



Cadet Healthcare Guide (CHG)

Keller Army Community Hospital



Cadet Status (explained)

For the purposes of accessing health care in the Military Health System, you are considered to be an Active Duty Service Member (ADSM). As such, all ADSM rules regarding priority for accessing health care and payment of civilian health care claims are applicable.

Important Phone Numbers

Keller Appointment Phone Number
(845) 938 – 7992
1-800-552-2907
 Not 515 – XXXX

Health Benefits Advisors at Keller
845-938-4838

Mologne (Cadet) Health Clinic
1-845-938-3003

Saunders Dental Clinic, West Point,
 New York at **(845) 938-3121**
United Concordia, Active Duty
Dental Plan (ADDP)
 1-866-984-2337

Overseas
International SOS Call Center
 Toll Free **1- 888-777-8343**
 011-44 – 20 – 8762 8133 (collect)

Health Net Region Phone #'s
Customer Service
 1-877-TRICARE (1-877-874-2273)
Behavioral Health Provider
 1-877-747-9579

Defense Enrollment Eligibility
Reporting System
 1-800-538-9552

TRICARE Retail Pharmacy
 1-877-363-1303
TRICARE Mail Order Pharmacy.
 1- 866-363-8667

Emergency Care

Emergency care is needed to save life, limb or eyesight. Report to the nearest hospital emergency room or call for an ambulance (911 in most areas) contact Keller as soon as possible

Urgent Care: cannot be delayed until return to West Point. Call Health Net Federal Services for prior authorization for out of area care and assistance finding TRICARE network providers.

Routine care: is not authorized while away from West Point

Refer to USMA Cadet Medical Care Card for USCC notification instructions.

Overseas Emergency

Overseas in a remote location and/or not close to an MTF

Active Duty Service Members who need emergency assistance while traveling on official or unofficial business anywhere in the world may call an **International SOS Call Center** for **Medical and Dental** needs.

In an emergency, get care immediately, then call International SOS as soon as possible:

Eurasia-Africa Area Country specific numbers at email:
<http://www.internationalsos.com/private/tricare/europe/index.cfm?Page=15>
 Toll Free 1- 888-777-8343 **option # 1** or 011- 44 - 20 - 8762 8133 (collect)

Latin America & Canada Country specific numbers at email:
<http://www.internationalsos.com/private/tricare/latinamerica/index.cfm?page=17>
 Toll Free 1-888-777-8343 **option #3**; 1-800-834-5514 or call collect: 1-215-701-2800

Singapore (Pacific) Country specific numbers at email:
<http://www.internationalsos.com/private/tricare/pacific/index.cfm?Page=9>
 Toll Free: 1-888-777-8343 **option # 4** or 011-65-6338-9277 (collect)

Australia (Sidney) + 011- 612- 9273- 2760 (collect)

