



# MEDICAL RIGHT START ORIENTATION

DAVID GRANT MEDICAL CENTER (DGMC)

Controlled by:  
CUI Category: Medical  
LDC/DISTRO  
POC: SSgt Loredó Benítez



# AGENDA

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- 1. WELCOME**
- 2. DGMC SERVICES**
- 3. FACILITY TOUR (OPTIONAL)**



# DAVID GRANT MEDICAL CENTER



# WHO WE SERVE "TEAM TRAVIS"



**60  
AMW**



**349 AMW**



**621 CRW**



**47  
PARTNER  
AGENCIES**



**276K ELIGIBLE  
BENEFICIARIES**





# DAVID GRANT MEDICAL CENTER

- Who we are:
- Director : Col Patrick Parsons
- Senior Enlisted Leader: CMSgt Michael Hermon
- Senior staff:
  - Dep Director (interim): Col Audra Myers
  - Chief Medical Officer: Col Cristina Franchetti
- Primary Facility: David Grant Medical Center, Travis AFB, CA
- Major Units we support:
- 3 Wings comprised of 54 Squadrons & 22 partner units
- MHS 2<sup>nd</sup> Largest VA JV – Level of Collaboration 4
- USTRANSCOM Immediate Response Force & APOE
- Currency Support f/ 9 MDG & 60 AES
- Enrollment:
- Total Patient Enrollments: 30K
- 45-mile radius: 88K DoD eligible to receive care
- 162K eligible beneficiaries



Legend:

Army= ★ Navy= ★

Air Force= ★ VA= ★

# SERVICES



## Medical Services

Emergency Medicine  
Family Medicine  
Flight Medicine  
Internal Medicine  
(10 Subspecialties)  
Pediatrics  
Mental Health (Life Skills)  
Primary Care  
Hyperbaric Medicine  
Radiation Oncology  
Hematology Oncology  
Hemodialysis

## Surgical Services

Anesthesiology  
General Surgery  
Obstetrics/Gynecology  
Ophthalmology/Laser Center  
Oral & Maxillofacial Surgery  
Orthopedics  
Plastic Surgery  
Urology  
Neurosurgery

## Support Services

Information Systems  
Medical Logistics  
Ministry & Pastoral Care  
Resource Management  
TRICARE Operations  
Utilization Management  
Patient Administration  
Medical Readiness  
Joint Federal Care Triage Center  
NDMS Federal Coordinating Center

## Allied Health Services

Audiology  
Nutritional Medicine  
Health Promotions  
Pharmacy  
Physical Therapy  
Occupational Therapy  
Orthotics  
Optometry  
Respiratory Care  
Speech Pathology  
Public Health/BEE

## Education & Research

Learning Resource Center  
Medical Multimedia/Sim Center  
Clinical Investigations Facility

## Diagnostic Services

Clinical Laboratory  
Pathology  
Radiology  
Teleradiology  
(11 sites + CENTCOM)  
Interventional Radiology  
Electrophysiology

## Inpatient Services

Adult/Pediatric Medical Surgical  
Mother/Baby  
Intensive Care (ICU)  
Mental Health  
Aeromedical Staging

## Graduate Medical Education

12 programs, 97 residents:  
Family Medicine  
Vascular Surgery  
General Surgery with UC Davis  
Internal Medicine with UC Davis  
Phase II clinical training

## Dental Services

General Dentistry  
(8 Subspecialties)



**Ms. DALIS MARTEN**

**TRICARE BENEFICIARY EDUCATION & SERVICE**

**REPRESENTATIVE, SOUTHWEST OPERATIONS**



# Newcomers Right Start

## Permanent Change of Station

Coordinating Your Medical Coverage Before, during and After your Move

*TRICARE is managed by the Defense Health Agency. DHA and TRICARE are registered trademarks of the Department of Defense, Defense Health Agency. All rights reserved.*

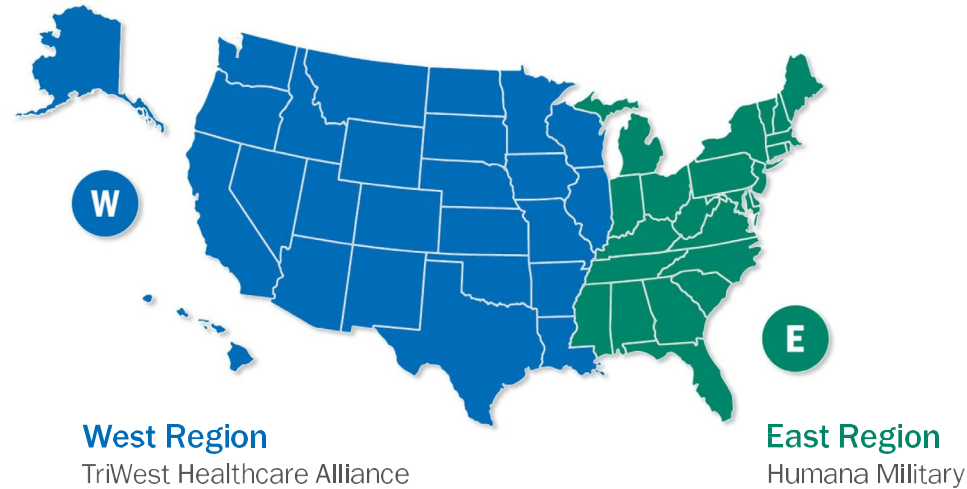


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## TRICARE Stateside Regions





# TRICARE Overseas Program

## Latin America and Canada

Canada, the Caribbean Basin, Central and South America, Puerto Rico, and the U.S. Virgin island

## Eurasia-Africa

Africa, Europe, and the Middle East

## Pacific

American Samoa, Asia, Australia, Guam, India, Japan, New Zealand, South Korea and Western Pacific remote countries





## Keep DEERS Information Up To Date



Being able to use TRICARE depends on keeping DEERS up to date.

Update DEERS after you have a life event, like getting married or divorced, moving, giving birth, adopting a child, retiring, and other changes.



Go to an ID Card Office  
(<https://idco.dmdc.osd.mil/idco>)

Note: You must use this option to add family members in DDERS



Log in to <http://milconnect.dmdc.osd.mil>.



