



Mustang Medics

Welcome

Team Osan Spouses

**Col Gregory B. York
Commander, 51st Medical Group
7th Air Force Surgeon**

The Thunder and Fury of the Mustangs...Ready to Fight Tonight!



Facility – Bldg 777



The Thunder and Fury of the Mustangs...Ready to Fight Tonight!



Overview



- Hospital Services
- Getting the Care You Need
- Dental Services
- Other Services
 - WIC
 - Veterinary





Hospital Services



- Full Outpatient/Limited Inpatient Services
 - Primary Care, Pediatrics, Internal Medicine, Women's Health, and Flight Medicine
 - Optometry, Physical Therapy
 - Orthopedic Surgery and General Surgery
- Emergency Room
 - Full Service: 24/7
 - Ambulance Service: On – Base
 - Access via 9-1-1 (base phone) or 031-661-9111 (cellular)
- Life Skills and Behavioral Health
- Full Ancillary Services
 - Pharmacy and Laboratory
 - Radiology: CT and Ultrasound available in-house

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Hours Of Operation



- Emergency Services: 24/7
- Outpatient & Ancillary Services
 - Monday – Friday
 - 07:00 – 17:00
- Training Day
 - Monthly: 3rd Thursday
 - Closed at 12:00
 - Exception: Emergency Services (24/7)
- Wing Exercises
 - Closed
 - Exception: Emergency Services (24/7)
 - WIC: Normal services available





Getting The Care You Need



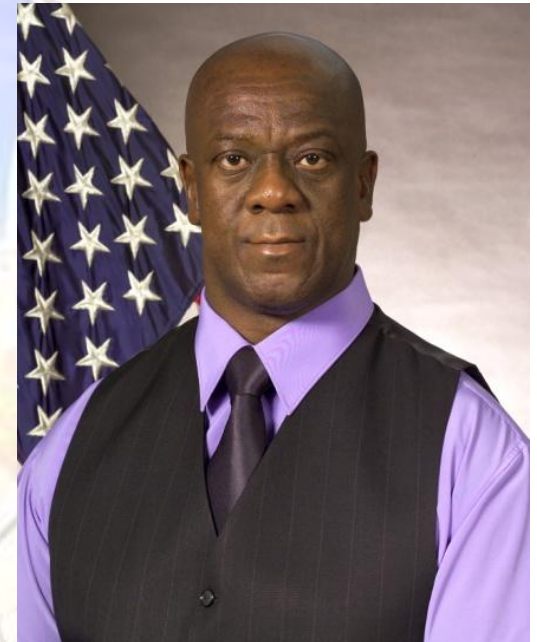
- TRICARE: Enrollment & Services
- Medical Appointments
- Referral Sources (care outside Osan Air Base)
- Challenges
- Special Topics
 - Command Sponsored vs. Non-Command Sponsored
 - Prenatal Care/Birthing
 - Family Advocacy Program
 - S.I.C.K. Classes
 - Pharmacy Refill Services



TRICARE



- Phone number: **784-2273/2589**
- TRICARE Office: Main hospital lobby, first window to your left
- Services provided:
 - Referrals, medical clearances, claims, patient advocacy
 - TRICARE enrollments/registrations/information/questions



Mr Jimmy Genesy
Health Benefits Advisor
51st Medical Group



TRICARE – Enrollments



- Upon arrival at Osan:
 - Update DEERS (address, etc...)
 - Visit the TRICARE office to receive information on transferring your enrollment to Osan AB
 - ADFMs must transfer enrollment within 60 days or they will be disenrolled from TRICARE Prime and revert to TRICARE Standard



TRICARE – Plan Basics



- TRICARE Prime
 - Enrolled to the base hospital (military treatment facility)
 - Less “choice” of where to get care, but less costly
 - Open at Osan to AD and ADFM (Command Sponsored)
 - Other DoD support personnel enjoy “Standard-like” benefit
- TRICARE Standard
 - Not enrolled, but gives access to base hospital (Space-A)
 - More choice, but more costs w/ co-pays, deductibles
 - Open to all Team Osan members (AD must be Prime)
 - Default health plan option for Non-Command Sponsored ADFMs



TRICARE – Claims



- Tips to file a claim
 - Keep copies of all paperwork
 - Always ask questions to ensure you have everything you may need – request a translator in host nation facilities (International Clinic option is useful)
 - Consult with TRICARE office (Mr. Genesy, 784-2589) on specifics
 - Request payment in US dollars, reimbursement in host nation currency is rare but possible
 - Submit claims to:

Wisconsin Physician Services
PO Box 7985
Madison, WI 53707-7985



TRICARE – Getting Care

Traveling in KOREA



- Emergency care – seek care at the nearest military or civilian emergency room (No authorization needed)
- Urgent care - Prime members are encouraged to visit the nearest MTF whenever possible (No authorization needed)
- Routine Care – Must get authorization prior to visit call the TRICARE Pacific Service Center at 1-888-777-8343
- AD must call the Military Medical Support Office (MMSO) at 1-888-647-6676 for in-patient mental health or in the event of traumatic injury



TRICARE – Getting Care

Traveling in SE ASIA



- Japan, Okinawa, Guam
 - MTF's preferred

- All Other Areas in Asia

- Active Duty

- ISOS – cashless, claimless

- CSP Family Members

- ISOS – cashless, claimless

- Non-CSP Family Members

- Tri-Care Standard
 - Preferred providers
 - Payment up front
 - Short-term Travel Insurance??