E-mail International SOS: tricarelon@internationalsos.com

**Mologne Health Clinic
Cadet Medical Requirements**

<p align="center">Cadet Health Clinic (1-845-938-3003/4703)</p> <p>Sick Call - is conducted from 0600-0630 in building 606 Mologne Health Clinic</p> <p>Commissioning Physicals – must be complete for the graduating class by 15 DEC of the calendar year.</p> <p>Flight Physicals – are ongoing please contact Mologne for guidance 1-845-938-2565</p> <p>Airborne Physicals - please contact Mologne for guidance 1-845-938-2565</p>	<p align="center">Routine or Urgent Medical Care</p> <p>Cadets receive world class military medical care through the Mologne Cadet Health Clinic and Keller Army Community Hospital. Mologne (Cadet) Health Clinic 1-845-938-3003</p> <p>When a cadet is away from West Point for any reason, he or she is entitled to urgent or emergency care only. Authorization must be obtained <u>before</u> accessing urgent care. The cadet calls Health Net Federal Services at 877-874-2273 for authorization and assistance in locating suitable urgent care.</p>	<p align="center">Network Specialty Care</p> <p>Network Specialty care <u>requires a referral</u> from the Cadet Health Clinic <u>and prior authorization from Health Net Federal Services</u>, the managed care support contractor for TRICARE North. Before obtaining non-emergency care, you must contact the Cadet Health Clinic and request that a referral be initiated. Be prepared to describe your current health status and give your leave address and phone number for inclusion in the referral. Request that a copy of the referral be mailed or faxed to you so that you can take it with you to your appointment.</p>
<p align="center">Primary Care Provider(PCM) at Keller</p> <p>Cadets are considered AD and must enroll in TRICARE Prime by completing an enrollment form.</p> <p>This means Your PCM provides primary health care and directs all specialty care via referrals and authorizations</p> <p>You will make appointments for the Cadet Health Clinic via the Internet at www.tricareonline.com or by calling Keller’s Appointment Center at (845)-938-7992.</p> <p>When you need specialty care, your primary care manager will enter a referral into the hospital system. If the care is available at Keller Army Community Hospital, you will make an appointment using the same phone number above.</p> <p>If you must use a civilian network provider, Health Net Federal Services will authorize the care. Contact Health Net Federal Services at 1-877-874-2273.</p>	<p align="center">Medical Leave of Absence (MLOA)</p> <p>While on Medical leave of absence (MLOA) <u>you remain in an active duty status and enrolled in TRICARE Prime in the TRICARE North Region</u>. Your first choice for medical and dental care is the closest military treatment facility (MTF) if it is within the travel distance. (Travel distance is determined by the zip code where you are on leave: 20 miles or 30 minutes for primary care and 40 miles or 60 minutes for specialty care.)</p> <p>Emergency care does not require a referral or prior authorization. Call the local emergency number or report immediately to the nearest hospital emergency room if you think that delaying care will result in loss of life, limb or eyesight. Report <u>any</u> emergency care you receive to the Cadet Health Clinic and/or Health Net Federal Services (1-877-874-2273).</p> <p>Routine or urgent medical care <u>requires a referral</u> from the Cadet Health Clinic <u>and</u> prior authorization from Health Net Federal Services, the managed care support contractor for TRICARE North. Before obtaining non-emergency care, you must contact the Cadet Health Clinic and request that a referral be initiated.</p>	<p align="center">Medical Leave of Absence (MLOA) Continued...</p> <p>To obtain appropriately authorized civilian medical care contact Keller Hospital, Medical Management Office at (845) 938-6610 to assist you in coordinating any referrals you may need regarding your care while you are on leave. You may also call Health Net Federal Services (Health Net) at 1-877-TRICARE or 1-877-874-2273 for assistance in out-of-region care.</p> <p>For treatment of a non-emergency medical condition that cannot wait until you return home, you should coordinate with your PCM before seeking care.</p> <p>If you have any problems with referrals and authorizations, contact the Health Benefits Advisors at Keller Army Community Hospital by calling 845-938-4838. They will work with Keller’s Referral Management Team to get you the authorizations you need.</p> <p>If you receive care in the TRICARE South or West Regions, be prepared to give your provider the correct claims address: TRICARE North Claims, P.O. Box 870140, Surfside Beach, South Carolina, 29587-9740.</p>

Mental and Behavioral Health

Emergency - Emergency care does not require a referral or prior authorization. Call the local emergency number (911 in most areas) or report immediately to the nearest hospital emergency room. Report any emergency care you receive to the Cadet Health Clinic **(1-845-938-3003/4703)** and Health Net Federal Services **(1-877-874-2273)**.

Active duty service members (ADSMs) typically receive their behavioral health care from a Military Treatment Facility (MTF), and the service member's command must approve the behavioral health care before it is received. If services are not available at the MTF or if the active duty service member is not located near an MTF, the ADSM must have a referral from their PCM and an authorization from Health Net to seek any behavioral health care services from a civilian network or non-network provider.