Call: 800-538-9552



Fax 800-336-4416



## How To Get Care During Your Move

Type of Care	TRICARE Prime or TRICARE Select
Emergency (immediate)	Call 911 or go to the nearest emergency room
Urgent (within 24 hours)	See any TRICARE-authorized provider
Prescriptions	<ul style="list-style-type: none"><li>• Military hospital or clinic pharmacy: <a href="http://www.tricare.mil/mtf">www.tricare.mil/mtf</a></li><li>• TRICARE retail network pharmacy: <a href="https://militaryrx.express-scripts.com">https://militaryrx.express-scripts.com</a> or 877-363-1303</li></ul>



# TRICARE Prime Enrollment

- Updating DEERS does not transfer your TRICARE Prime Enrollment.
- You may call your current regional contractor to transfer TRICARE Prime enrollment.

Or

- Complete the TRICARE Prime Enrollment, Disenrollment, and Primary Care Manager Change Form (DD Form 2876).
- Ways to access the form:
  - Log on to <https://milconnect.dmdc.osd.mil>. Click Benefits and then Beneficiary Web Enrollment
  - Online: [www.Tricare.mil/forms](http://www.Tricare.mil/forms)



## TRICARE Prime and TRICARE Prime Remote

- TRICARE Prime:
  - Available near a military hospital or clinic and other areas with established TRICARE networks, or in areas where the US Family Health Plan is offered
- TRICARE Prime Remote and TRICARE Prime Remote for active duty family members:
  - Available to ADSMs who live and work in remote locations (more than 50 miles from a military hospital or clinic) and eligible family members residing with them
  - Find out if you live in a remote area at [www.tricare.mil/planfinder](http://www.tricare.mil/planfinder).



# Plan Comparisons

TRICARE Prime®	TRICARE Select®
A health maintenance organization-style plan	A preferred-provider plan-style plan
Get most care from a primary care manager	Choose your TRICARE-authorized provider
Referrals for specialty care	Referrals not required for most services
Prior authorization for some services	Prior authorization for some services
Receive care from an established network of doctors and other health care providers	Receive care from any provider, but pay higher out-of-pocket costs when you receive care outside the established network of providers
Telehealth services available	Telehealth services available
No deductible applies, copayments apply for all beneficiaries except active duty service members	Deductible and copayments apply



# Pharmacy Options

## Military Pharmacy

- Usually inside military hospital and clinics
- Get up to a 90-day supply

## TRICARE Pharmacy Home Delivery

- Must use this option for some drugs
- Get up to a 90-day supply

## TRICARE Retail Network Pharmacy

- Fill prescriptions without submitting a claim
- Get up to a 30-day supply

## Non-Network Pharmacy

- Pay full price up front and file a claim to Get a portion of your money back
- Get up to a 30-day supply





## Service Members: Active Duty Dental Program

- The Active Duty Dental Program provides authorized civilian dental care for ADSMs who are either:
  - Referred from their military dental clinic (also known as a military dental clinic) in CONUS (continental U.S.) locations
  - Remotely located in both CONUS and OCONUS (outside the continental U.S.) locations
- The ADDP is administered by United Concordia.
  - If you're in the CONUS service area, call United Concordia at **866-984-2337**.
  - If you're in the OCONUS service area, call United Concordia at **844-653-4058**.
- For eligibility and benefit details, go to [www.addp-ucci.com](http://www.addp-ucci.com).



# TRICARE Dental Program

## When Moving

- Do not disenroll family members from TDP
- Update your address with the United Concordia
- Find a participating dentist at [www.uccitdp.com](http://www.uccitdp.com)
- - 844-653-4061( CONUS)
- -844-653-4060 (OCONUS toll free)



# Vision Options

## Federal Employees Dental and Vision Insurance Program

- Retirees, their eligible family members, and ADFMs enrolled in a TRICARE health plan may qualify to purchase vision coverage through FEDVIP.
- Eligible beneficiaries include those enrolled in or using:
  - TRICARE Prime, including USFHP
  - TRICARE Select
  - TRS
  - TRR
  - TFL

Visit [www.benefeds.gov](http://www.benefeds.gov) for eligibility, plan, and enrollment information.



# The Affordable Care Act

TRICARE meets the minimum essential coverage requirement under the Affordable Care Act.

Each tax year, you'll get an IRS Form 1095 from your pay center. It will list your TRICARE coverage for each month.

Your Social Security number and the Social Security number of each of your covered family members should be included in DEERS for your TRICARE coverage to be reflected accurately.

A placeholder image for IRS Form 1095, which is a tax form used to report health coverage. The image shows the top portion of the form with the title "Form 1095" and several lines for personal information.



## Contact Information

### Regional Contractors

- **TRICARE East Region**  
Humana Military  
800-444-5445  
[www.tricare.mil/east](http://www.tricare.mil/east)
- **TRICARE West Region**  
TriWest Healthcare Alliance  
888-TRIWEST (888-874-9378)  
[www.tricare.mil/west](http://www.tricare.mil/west)
- **TRICARE Overseas Region**  
International SOS Government  
Services, Inc.  
[www.tricare-overseas.com/contact-us](http://www.tricare-overseas.com/contact-us)

### Dental Contractor

- **TRICARE Active Duty Dental Program**  
United Concordia Companies, Inc.  
CONUS: 866-984-2337  
OCONUS: 844-653-4058 (using country-specific access codes)  
[www.addp-ucci.com](http://www.addp-ucci.com)
- **TRICARE Dental Program**  
United Concordia Companies, Inc.  
CONUS: 844-653-4061  
OCONUS: 844-653-4060  
[www.uccitdp.com](http://www.uccitdp.com)



# Resources

- TRICARE Website: [www.Tricare.mil](http://www.Tricare.mil)



- TRIACRE Publications: [www.Tricare.mil/publications](http://www.Tricare.mil/publications)
- milConnect: <https://milconnect.dmdc.osd.mil/>



# BENEFITS COUNSELOR



# BENEFICIARY ASSISTANCE

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

- Beneficiary advocate & problem solver
- Mitigates medical billing & claims issues
- Located in the Patient Service Center (PSC), Level 2, Next to Pharmacy
- Call 423-3472 for assistance.







