. Your copayment, deductible, or catastrophic cap might be impacted. Verify the amount you owed in the "patient responsibility" section of the EOB. If you paid more than this amount to your provider, contact your provider to request a refund of the overpayment. Learn more: [TRICARE How-To: Filing Claims and Reimbursements](#) > [TRICARE Newsroom](#) > [TRICARE News](#).

### TRICARE West Region Latest News & Updates



#### Update Your Communication Preferences

To update your communication preferences, click the down arrow next to "Logged in as" in the upper right corner. Then click "Profile." Click "Open" on the right side of the Communications box.

### Notification Center

**Claims/Explanation of Benefits**  
01/09/2026, 8:10:11 AM PST  
Claim Settled  
[View Claim Detail >](#)

**Medical Management Programs**  
01/04/2026, 8:42:11 PM PST  
New Health Message Available - Click "Documentation" to View  
[View Notification >](#)

**Enrollment - Payment Made**  
01/03/2026, 12:00:00 AM PST  
A payment was recently made. Please allow 3 business days for your payment to process.  
[View Enrollment Fees / Premiums >](#)

[View All Notifications >](#)

Chat With Us



**TRUST TRAVIS ... THERE ARE NO BOUNDS**



# BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)



CUI//PROPIN

## Contacts and Resources



- TRICARE West Region  
**TriWest HealthCare Alliance**  
888-TRIWEST (874-9378)
- TRICARE Beneficiary Portal  
<https://tricare.triwest.com/en/contact-tricare-west/>

## More Resources

- TRICARE Website  
[www.tricare.mil](http://www.tricare.mil)
- 
- Publications  
[www.tricare.mil/publications](http://www.tricare.mil/publications)
  - milConnect  
[milconnect.dmdc.osd.mil/milconnect](http://milconnect.dmdc.osd.mil/milconnect)





# BENEFICIARY EDUCATION & SERVICE REPRESENTATIVE (BESR)



**Thank you!**



**TRUST TRAVIS ... THERE ARE NO BOUNDS**



# REFERRAL MANAGEMENT

Ms. Ashley Eads



*TRUST TRAVIS ... THERE ARE NO BOUNDS*



# REFERRAL MANAGEMENT

## COMMON QUESTIONS



- **Where can I find a copy of my Referral?** Referrals are visible in the MHS Genesis Patient Portal, <https://patientportal.mhsgenesis.health.mil/> within 1 business day. You may also request a printed copy from the Referral Management Center. The referrals will always be called “Provider Letter” and located in your documents section.
- **What is my network provider needs additional information?** If your network provider needs additional information, such as a copy of the referral or clinical notes, you can call the RMC at 707-423-7641 to request the information to be faxed. You will need to provide the fax number to facility, and all faxes are processed within 3 business days.





# REFERRAL MANAGEMENT TRICARE PRIME PROCESS



- If you have TRICARE Prime as your primary insurance and care cannot be provided at DGMC, there are a few steps to follow:
  - The Referral Management Team will send the request to the Managed Care Support Contractor, who is currently TriWest. TriWest will review the request and create an authorization letter within 3 – 5 business days.
  - Once TriWest has approved the request, they will assign you to a network provider to begin your specialty care.





# REFERRAL MANAGEMENT TRICARE PRIME PROCESS



- **Where can I find a copy of my TriWest Authorization?**
  - You can call 1-888-874-9378 or go to <https://tricare.triwest.com/en/beneficiary/>. Authorizations can be viewed online, and you are able to sign up to receive text messages or email once your referral is authorized by Tricare. The Tricare authorization will include the name of the network provider you are assigned to, their contact information, care you are authorized to receive and an expiration date.
- **How do I schedule my appointment?**
  - You can call 1-888-874-9378 the number listed on your TriWest Authorization.
- **Can I change my assigned network provider?**
  - Yes! You can request to change the assigned network provider by using the TriWest patient Portal or by calling TriWest. This must be requested prior to starting care under the approval.





# REFERRAL MANAGEMENT

## MEDICARE NETWORK PROCESS



- **Will I receive a TriWest Authorization?**
  - If your primary insurance is Medicare, you will not need to receive approval from TRICARE to see a network specialty provider.
- **Will I be assigned to a provider?**
  - You will not be assigned as you have the freedom to see any network provider you would like.
- **How can I find a provider?**
  - If you do not have a provider in mind, you are able to view available network providers by using the Medica.gov website, or by calling Medicare at 1-800-633-4227.
- **How do I make an appointment?**
  - Once you have chosen a provider, you will call them directly to schedule. If they need a copy of the referral, call the Referral Management Center at 707-423-7641 and provide the facilities fax number.





# REFERRAL MANAGEMENT CONTACT INFORMATION



The Referral Management Center is always here to help! If you have questions regarding your referrals, please visit us on the 2nd floor of the facility, at the Patient Service Center, or call directly at 707-423-7641. We are open Mon – Fri, 0730 – 1630.



# AROUND THE ROOM



TRAVIS SPORTS MEDICINE: HEALING WARRIOR ATHLETES. ANYTIME. ANYWHERE. ALWAYS READY.

## SPORTS PHYSICAL DAY 2026

### WHO

ALL PATIENTS AGES 5-18 EMPANELED AT DGMC  
WHO NEED A SPORTS PHYSICAL

### WHEN

FRIDAY, MAY 15, AM AND PM  
(0800 – 1530)

### WHAT TO BRING

\*PHYSICAL FORM PROVIDED BY SCHOOL  
WE ASK THAT THE ATHLETE AND THEIR PARENT/GUARDIAN  
COMPLETE THIS AHEAD OF TIME FORMS WILL NOT BE  
AVAILABLE ON-SITE FOR COMPLETION.

### WHERE

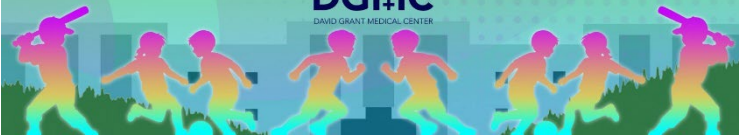
DGMC FAMILY MEDICINE RESIDENCY CLINIC  
TIME: BY APPOINTMENT ONLY, 0800-1200, 1300 -1600

BY APPOINTMENT ONLY  
(CALL CAD FOR APPOINTMENTS)

707. 423. 3000

DGIIC

DAVID GRANT MEDICAL CENTER



## QUESTIONS & ANSWERS



TRUST TRAVIS ... *THERE ARE NO BOUNDS*



# **NEXT PATIENT TOWN HALL:**

**AUGUST (TBD)**

**TIME (TBD)**

**HOSPITAL AUDITORIUM**