Dental

Cadets must receive dental care through the active duty military dental care system in Military Dental Treatment Facilities (DTF). The Active Duty Dental Program (ADDP) is administered by United Concordia. The ADDP provides private sector dental care to ensure dental health for active duty service members (ADSMs). The ADDP provides dental care to ADSMs who are unable to receive required care from a military dental treatment facility (DTF). The ADDP provides authorized civilian dental care for USMA Cadets via referral from a military dental treatment facility (DTF). (DTF referred). At West Point, the Saunders Dental Clinic provides referrals for the extremely limited volume of referred care.

Dental Emergency

Emergency care (palliative care) is care that is required to treat or control hemorrhage, infection, swelling and pain. This includes treatment necessary to relieve pain, treat infection or control hemorrhage to include: temporary or permanent fillings, root canal treatment, single tooth extractions, incision and drainage or other immediately required treatment. Use a United Concordia network dentist for emergency dental care is recommended, if possible. You may receive a list of networks dentists by contacting **United Concordia at 1-866-984-2337**. Questions regarding preauthorization for non emergency dental should be directed to **Saunders Dental Clinic**, West Point, New York at **(845) 938-3121** located in building number 606

Crowns, bridges and dentures are not considered emergency care and require authorization.

Dental Overseas

Active Duty: Active duty service members should seek dental care through the [International SOS PCM Call Center](#). Call **44 - 20 - 8762 8133 (collect)**. The Inter National SOS Call Center will fax the dentist a guarantee of payment. Always attempt to contact the nearest military DTF or MTF when receiving dental or medical care overseas.

TRICARE Overseas Prime

TRICARE Overseas Prime (TOP Prime) offers priority access to care at Military Treatment Facilities. TRICARE Overseas Prime is mandatory for Active Duty Service Members. Seek care at a U.S. Military Treatment Facility if available. Beneficiaries eligible for Prime stationed more than 50 miles from a Military Treatment Facility are covered under the TRICARE Global Remote Overseas (TGRO) program.

TRICARE Global Remote Overseas (TGRO)

TRICARE has partnered with International SOS, to establish a network of quality healthcare providers in [select remote locations](#). International SOS will assist you with scheduling medical appointments, locating network primary and specialty care providers and medically monitoring your care. You can speak with one of their doctors or nurses 24 hours a day, seven days a week and ensure that you will not incur upfront, out-of-pocket expenses.

Eurasia-Africa Area

Toll Free 1- 888-777-8343 **option # 1** or 011- 44 - 20 - 8762 8133 (collect)
teoweb@europe.tricare.osd.mil

Latin America & Canada

Toll Free 1-888-777-8343 **option #3**; 1-800-834-5514 or call collect: 1-215-701-2800
taolac@tma.osd.mil

Singapore (Pacific)

Toll Free: 1-888-777-8343 **option # 4** or 011-65-6338-9277 (collect)
TPAO.CSC@med.navy.mil

Australia (Sidney) + 011- 612- 9273- 2760 (collect)

E-mail International SOS:

tricarelon@internationalsos.com

<p>Health Net Federal Service</p> <p>Health Net Federal Services is the managed care support contractor for the TRICARE North Region. They providing cost-effective, quality managed health care programs for government agencies, including the Department of Defense 2.9 million uniformed services beneficiaries.</p> <p>A Health Net contractor duties:</p> <ul style="list-style-type: none"> -Process TRICARE Prime enrollment and PCM assignment -Maintain a network of civilian health care providers -Process authorizations to civilian providers -Process health care claims via a sub-contractor <p>If you receive care in the TRICARE South or West Regions, be prepared to give your provider the correct claims address: TRICARE North Claims, P.O. Box 870140, Surfside Beach, South Carolina, 29587-9740. The provider can check the status of the claim by calling 1-866-773-0404. You can check the status of your TRICARE claims by logging on to www.mytricare.com. You will receive a password in 7-10 days along with instructions to change it as soon as possible. If you don't see a claim in the system, contact the provider's billing manager. Protect your good credit rating by following up on claims that are denied or remain unpaid for a long period of time.</p>	<p>TRICARE Pharmacy Program</p> <p>TRICARE provides a world-class pharmacy benefit to all eligible Uniformed Services members. Eligible beneficiaries may fill prescription medications at military treatment facility (MTF) pharmacies; through the TRICARE Mail Order Pharmacy (TMOP); at TRICARE retail network pharmacies (TRRx); and at non network pharmacies. Beneficiaries need a written prescription and a valid Uniformed Services identification card. Active duty service members do not pay copayments for prescriptions. The copayment structure applies to all TRICARE beneficiaries. If Active duty service members receive medications through an overseas pharmacy or an out-of-network pharmacy, they may need to pay out-of-pocket for the total cost of the medication and then file a claim for reimbursement for the full amount.</p> <p>TRICARE Mail Order Pharmacy. Prescriptions for long-term maintenance medications may be sent to the TRICARE Mail Order Pharmacy. Call 866-363-8667 for instructions on registering for the mail order pharmacy or visit the Express Scripts web site listed below. You can also fill prescriptions at a TRICARE Retail Pharmacy (TRRx). Call 866-363-8779 or go to www.express-scripts.com and click on the TRICARE logo.</p>	<p>TRICARE Online (TOL)</p> <p>TRICARE Online is a web site of the Military Health System. TOL is a secure web portal designed to increase access to care for authorized TRICARE beneficiaries. When you register for a TRICARE Online account, access to your personal pages will be password protected. The following features are available to authorized TOL users:</p> <ul style="list-style-type: none"> • Appointment Booking (for authorized beneficiaries) • Access to Refill Prescriptions (for authorized beneficiaries) • Access to your Personal Health Record (for authorized beneficiaries) • Update your User Profile • Other services <p>You are always welcome to use TRICARE Online without registering or logging in. However, we require you to register and login for certain services, like making an appointment, customizing your web page, creating your personal health manager, using the claim, pharmacy renewal and enrollment features, or communicating electronically with your health care provider.</p>
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SUBSTANCE ABUSE TREATMENT

Overuse of alcohol or drugs can cause serious problems at work, at home, and with your health. Drug or alcohol addiction is a complex but treatable condition.

Warning signs:

Craving- A strong need, or urge, to drink/use.

Loss of control – Not being able to stop drinking/using once you start.

Physical Dependence – Withdrawal symptoms, such as nausea, sweating, shakiness, and anxiety after you stop drinking/using.

Tolerance – The need to use greater amounts to feel its effects.

HOW TO GET HELP

Recognize the symptoms.

Contact your primary care manager (1-845-938-3003/4703) or psychologist for evaluation and referral for treatment(1-845-938-7691)

Claims

If you have to file a claim please seek assistance from the Health Benefits Advisors at Keller (845)-938-4838

To file a TRICARE Claim, complete a TRICARE/CHAMPUS Claim Form (DD Form 2642) from the TRICARE Europe Web Site. Send it to the appropriate address along with the following:

- An itemized bill from the provider
- A receipt, if applicable, for the amount paid to the provider

A completed payment authorization form for active duty members

Avoid claims problems by filing claims within 30 days from the date of care, and by keeping copies of all your claims paperwork. After your claim has been processed, you will receive an explanation of benefits (EOB) telling you how much has been paid and to whom.

Send claims to:

**TRICARE North
PO Box 870140
Surfside Beach, SC
29587-9740**

Call: 877-874-2273

www.mytricare.com

Out of Pocket Cost

The only legitimate out of pocket cost you might have is if you fill a prescription at a civilian pharmacy and DEERS cannot verify your eligibility.

Simply file a claim for reimbursement.

However, if you access non-emergency civilian health care without prior referral and authorization, you are required to pay the entire cost of the care.

Private Health Insurance

We advise you to retain health insurance for your cadet. If your child resigns from USMA for any reason you will not have to worry about a pre-existing condition that may keep you from insuring him or her.

However, cadets are tempted to use their parents' health insurance to pay for medical care while they are on leave and "have the time".