# TEAM AEROSPACE



# PERSONNEL RELIABILITY PROGRAM (PRP)



## DUTY DETERMINATIONS

### WALK-IN

MON-FRI: 0730-0800

M-W, F: 1245-1315

*Closed Thursday afternoons*

## SICK-CALL

### WALK-IN

MON-FRI: 0730-0800

*ER is for Emergencies ONLY*

We are here to take  
care of you and  
support your mission!

To accomplish this  
task, we need YOU to  
**self-report** your status

AND report any **off-  
base** care to Flight  
Medicine  
**immediately!**

## PRIMARY CARE CLINIC

Flight Medicine

## ROUTINE APPOINTMENTS

CALL: (707) 423-7295

## AFTER-HOURS CMA

CALL: (707) 290-0774

*Save this number to your phone!*

**Report to Flight Medicine for in-processing within 7 days of arrival!**  
*2nd Floor of the hospital near the South Entrance (near the ER)*

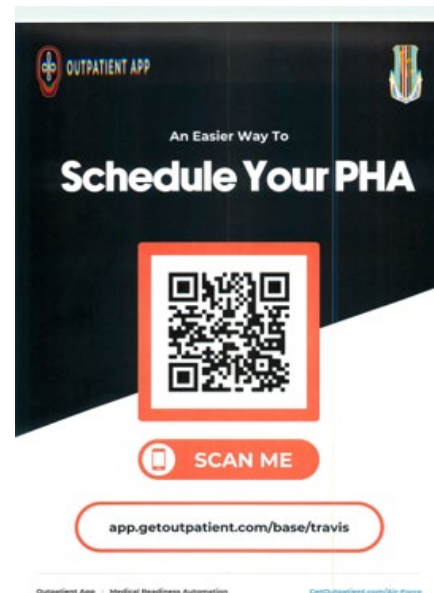


# PHYSICAL HEALTH ASSESSMENT (PHA) PRP/SENSITIVE DUTY PROGRAMS



## PHA

- **Flyers:** Flight Medicine Clinic will call to schedule an appointment once PHA Phase I (record review) is complete. Flight Medicine phone number: 423-7295
- **All others:** No need for face-to-face appointment - complete web-based PHA. If further clarification/appt is needed, you will be contacted. Questions or concerns, please call: 423-7800
- **Medical Personnel Reliability Program (PRP)/Sensitive Duties Programs – 707-423-7295**





# **FAMILY MEDICINE RESIDENCY CLINIC (FMRC)**



# FAMILY MEDICINE RESIDENCY CLINIC

## FMRC OFFERS 18 SPECIALTY CLINIC

- • OMT
- • ACUPUNCTURE
- • SPORTS MEDICINE
- • VASECTOMY CLINIC
- • CIRCUMCISION CLINIC
- • PEDIATRICS
- • DERMATOLOGY CLINIC
- • GYN
- • COMPREHENSIVE GERIATRIC ASSESSMENTS
- MEDICATION MANAGEMENT
- AMRO
- CONCUSSION CLINIC
- ORTHO
- LIFE
- ID
- POLST
- BOTOX
- BEHAVIORAL HEALTH

Phone: 707-423-3057

Location: Second Floor, South Entrance

Hours: 0730-1430



# MENTAL HEALTH



# MENTAL HEALTH SERVICES



## Mental Health

- Specialty individual therapy/group counseling
- Medication Management
- Special Duty Evaluations
- Assess for safety/mission readiness
- No referral needed
- Available to Active Duty Only

## Neuropsychic

- Neurocognitive Evaluations
- Psychological Testing
- Pre-Deployment testing (ANAM)
- Clear Thinking Group
- Need referral from PCM or Specialty clinic
- Available to AD/ADFM/Retired/RetiredFM

## Targeted Care

- Vector/Triage Process
- Group Up
- Primary Care Behavioral Health (PCBH)
- Military Family Life Consultant
- Chaplain
- No referral needed, self refer
- Available to Active Duty

Hours of Operation: Mon-Fri 0700-1700 Phone Number: 707-423-5174 Walk In Hours: Mon-Fri 0730-1600



# **ADAPT ALCOHOL AND DRUG ABUSE PREVENTION AND TREATMENT PROGRAM**

**ADAPT PM: CAPT DICKSON, AIMEE  
ADAPT NCOIC: TSgt JOY, KRISTIN K.**





# ADAPT PROGRAM

## Objectives

- Promote readiness, health and wellness
- Minimize negative consequences to the individual, family and organization
- Provide education and treatment
- Return identified patients to unrestricted duty status, or assist them in transition to civilian life

## Services

- Alcohol and Substance Use Treatment
- Outpatient Program
- Prevention & Education
- Individual and Group Counseling
- Can self refer, medical or command
- Available to Active Duty Only

## Prevention

- 0.0 B.A.C. on base
- 0.08 B.A.C. legal limit off base DUI
- ZERO Tolerance for illicit drug use
- Do not drink if **HALT-B**
- One standard drink takes approx. 2 hours to metabolize

Hours of Operation: Mon-Fri 0700-1700

Phone Number: 707-423-2348

Walk In Hours: Mon-Fri 0730-1600



# WHAT IS THE DEFINITION OF “ONE” DRINK?

Whether it's served slightly chilled, room temperature, or on the rocks, here's the answer:



**one 12 oz. beer**  
at 4-5% alcohol  
(look at the label)



**one 1.5 oz. shot**  
of hard liquor  
at 40% alcohol  
or 80 proof



**one 5 oz. glass**  
of wine at 11% alcohol

**You may “feel” fine but that does not mean that you “are” fine**



# PT/OT/CHIRO



**CLINIC PHONE NUMBER : (707) 423-7899**

**HOURS OF OPERATION: MONDAY –FRIDAY 0730 – 1630**

**LOCATION : 1ST FLOOR DGMC (CLOSER TO SOUTH ENTRANCE)**

## **PHYSICAL THERAPY & CHIROPRACTOR**

- SELF-REFERRAL
- ACTIVE DUTY ONLY

## **OCCUPATIONAL THERAPY**

- NEED A REFERRAL FROM PCM!!!
- ACTIVE DUTY, RETIREES AND DEPENDENTS





# ANCILLARY SERVICES



# DGMC PRESCRIPTION (Rx) PROCESS

**Activation:** New or renewed medication sent in by provider; alerts Pharmacy to process prescription

**Refill:** A resupply of your medication without having to contact your provider

**Renewal:** A regeneration of a previous script due to expiration or no remaining refills; **requires** provider contact

## Useful Definitions

### New/Renewal Prescription Activation Methods



**Q-Flow Web (preferred):** Scan the QR code and follow the prompts

OR



**Q-Flow Texting:** Text “*Get in Line*” to 1-855-803-4450

OR



**In-Person BX Lobby Kiosk:** Select “New Prescription” and return in 1 duty day. Select “Question” for any concerns and remain seated until your ticket is called.