- Your Visitors

- Recommend Short-Term Travel Insurance
 - Unless US Insurance covers!



An AEA Company

- (65) 6338-9277 (Singapore)

- (61) 2 9372 2468 (Australia)



Medical Appointments



- Commercial: 031-661-DOCS (3627), DSN: 784-DOCS (3627)
 - Hours: M – F (07:00 – 17:00); closed Training Days and Wing Exercises
- TRICARE Online - TRICARE Prime enrollees can make appointments 24/7/365 at: <https://www.tricareonline.com/welcome.do>





Referral Sources



- Referral Management
 - 51 MDG does not provide every service in-house
 - 51 MDG providers will “refer out”
 - Enables 51 MDG to offer full range of services
- Referral Sources
 - 121 Combat Support Hospital (121 CSH)
 - Ajou University Hospital
 - Samsung Medical Center
 - Dankook Univ. Med Center
- Transportation
 - Ground Ambulance: BLS or ACLS
 - Aeromedical Evacuation: Option for active duty (AD) and AD family members (ADFM)





Ajou University Hospital

Suwon, ROK



Main Campus



International Clinic (2nd Floor)



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Severence Hospital Seoul, ROK



Main Campus



Service



Quality



Technology



Comfort

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Challenges



- Access to care may be challenging at times
 - Jul-Sep staff turnover
 - Four ORE's and "No-notice" exercises
- Limited access to specialties at **121 CSH**
- Korean facilities prefer **payment up front**; there are restrictions on some civilian insurance companies
- Cultural differences in treatment
 - Approach can vary w/ **privacy** and techniques
- And of course, **language** barriers do exist!
 - Many providers are Western trained
 - Nurse partnerships and International Clinics help
- Healthcare for our Visitors – **traveler's insurance**



CSP vs. Non-CSP



• CSP

- Family members must be on orders to be covered
- Eligible to enroll in TRICARE Prime
- Eligible for referral to civilian facilities (by PCM)
- Cashless, Claimless!!

• Non-CSP

- Eligible for TRICARE Standard only (automatic)
 - Seen on a space available basis at Osan Hospital (or other MTF)
- TRICARE pays 80% and sponsor pays 20% for care after deductible
- Annual deductible based on sponsor's rank
- **Civilian care may require payment "up-front"**



Prenatal Care/Birthing



- Women's Health
 - Gyn Care & Uncomplicated Prenatal Care
 - CSP and Non-CSP
 - High risk patients are referred to 121 CSH at Yongsan
- OSAN has no Labor and Delivery services!!
 - Nearest L&D facilities are Aujou or Dankook Hospitals
 - Preferred L&D facility is 121 Hospital via Stork Nesting*
 - *Mothers at 38 wks are provided housing at Yongsan, close to hospita
- Uncomplicated Prenatal Care
 - Begins with New OB Orientation between 8-10 weeks
 - First visit at 12 weeks with the Women's Health Nurse Practitioner
 - Routine OB visits are every 4-6 weeks
 - Last Osan OB visit will be at 36 weeks, patients are then referred to 121 CSH for the 38th week visit



Family Advocacy Program Mandatory & Restricted Reporting



- AFI 40-301: All AF active duty members and civilian employees WILL report all incidents of suspected family maltreatment to the FAP
- Types of Maltreatment: Adults OR Children
 - Physical
 - Sexual
 - Emotional
 - Neglect
- Restricted Report: Option of reporting domestic violence to specified individuals (medical providers or SARC) without initiating investigative process or notification to offender's command



Family Advocacy Program Outreach/Prevention



- Family Advocacy Strength-Based Therapy
 - Couple's Communication
 - Family Counseling
 - Marital Counseling
 - Parenting Classes
 - Stress management (skilled-based)
 - Anger management (skilled-based)
- Information and referral for base/local resources
- Contact 784-5010 Bldg 768



Self Initiated Care Kit (S.I.C.K.) Class



Be Proactive **NOT** Reactive With Your Health!:



All Beneficiaries and Space A

(**EXCEPTIONS:** Flyers/PRP/pregnant/children ≤ 4)

30 minute self-care brief & receive:

1. "Taking Care of Yourself/Child Handbook"
2. (3) Over-The-Counter (OTC) medications

Per Beneficiary Per Month

- 51 MDG; 1st Wed/month; @ 0900-Pharmacy waiting area
- 51 MDG; 4th Tues/month; @ 0900-Pharmacy waiting area