Before your cadet gets care without proper TRICARE authorization, please check with your plan's administrator to be sure the claim will be paid. In addition, be advised that some benefits under your plan may not be benefits under TRICARE and cannot be paid if payment is denied.

Please contact International SOS 24 hours a day, seven days a week (below)

TRICARE Global Remote Overseas (TGRO) Toll Free 1- 888-777-8343 (day time only number)

TRICARE SOS Pacific	
Main Line for SYDNEY (COLLECT) (61) 2-92732760 Country Toll Free Number	
Australia 1800-683-925	New Zealand 0800-400-014
Northern Marianas 1-866-227-2251 Fiji / Palau Reverse charge call to (61) 2-92732760	American Samoa Reverse charge call to (61) 2-92732760
China 10800-650-0050	Hong Kong 800-90-3785
India (on phones with IDD Facility) 000-6517	Indonesia 001-803-65-7432
Japan 005-316-50291	Malaysia 1800-80-1658
Philippines 1800-1651-0242	South Korea 007 9865 173 42
Sri Lanka (within Colombo) 2430-800	Sri Lanka (fr other areas) 11-2430-800
Thailand 001-800-65-6276	Vietnam (on phones at Post Offices & airport) 120-65-0065

TRICARE SOS Eurasia Africa	
Austria 0800 293503	Latvia 800 0227
Belgium 0800 80806	Lithuania 8800 30060
Bulgaria 0080 0116 4452	Netherlands 0800 0221873
Cyprus 800 91136	Norway 80013717
Czech Republic 800 142339	Oman 00800 75454
Denmark 80880579	Poland 00800 4411495
Egypt 08000000181	Portugal 800 844296
Finland 0800 112710	Russia 8108 002 467 1044
France 0800 919907	Saudi Arabia 800 8440901
Germany 0800 1818505	South Africa 0800 991308
Greece 00800 4414 0902	Spain 900 938930
Hungary 06800 15787	Sweden 0200 285689
Ireland 1800 409111	Switzerland 0800 563551
Israel 1800 9433050	Turkey 00800 448820903
Italy 800 785795	United Arab Emirates 8000 4410904

TRICARE SOS Latin America			
Country	Access Number		Access Number
Antigua	#0 or 1-800-366-4663	Haiti	171
Argentina	0800-555-1003	Honduras	8000-121
Argentina	0800-222-1003	Jamaica	875
Aruba	800-8870	Mexico	001-800-877-8000
Bahamas	1-800-389-2111	Mexico	95-800-877-8000(outside Mexico City)
Barbados	1-800-534-0042	Netherland Antilles	001-800-745-1111
Belize	812 (airports)	Netherland Antilles	1-800-877-8000
Belize	556 (hotels and rest of country)	Nicaragua	171
Bermuda	1-800-623-0877	Panama	00-800-001-0115
Bolivia	0800-3333	Paraguay	008-13-800
Brazil	0800 + 88 + 88000	Peru	0800-500-20
Brazil	000-8016	Puerto Rico	
British Virgin Islands	1-800-877-8000	St. Kitts & Nevis	1-800-366-4663
Cayman Islands	1-800-366-4663	St. Lucia	1-800-277-7468
Chile	800-360-777	Trinidad/Tobago	1-800-877-8000
Colombia	980-913-0010	Trinidad/Tobago	23
Costa Rica	0-800-013-0123	U.S. Virgin Islands	
Dominica	1-800-744-2250	Uruguay	000-41-877
Dominican Rep.	1-800-751-7877	Venezuela	0 800 1 00 1110
Dominican Rep.	1166*77	Haiti	171
Ecuador	1-800-999-171	Honduras	8000-121
Ecuador	999-171	Jamaica	875
El Salvador	800-1525	Mexico	001-800-877-8000
French Guiana	0800-99-0087	Mexico	95-800-877-8000(outside Mexico City)
Grenada	800 877 8787	Netherland Antilles	001-800-745-1111
Guatemala	9999-195	Netherland Antilles	1-800-877-8000
Guyana	151	Nicaragua	171
		Panama	00-800-001-0115