New Rx processing takes 1 duty day. Exceptions include antibiotics and pain medicine (same day).



### Refill Prescription Methods

**Automated Refill Line:** Call (707) 943-8565 and enter your prescription number(s)

OR



**MHS GENESIS Portal:** Sign into [my.mhsgenesis.health.mil](https://my.mhsgenesis.health.mil) and visit the “Rx Refills” tab.

Refill Rx processing takes 3 duty days and can be picked up at the BX Pharmacy Window or BX Script Center Kiosk.

Non-controlled medications can be refilled once you have used 75% of the medication (ex. 90-day Rx can be refilled at 68 days).



# PHARMACY CHECK-IN PROCEDURE



**CHECK IN REQUIRED FOR NEW OR RENEWED PRESCRIPTIONS!**

**PREFERRED**

**ONLINE CHECK-IN**

Scan the QR code with your phone camera and follow the prompts. You may now check-in for yourself and your family member(s) all at once!

<https://caselink.com/DHAMTF2132>

**OR**

**TEXT MESSAGE CHECK-IN**

Text "Get in Line" to (855) 803-4450

**OR**

**LOBBY KIOSK CHECK-IN**

Select "New Prescription" & come back within the time directed on the screen.

*Note: Select "Question" for any questions or concerns, then remain seated until your ticket is called.*

**PRESCRIPTION NOTIFICATIONS**

Sign up for text notifications at any Pharmacy window. Patients will receive a text when prescriptions are ready!

Updated as of 1 May 2025

**FOR PRESCRIPTION REFILLS...**

**PREFERRED**

**MHS GENESIS Patient Portal**

Scan the QR code with your phone camera, sign in, and visit the "Rx Refills" tab.

Dr. Google "MHS GENESIS Patient Portal"

**OR**

**CALL THE REFILL LINE**

Call (707) 943-8565 and follow the prompts.

**ScriptCenter: Automated Refill Pickup!**

ScriptCenter is a self-serve locker that provides convenient and secure pick-up of prescriptions (exceptions: refrigerated and controlled medications).

Location: BX Mini Mall

Hours:

- M-F: 8 AM - 6 PM
- Saturday: 10 AM - 6 PM
- Sunday: Closed

To use:

- Must register at the kiosk in the BX Mini Mall
- Use the refill options above and select "ScriptCenter"

Updated as of 15 March 2025



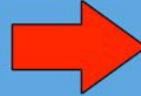
# LABORATORY SERVICES



**DON'T WANT TO WAIT?  
SCHEDULE AN APPOINTMENT!**

PREFERRED

SCAN THE QR  
CODE TO  
SCHEDULE YOUR  
APPOINTMENT



OR

**CALL THE APPOINTMENT LINE  
707 - 423 - 3000**

DELAYS

LONGEST WAIT TIMES  
OBSERVED:

ON **MONDAYS**  
BETWEEN THE HOURS  
OF **10:30 TO 11:30**

FEEDBACK

COMPLIMENTS? CONCERNS?  
USE THE QR CODE BELOW AND  
TELL US HOW WE DID!  
YOUR FEEDBACK MATTERS!







# IMMUNIZATION SERVICES



There may be delays and temporary closures

## Appointments Required

Scan QR Code



To schedule:

- Scan QR Code
- Visit MHS Patient Portal
- Call Central Appt Line 707-423-3000, opt 1



COVID-19 Vaccines require appointments

Hours: Mon-Fri, 0730-1600

Walk-ins available for  
**AD Only** Yellow/Red IMR  
Requirements

Travel Vaccines for Unofficial Travel for AD &  
Dependents require a Prescription





# ADDITIONAL RESOURCES

## MHS Nurse Advise Line (NAL)



- 1-800-TRICARE (874-2273), Option 1
- [www.MHSNurseAdviceLine.com](http://www.MHSNurseAdviceLine.com)
- Available 24/7/365
- Out-of-area & after-hours Urgent Care
- Team of registered nurses to answer a variety of urgent healthcare questions
- Urgent care in a timely fashion
- Establishes referral/authorization
  - Pays for the visit

**IMPORTANT: Emergency care does not require pre-authorization**



# WARRIOR MEDICINE



# WOMC



- Sick Call hours: 0730-0830 (Active Duty, AGR on greater than 30-day orders only)
  - New symptoms: (started in the last 2 weeks and have not been seen for the issue)
  - Examples - cold, sore throat, urinary tract infection, nausea/vomiting, symptomatic STI, ankle sprain, headaches, etc.
- **NOT** for:
  - Sudden onset chest pain, breathing problems, vision problems, or hearing loss. These are directed immediately to the Emergency Room.
  - Profiles or follow up care
- Walk-in hours: 1000-1400
  - Pregnancy tests, asymptomatic STI checks, Depo-Provera injection, Blood Pressure Checks, Suture/Staple removal, and wart removals.
- CONTACT WARRIOR MEDICINE:
  - To reach us: 707-423-3909 or using MHS Genesis Patient Portal

**For Flyers please contact Flight Medicine at 707-423-7295**



## WOMC - Things to keep in mind

- Standard appointments are 20 mins.
  - You will be **NO SHOWED** if you are more than 10 minutes late.
  - Be 15 minutes early.
- You will be assigned to a PCM (Primary Care Manager) based upon your squadron.
- Medication renewals may require a follow up appointment
  - Schedule your medication renewal appointment at least 2 weeks in advance if possible.
  - You can request a refill up to 75 days before you run out of your medication.
  - Calling the day prior for non-emergent medications could be met with delays.
- Physical Training profiles can take up to 2 weeks to show up in your record.
- If you are deploying, please coordinate with your UDM and bring all required documentation.



