



FREQUENTLY ASKED QUESTIONS

1. How do I request an appeal for primary care from NMCS D?

To request an appeal for an exception from NMCS D enrollment or request a civilian doctor, submit your request via one of the three methods below:



Naval Medical Center San Diego
Attn: Patient Relations Department
34800 Bob Wilson Drive
San Diego, CA 92134



NMCSanDiego-PR@med.navy.mil



Hand deliver to the Patient Relations Department, Building 1, 1st Floor, near the Pharmacy.

Please include the following information in your appeal:

- Full name and SSN of sponsor
- Full name of patient(s) being appealed for
- Date of birth of patient(s)
- Current Home address
- Phone number
- Name of clinic transferring from
- Driving time/distance from home to clinic transferring from
- Your reason for this request
- Name of requested doctor(s)
 - Name of doctors within the clinic or at another clinic
 - If requesting for a civilian doctor outside the Military Treatment Facility (MTF), the doctor must be a network provider. Network status can be verified by call 1-888-TRIWEST or visit TRIWEST.com

For further questions please contact a Health Benefits Advisor at 619-532-8328.

2. How do I request an interpreter (foreign languages and American sign language) ?

Call the Patient Relations Department during normal working hours at 619-532-6418, 0730-1600, Monday-Friday. For after hours and weekend translation requests, please call the Quarterdeck at 619-532-6400.



FREQUENTLY ASKED QUESTIONS

3. How do I request a second opinion?

Request for a second opinion from your primary or specialty care provider. If your request for a second opinion is not granted, contact the Patient Relations Department via one of the two methods below:



NMCSanDiego-PR@med.navy.mil



Hand deliver to the Patient Relations Department, Building 1, 1st Floor, near the Pharmacy.

Please include the following information in your appeal:

- Full name and SSN of sponsor
- Full name of patient requesting a second opinion
- Reason(s) for request

4. What is Face-to-Face? How do I request a Face-to-Face conference?

Face-to-Face is a program that connects deployed service members with their hospitalized family members through a secure internet site. Please contact the Patient Relations Department at 619-532-6418 for further information.

5. How can I request a Social Worker? Case Manager?

Ask your primary care manager to submit a consult. Please note that beneficiaries are required to meet certain criteria in order to utilize these services.

6. How can I request my medical records?

Call the Patient Administration Department, Medical Records Division at 619-532-9344 or visit the Medical Records Division, Building 1/1st Floor, near the Pharmacy.



FREQUENTLY ASKED QUESTIONS

8. What is Space Availability (Space-A)? How can I get an appointment as a Space-A beneficiary?

Space Availability is also known as “Space-A.”

Space-A patients are:

- TRICARE Standard/Extra beneficiaries (Active Duty Family Members, Retirees, Eligible Family Members of retirees)
- NATO members/Partners for Peace Countries/Reciprocal Agreements
- Ex-service maternity
- Secretarial designees
- Dependent parents and parent in-laws
- Federal Judges

Space-A beneficiaries are eligible for care, but at a lesser priority access for primary care compared to that of TRICARE Prime beneficiaries.

Space-A beneficiaries are advised to walk-in or call the clinic directly and speak with the Clinic Manager or the Clinic Customer Service Representative.

For additional information on Space-A, please contact a Health Benefits Advisor at 619-532-8328.

9. How can I send a compliment?

Please send your compliments to the Patient Relations Department via one of the three methods below:



Naval Medical Center San Diego
Attn: Patient Relations Department
34800 Bob Wilson Drive
San Diego, CA 92134



[Online Comment Card](#)



Hand deliver to the Patient Relations Department, Building 1, 1st Floor, near the Pharmacy.

10. How can I send my concerns?

Please send your concerns to the Patient Relations Department via one of the three methods below:



Naval Medical Center San Diego
Attn: Patient Relations Department
34800 Bob Wilson Drive
San Diego, CA 92134



[Online Comment Card](#)



Hand deliver to the Patient Relations Department, Building 1, 1st Floor, near the Pharmacy.



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11. How can I find out if my friend or family member is hospitalized at NMCS D?

Please contact the Patient Administration Department at 619-532-8319 or the Quarterdeck at 619-532-6400.

12. How can I stay at the Fisher House?

Contact the Fisher House Office for availability at 619-532-9055, after hours call 619-944-9677, or visit their website at <http://www.med.navy.mil/sites/nmcsd/Patients/Pages/services/FisherHouse.aspx>.

13. How can I get in contact with Medical Boards? Limited Duty (LIMDU)? Physical Evaluation Board (PEB) attorney?

Disability Advisory Counsel is available from:

Disability Advisory Office

Naval Medical Center San Diego
Bldg 26, 1st Floor
619-532-5605

Or

Naval Legal Service Office Southwest

Naval Station San Diego
Building 56
Please call to schedule an appointment: 619-556-1703

14. How can I obtain a wheelchair or wheelchair assistance?

You may obtain a wheelchair through the Emergency Department 619-532-5490, Quarterdeck (532-6400), or Patient Relations Department 619-532-6418 or 619-532-6416.

15. How can I obtain assistance while ambulating throughout the NMCS D buildings?

Contact Patient Relations Department for assistance at 619-532-6418.

16. How can I contact the clinic/department Customer Service Representative?

Ask the clinic's front desk personnel to assist you.

17. How can I obtain information on the [Comprehensive Combat and Complex Casualty Care \(C5\) Advisory Group](#)?

The C5 Advisory group meets on a regular basis providing a means to communicate both positive and negative experiences for process improvement initiatives. To join the C5 Advisory Council potential members (current C5 patients) should contact the Patient Relations Department at 619-532-6418 for more information.



FREQUENTLY ASKED QUESTIONS

18. How can I request to appeal a bill?

To request to appeal a bill, please contact a Health Benefits Advisor at 619-532-8328.

19. How can I volunteer my services at NMCSO?

To volunteer within NMCSO and the outlying clinics, please contact the Patient Relations Department at 619-532-6418.