■ **Info:784-7427**



Pharmacy Refill Services



- Refills from Osan AB providers
 - Must be called into automated phone system (784-2186)
 - You will be asked to input your Rx # from bottle
 - Refills will be ready after 1000 the next duty day
- TMOP (TRICARE Mail Order Pharmacy)
 - Prescription medications sent directly to your home
 - Must be registered to Express-Scripts to use program
 - Contact www.express-scripts.com or 1-866-275-4732
- If you have any pharmacy questions please
 - Phone: 784-2188



Dental Services



- **Duty Hours – Same as Medical Clinic**

- 0700-1700 hrs, Monday – Friday, excluding holidays
- DSN 784-2108, Commercial 0-661-2108/2109, From Cell 031-661-2108

- **Acute Care**

- Call ASAP for an acute care appointment or report to the front desk at 0700 hrs, Monday – Friday, excluding holidays

- **After Hours Dental Emergencies**

- For treatment of trauma, bleeding, swelling, or uncontrolled pain
- Report to the Emergency Room (Bldg 777, Main Hospital)

- **Staff and Services**

- 13 general dentists, all with at least a 1-year post-doctoral residency
- Able to provide wide range of procedures / services with minimal need to refer



Appointment Availability



- Korean Tour Normalization has outpaced resourcing of the Osan Dental Clinic – Demand Exceeds Capacity
- Priority of Care
- Host Nation Providers
- At an absolute minimum, all dependents (command-sponsored and non-command sponsored) will receive an annual dental examination, cleaning, and treatment plan
 - If appointments are available, command-sponsored dependents can schedule an appointment for any required routine procedures
 - If no appointments are available, command-sponsored dependents will be referred to a local host nation dentist
 - Non-command sponsored dependents will be referred to a local host nation dentist





TRICARE Dental Programs



UNITED CONCORDIA
Insuring America's Dental Health

- TRICARE Dental Program (UCCI):
 - Provides dental coverage for family members of active duty members—not the active duty member
 - Enroll directly at <http://www.ucci.com> and verify enrollment prior to seeking treatment
 - Can be used with any dentist in CONUS / listed providers OCONUS
 - Can avoid possible balance billing when using UCCI network / preferred-providers
 - Must have non-availability form from military dental treatment facility if receiving civilian dental care in non-remote countries
 - Command-Sponsored /Non-Command-Sponsored
- TRICARE Retiree Dental Program (Delta Dental of California)
 - Became available Oct 2008 for retirees and their family members
 - Enroll directly at <http://www.trdp.org> and verify enrollment prior to seeking treatment





Orthodontic Care



- Demand exceeds capacity
- Regular visits by Army orthodontist from the 121 CSH at Yongsan
 - Priority 1: Active Duty Personnel (transfer cases)
 - Priority 2: Active Duty Personnel (new cases)
 - Priority 3: Command-sponsored dependents (transfer cases)
 - Priority 4: Command-sponsored dependents (new cases)
- Initiation of new orthodontics for family members:
 - TRICARE Dental Program pays for 50% of care
 - Utilizes Host-Nation Orthodontists
 - Requires two-stage referral from Osan Dental Clinic / TRICARE Dental Office
 - Preferred providers available in the local Osan / Pyeongtaek area
 - Do not have braces applied before TRICARE approval



W I C



WHAT IS WIC?

- Program that offers nutrition, education, and supplemental foods to enhance the quality of health and wellness for your family



WHO IS ELIGIBLE?

- Members of the uniformed services, civilian employees, DoD contractors, and their family members (women who are pregnant, breastfeeding or post partum, and children up to age 5)

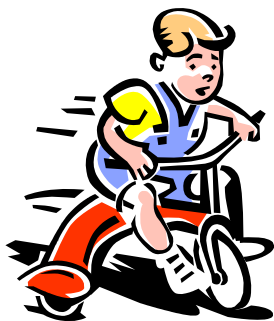
HOURS OF OPERATION

Monday - Friday

0800 - 1630

784-3806

Building 768





Veterinary Services



- Operated by: US Army Veterinary Command – Korea
- Normal duty hours
 - Monday – Friday 0800-1630
 - By Appointment Only – Call 784-6614 for details
- After hours / Emergency Care
 - 24 hour on-call tech: 011-9040-5171
- Full Service Clinic
 - Vaccines, Sick Call, Surgery, Dentals, Health Certificates
 - Microchip & registration mandatory within 10 days of arriving to Base for all pets owned by USFK SOFA personnel (USFK Reg 40-5)
 - **Off-base pet purchases highly discouraged**



Emergency Phone Numbers



- On Base DSN
 - Dial **911** to access Fire, EMS, Security Forces
- On Base Commercial Phone or Cell Phone
 - Dial **031-661-9111** to access Fire, EMS, Security Forces
- Off Base (Osan Fire, EMS services do not respond off base)
 - Dial **119** for Korean Fire, EMS
 - Dial **112** for Korean Police