## WOMC - updates



- Online self-booking is temporarily disabled for patients
  - Messaging via the MHS Genesis Patient Portal is still available
- **NEW AF requirements are that shaving waivers will now expire 90 days after your PHA.**
  - WOMC offers monthly shaving waiver classes for all initial and renewal waivers. Call 707-423-3000 for the central appointment line or 707-423-3909 for the WOMC front desk to booked.



## WOMC - common questions



### If you get sick, what next?

- **What can I do in my office to stop the spread?** Non-pharmaceutical measures like washing hands frequently, cleaning frequently touched areas, and wearing a mask when experiencing symptoms, etc.) are still effective against spreading viruses. Get your required vaccinations.
- **What do I do if I am sick?** If feverish ( $>100.4$  F), stay home until you are 24 hours fever free without the use of medications. Wear a mask to prevent spread of illness to others. Consult the Nurse Advise Line, consult your Primary Care Manager (PCM) or consider making an appointment. Take an at-home COVID test.



## WOMC - common questions

- **I have been exposed to someone diagnosed with COVID. What do I do?** The Centers for Disease Control and Prevention (CDC) no longer recommends quarantining members who are exposed to a known COVID+ case. Exposed members may continue normal activities (i.e. work, school, travel, etc.) but must wear a face mask for 10 days when around others indoors. Also, watch for signs/symptoms (fever, cough, sore throat, etc.). Use an at-home test on/after day 5 of exposure if no symptoms, or test when symptoms start.
- **I have tested positive for COVID. I am NOT a healthcare worker, what do I do?** Stay home (isolate) and wear a face mask when around others for 10 days after the start of symptoms or date of positive test and use other non-pharmaceutical mitigation methods to decrease contamination/spread to others.
- Members may return to work after being fever free for 24 hours without the use of medications and other symptoms have improved. Members must continue to wear a mask for 5 additional days when around others/indoors.



## WOMC - common questions



- **Do I need a PCR (COVID) test after a positive at-home (COVID) test? Can I ask for a PCR test after a positive at-home test?** If your at-home test is positive, a PCR test is not recommended/required. Members requesting a PCR test after a positive at-home test will be sent home to continue isolation. You can send a picture of your positive covid test via the patient portal if you require documentation.
- **I'm a healthcare worker who has tested positive for COVID, when do I come back to work?** Current guidance is to isolate for 5 days and be fever free for at least 24 hours without the use of medication. On the 6th day if you're fever free, you are cleared to return to work and mask for an additional 5 days.





# WOMC - other resources

- **Physical Therapy:** Physical therapy is a self-referral so all you need to do is call them and schedule an appointment, please see physical therapy before your PCM ( For musculoskeletal concerns) **(707) 423-7899**
- **Mental Health:** Mental health is also a self-referral **(707) 423-5174**
- **Behavioral Health:** Other self referral options for mental health (stress, sleep, smoking cessation, anxiety, depression coping, grief) **(707) 423-5301**
- **Women's Health:** Women's health has contraceptive walk in on Tuesdays 0800-1100 first come first serve **\*Keep in mind you can always schedule an appointment with your PCM for contraceptives\***
- **Central Appointment Line:** You can call the CAD to check on your appointments and set appointments, as well as leaving messages to your PCM **(707) 423-3000**
- Referrals may require a PCM appointment
  - Per AFI you are responsible for bringing in outside records for proper documentation and including it in your records.



# PEDIATRICS



# PEDIATRIC DEPARTMENT

- PATIENT POPULATION AGES: 0-19 Y/O
- SERVICES PROVIDED:
  - ROUTINE CARE
  - ACUTE VISITS
  - SPORTS & ANNUAL PHYSICALS
  - INHOUSE IMMUNIZATIONS
  - REFERRAL MANAGEMENT

**TRAINING DAYS: 4<sup>TH</sup> THURSDAY OF THE MONTH**

## Contact Us

### Phone

707-423-5323

### Hours

Monday - Friday  
7:30 a.m. to 4:30 p.m.

### Location

First Floor, south side





# MEDICAL RECORDS





# MEDICAL RECORDS



The Medical Records department is responsible for maintaining both physical and digital copies of inpatient and outpatient health records. As of January 2015, the Department of Defense (DoD) stopped creating physical outpatient medical records, and all records for members (and their families) who joined the service after this date are maintained digitally in the electronic health record system used across the DoD.

## Services Provided

Release of Information (ROI) services, which facilitate the transfer of medical records to other medical facilities and referrals for continuity of care.

## Requesting Medical Records

To request medical records, please follow these steps: Complete the DD Form 2870 (attached) and submit it using one of the following methods:

1. Email: [usaf.travis.60-mdg.mbx.60-mdss-roi@mail.mil](mailto:usaf.travis.60-mdg.mbx.60-mdss-roi@mail.mil)
2. In person: Visit the Patient Service Center on the 2nd floor.
3. Fax: 707-423-5055

**\* We only accept requests with a valid Common Access Card (CAC) digital signature or a wet signature (with valid identification). Computer-generated signatures are not accepted.**



# MEDICAL RECORDS



## How to Opt Out of Joint Health Information Exchange (jHIE) Program.

Opting out withholds sharing of beneficiary health information to private-sector partners and provider networks. Includes non-active duty beneficiaries who receive healthcare through the Military Health Services (MHS).

This does NOT apply to active duty Service members, nor to Reserve Component Service members receiving care in MHS facilities.

Request by filling out DHA 346 form and sending form to:

DHA/PAD/jHIE Participation  
7700 Arlington Blvd, Suite 5101  
Falls Church, VA 22042

<https://travis.tricare.mil/Health-Services/Other/Medical-Records>



# MEDICAL RECORDS



## Processing Time and Delivery

We have up to 30 days to process your request. You can choose to receive your medical records via:

- Email using DoD SAFE (encrypted and fastest method).
- CD copy to be picked up.
- Mailed CD to address on the DD Form 2870.

If you only need a few encounters or immunization records, we can print them out for you on the same day.

## Accessing Electronic Medical Records

To view your electronic medical records, we encourage you to create a patient portal account on the Medical Health Services Genesis (MHSG) website: <https://patientportal.mhsgenesis.health.mil>

## Important Note for Parents and Guardians

Under federal and California law, minors aged 12 and above have the right to health information privacy. This means that parents and guardians may not be able to access certain health information for their child. If child has any mental health, contraceptive, or public health records, the child will need to sign the DD Form 2870 with valid ID and use the options listed above.



# MHSG PATIENT PORTAL

- Electronic Health Record
- View notes, labs, test results
- Message your Primary Care doctor
- View, renew, activate medications
- Access Portal with CAC or DS Logon



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

- For questions or additional support
- Call: 707-423-5190
- Patient Service Center - 2<sup>nd</sup> Floor DGMC







# MEDICAL RECORDS



## TURN IN Medical and Dental Records:

**Medical Records Department**

**Customer Service Number: 707-423-5353**

**Hours: Mon-Fri, 0730-1630**

**Location: 1<sup>st</sup> Floor, Room 1B228.7**

**Information and DD Form 2870 located:**

**<https://travis.tricare.mil/Health-Services/Other/Medical-Records>**



# **CENTRAL APPOINTMENT DESK / REFERRALS**



# DGMC APPOINTMENTS

## Central Appointments:

- **Hours: Mon-Fri, 0700-1700**

Closed weekends, holidays,  
AMC Family days and training days

- **Phone: 707-423-3000**
- **Out of Area: 1-800-264-3462**
- **Training days: 4<sup>th</sup> Thursday of the month**

## Preferred method to schedule:



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



# REFERRAL MANAGEMENT

## What is a referral?

- Request for specialty care (w/in MTF or TRICARE network)
- Creates authorization (to pay) for network visits issued through TriWest Health Alliance. \*\*

## Referral Management Center (RMC):

- 2<sup>nd</sup> Level, Patient Service Center (PSC)
- Mon-Fri, 0730-1630
- 707-423-7641

## Tricare Prime and seeking routine care off-base without a referral?

- NO Authorization created
- TRICARE will NOT pay w/o prior authorization
- Member is responsible for 100% of the resulting charge
- Ordinary leave will be charged for travel & hospital stay

## Elective procedures/surgery for ADSM:

- Prohibited w/out prior written approval by Sq/CC & MTF/CC
- Performed at patient's expense (100%)
- Contact 707-423-3472 to initiate process



# TriWest Waiver

## (Tricare Prime Beneficiaries)

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### What is the TriWest Waiver?

- The Defense Health Agency has waived the requirement to obtain approval for referrals to outpatient specialty care for TRICARE Prime enrollees in the West region. However, **you'll still need to get a referral from your Primary Care Manager before getting that specialty care.**

### When is the waiver valid?

- The TriWest authorization waiver period is valid for referrals placed **1 JAN 2025 – 30 JUN 2025.**
- Referrals placed in this window are able to be used through **30 SEP 2025.**

### Will I need an authorization for care?

- During the waiver period, no authorizations will be issued for care (with limited exceptions). **Exceptions to the waiver:**
  - Inpatient care
  - Applied behavior analysis or Autism Care Demonstration services
  - Laboratory developed tests
  - Extended Care Health Option services



**BREAK**



# SELF-REFERRAL EXCEPTIONS

## 1. Mental Health/Counseling:

- ADASM may call 423-5174 from 0730-1600; will be vectored to appropriate level of care
- ADASM/ADFM may call 800-342-9647 [www.militaryonesource.mil](http://www.militaryonesource.mil) Up to 12 visits/CY, per issue (individual, couple, family, children)
- ADFM additionally may use network providers ([www.tricare.mil](http://www.tricare.mil))
  - ✓ "As Needed" visits/CY, per issue (individual, couple, family, children)
- ADFM may use both options independently
- Does not require MTF involvement
- NO Co-Pays

## 2. Eye Exams for ADFM:

- ADFM may self-refer once a year (lenses & frames not covered)
- New Option – FEDVIP (Federal Employee Dental and Vision Insurance Plan)
  - [www.benefeds.com](http://www.benefeds.com) (FEDVIP Enrollment Portal)



# COSMETIC PROCEDURE AVAILABILITY

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## Oral Maxillofacial Surgery Clinic

- Rhytidectomy forehead – Brow lift
- Rhytidectomy full face – Face lift
- Blepharoplasty – Upper/lower eyelids
- Otoplasty – Ear deformity correction
- Laser Skin Resurfacing

**These services do not require PCM referrals. To schedule an evaluation, call 707-423-7085.**

## Surgery Plastics

- Face Lift
- Neck Lift
- Brow Lift
- Blepharoplasty
- Breast Lift/Augmentation
- Liposuction
- Abdominoplasty/Tummy Tuck

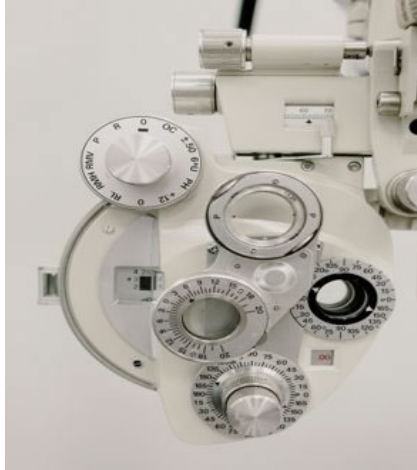
**These services do not require PCM referrals. To schedule an evaluation, call 707-423-5224**





# OPHTHALMOLOGY

# WARFIGHTER LASER REFRACTIVE CENTER



## Corneal Refractive Surgery (CRS)

- ✓ Active duty, Reserves and National Guard (on active duty orders) are eligible.
- ✓ 21 years or older.
- ✓ Retainability: 6 months for AF/Army and 12 months for all other branches.
- ✓ Requires command approval.
- ✓ Call 707-423-3146 for more information.

- ✓ Visit <https://kx.health.mil/kj/kx1/AFRefractiveSurgery/Pages/home.aspx> (CAC Required), for more program information.
- ✓ For application requests/submissions or questions, email: [usaf.travis.60-mdg.mbx.dgmclasercenter@health.mil](mailto:usaf.travis.60-mdg.mbx.dgmclasercenter@health.mil).



# DENTAL



# DENTAL SERVICES



- **Location: East side of DGMC**
- **Hours: Mon-Fri, 0700-1600**
- **ACTIVE DUTY ONLY**
- **Phone: 707-423-7000**
- **Sick Call 0700-0900**
- **After-hours Emergencies**
  - **Report to the Emergency Room First**
- **TRICARE Dental Program (Family Members)**
  - **United Concordia 1-844-653-4061**
- **Family members can be seen when space is available with our AEGD Flight if case meets educational requirements**
  - **Referrals can be sent to [usaf.travis.60-mdg.mbx.60-ds-customer-service@health.mil](mailto:usaf.travis.60-mdg.mbx.60-ds-customer-service@health.mil)**



# EMERGENCY DEPARTMENT



# EMERGENCY SERVICES

- **DGMC Emergency services available 24/7**
- **Threat to LIFE, LIMB, EYESIGHT**
- **From land line ON BASE: Dial 424-4911**
- **From cell phone ON BASE: (707) 424-4911**
- **Off-base Emergencies: call 911 (covered by TRICARE)**





# PATIENT TRAVEL



- **Eligibility:** All Active-Duty Service members
- **Benefits:** Travel reimbursement
- **Process:** Retrieve supporting documents from PCM, email documents to members listed below as well as a detailed synopsis of the details of travel.
  - Dates of travel
  - Travel location
  - Are non-medical attendants required

**POC: SSgt Coughran /SSgt Loredo Benitez**

**[yoana.loredobenitez.mil@health.mil](mailto:yoana.loredobenitez.mil@health.mil) /[vernon.t.coughran.mil@health.mil](mailto:vernon.t.coughran.mil@health.mil)**

**707-423-7923/ 423-3205**



# **60<sup>TH</sup> MDG PATIENT ADVOCATE**

## **MR. JOHN DICKENS**

### **707 423-2388**







# EXCEPTIONAL FAMILY MEMBER PROGRAM

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## EFMP - MEDICAL



**MOHAMMAD MASUM, MAJ USAF, NC**  
**SPECIAL NEEDS COORDINATOR**



# WHAT IS EFMP?

- It's a Department of Defense program that helps military personnel find assignments that consider the medical and educational needs of their families.
- **EFMP Assignments**- Provides assignment coordination while ensuring that special medical and educational needs of family members are considered.
- **EFMP Family Support**-Provides community and resource support functions provided by the Airman & Family Readiness Center (A&FRC)
- **EFMP Medical**-Provides screening, identification, enrollment and assignment coordination through the Family Member Travel Screening (FMTS) Process. It also provides medical information management to ensure military families with special needs are not assigned to locations lacking adequate medical and educational services.



# **YOU SHOULD ENROLL IN EFMP IF:**

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- **Have a spouse, child or dependent adult who requires special medical services for a chronic condition.**
- **Receive ongoing services from a medical specialist(s).**
- **You have been diagnosed with significant behavioral health conditions.**
- **AND if you have a child from birth to age 21 who:**
  - **Receives special education services through an individualized Education Program (IEP).**
  - **Receives early intervention services through an Individualized Family Service Plan (IFSP).**
  - **Or is eligible for these services.**



# CONTACT INFORMATION

## SPECIAL NEEDS COORDINATORS:

- Major Mohammad Masum

Email: [mohammad.masum.mil@health.mil](mailto:mohammad.masum.mil@health.mil)

Phone (707) 423-3786

## SPECIAL NEEDS TECHNICIANS:

- SrA Kodjo Segbedji, Ms. Tenicia Sanchez Martin, and A1c Ashlynn Weiss

EFMP Org Box: [usaf.travis.60-mdg.mbx.efmp@health.mil](mailto:usaf.travis.60-mdg.mbx.efmp@health.mil)

Office location: Room 1A402 First floor

Main Phone: (707) 423-3786

Supervisor: Major Aaron Orzel

Email: [Aaron.m.Orzel.mil@health.mil](mailto:Aaron.m.Orzel.mil@health.mil)

Phone: (707)423-7927



# EFMP-FS ROLES & RESPONSIBILITIES

- Guidance: AFI 36-3009 & EFMP-FS Desk Guide
- Launch program awareness & marketing programs
- Conduct family needs assessment/services plans
- Information & Referral (local, state, federal resources)
- Offer workshops, education brfs & fun events
- Offer enhanced support to deployed families
- Provide warm hand-off to FS at gaining location



**EFMP 101 Orientation**  
Get Your Questions Answered!

Wednesday Jan 15, Apr 16,  
Jul 16, and Oct 15, 2025  
**1000-1130**

**Exceptional Family Member Program**

Speakers from each area of the program including:

- Medical
- Family
- Assignments

**Location:**  
Military & Family Readiness Center  
351 Travis Avenue  
Travis AFB, CA 94535

**EFMP** Exceptional Family Member Program

**REGISTER @ [WWW.TRAVISMFRG.COM](http://WWW.TRAVISMFRG.COM)**



Scan me to  
sign up for  
our next  
one

# RESPITE CARE




**EFMP**  
Exceptional Family Member Program

## RESPITE CARE PROGRAM

Short-term care provided to DAF EFMP-enrolled families

**Benefits**

- ✓ Up to 32 hours monthly
- ✓ In-Home care
- ✓ Provider matching
- ✓ Adult EFM care available

**CONTACT LOCAL EFMP OFFICE FOR MORE INFORMATION**

[afpc.dpf.workflow@us.af.mil](mailto:afpc.dpf.workflow@us.af.mil)

[www.daffamilyvector.us.af.mil](http://www.daffamilyvector.us.af.mil)

### Respite Care Program (Future State)

- Sibling care no longer authorized
- Adult EFM care will be available
- Level of Need (LON) Assessment
  - LON 3 = 20 hours per family
  - LON 4 = 32 hours per family
- Effective 1 March 2025



### DAF FCC Expanded Child Care (ECC) Programs

Unique child care services offered in DAF Certified Family Child Care Homes:

- Full Day/Weekly Child Care
- Part Time Care/Before School Care/After School Care/Before and After School Care
- Hourly Care
- Expanded Child Care/Non-Traditional Care



Scan or reach out to the local installation's Family Child Care office for more information.  
<https://www.dafchildandfamilycare.com/family-child-care/>



\* Must meet eligibility requirements



# EFMP FAMILY SUPPORT

OFFICE LOCATED AT THE M&FRC, BLDG. 660

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## EFMP-FS COORDINATOR

Ms. LatoshiaOdom, GS-11, 60 FSS/FSH

latoshia.odom@us.af.mil

707-424-5308

## EFMP-FS COORDINATOR

Ms. Ashley Miguel, GS-11, 60 FSS/FSH

ashley\_rose.miguel.1@us.af.mil

707-424-2511

## EFMP-FS NAVIGATOR

Ms. M. Reneé White, GS-11, 60 FSS/FSH

maria.white.7@us.af.mil

707-424-0538



# QUESTIONS??



**Connect with your Travis EFMP- FS Team**  
**M&FRC front desk number: 707-424-2486**



**Sign up for upcoming events, classes , or  
workshops**

**Click on “Click here to sign up for a Class/Event” bar**





# FAMILY ADVOCACY PROGRAM

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DEPARTMENT OF THE AIR FORCE

**Family Advocacy  
Program** UPLIFTING AIRMEN,  
GUARDIANS, & FAMILIES

Travis AFB, CA 94535

707-423-5168



# MISSION

Women Advocacy Men Abuse-Free  
Strength Hope Family Education  
Leadership Boys Collaboration  
Empowerment Girls Prevention United Courage  
Communication Health Community  
Well-being

***To build healthy communities through implementing programs and services designed for the prevention and treatment of domestic abuse and child maltreatment***



# ***PREVENTION/OUTREACH SERVICES....BUILDING FAMILY STRENGTHS***



- PREP – relationship enhancement
- Anger Management Class
  - Online
- Parenting Education
  - online
- New Parent Support Program
- Boot Camp for New Dads
- Boot Camp for New Moms
- FAST





- The New Parent Support Program (NPSP) provides *support to expectant parents and parents of up to age 3* through:
  - Home visitation to provide education and support to parents
  - Helping the family adapt to a new family member
  - Consultation on baby care, nurturing, growth, development, parenting infants/toddlers
  - Education on play and family safety



# ***REPORTING***

*Reporting Domestic Abuse or Child Maltreatment*



**AFI 40-301 requires that:**

**MTF staff, Law Enforcement and OSI report both domestic abuse and child maltreatment to FAP**

**CCs and any individual in the active component service member's chain of command shall report all credible information (which may include a reasonable belief) of suspected child maltreatment immediately to the FAP office responsible for serving the unit**

**Childcare providers will report of suspected incidents of child maltreatment occurring in DoD sanctioned activities are immediately reported to the FAP**

**Everyone is encouraged to report suspected maltreatment to FAP. Reports to FAP may be done directly or anonymously**



# TRAVIS AFB DOMESTIC VIOLENCE VICTIM ADVOCACY



## Reporting options available to you in California

### RESTRICTED

- Contact one of the below:
  - Domestic Abuse Victim Advocate (DAVA)
  - Family Advocacy Program
  - Mental Health Provider

### ASK FOR A RESTRICTED REPORT

- Receive:
  - Advocacy Services
  - Individual Counseling
  - Resource information

**Law enforcement and chain of command NOT  
notified**

### UNRESTRICTED

- Contact one of the below:
  - Family Advocacy
  - Domestic Abuse Victim Advocate (DAVA)
  - Law Enforcement
  - Chain of command
  - DGMC Emergency Dept

- Receive:
  - Medical care
  - Advocacy Services
  - Family Advocacy Services
  - Resource Information

**Criminal investigation is initiated and unit commander**

Domestic Abuse Victim Advocate: 707-232 - 5109  
Family Advocacy Program: 423-5168  
Location: DGMC First Floor

**Supporting Team Travis**



## YOUTH SUPERVISION GUIDELINES

Child Sitting Siblings & Others	No	No	No	No	*Yes; 12 yrs or 7 <sup>th</sup> grade minimum child must be at least 4 yrs of age	*Yes
Left in Car Unattended	No	No	No	Yes; except in hot weather, keys removed and brake applied	Yes	Yes
Outside Unattended	No	Yes; with ready access to adult supervision (visual sight or hearing distance)	Yes; with ready access to adult	Yes	Yes	Yes
Left Alone without a sitter	No	No	No	Yes; maybe left home 3hrs (day time only); adult checking periodically	Yes; up to 12 hrs, adult access; not to exceed base curfew hours	Yes
Left Alone Overnight	No	No	No	No	No	Yes, not to exceed 48 hrs
						
Age of Child	Newborn thru Age 4	Age 5-6	Age 7-9	Age 10-11	Age 12-15	Age 16-17

Call Family Advocacy for More Information





***CALL FAP TO MAKE A REFERRAL OR  
FOR MORE INFORMATION***

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DEPARTMENT OF THE AIR FORCE

**Family Advocacy  
Program** UPLIFTING AIRMEN,  
GUARDIANS, & FAMILIES

**Family Advocacy Program**

**At (707) 423-5168**





# PATH TO SELF CARE MANAGING COMMON ILLNESSES



**COLD SYMPTOMS**

**SORE THROAT**

**RASH**

**BACK PAIN**

**60TH MEDICAL GROUP**

**IF YOU'RE EXPERIENCING A MEDICAL EMERGENCY, PLEASE CALL 911  
OR REPORT TO THE NEAREST EMERGENCY ROOM**



# HOT LINKS

- **Hospital hours for most services: M-F 0730-1630 (North and South)**
- **60 MDG Website: <https://travis.tricare.mil/>**
- **Follow us on social media: <https://www.facebook.com/60MDG.DGMC/>**
- **TRICARE West Region: [www.tricare-west.com](http://www.tricare-west.com)**



**Central Appointments (707) 423 – 3000**  
**Referral Management (707) 423 – 7641**  
**Benefits Assistance Office (707) 423 – 7921 | 3472**  
**Pharmacy Refill (707) 423 – 7600**  
**Dental (707) 423 - 7001**

**EFMP (707) 423 – 3786**  
**General Info - North Information Desk**  
**(707) 423 – 7300**  
**General Info - South Information Desk**  
**(707) 423 – 3687**  
**Nurse Advice Line (800) 874 – 2273**  
**[www.mhsnurseadvice.com](http://www.mhsnurseadvice.com)**



# QUESTIONS



# HOW ARE WE DOING?

