



Fayetteville Medical Home at the Woodland Office Complex

2350 Bentrige Lane, Fayetteville, NC 28314



Brought to you by **ARMY MEDICINE**

Hope Mills Medical Home at the Millstone Town Center



3351 South Peak Drive, Fayetteville, NC 28306



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Zip-codes serving both CBPCCs:

**28303, 28304, 28306, 28309, 28314,
28331, 28348, 28357, 28371, 28376,
28384, 28386**

Can I pick my Primary Care Manager (PCM)?

PCMs are assigned based primarily on availability. Patients with more complex medical issues or special needs are matched as best possible with providers having special skill sets. Beneficiaries' requests are always considered with respect to their assigned PCM.

Do CBPCCs take care of EFMP-enrolled Family Members?

Yes. The CBPCCs fully support the Army's Exceptional Family Members Program' mission, and are direct partners with all other Ft. Bragg support agencies, as are the existing on-post clinics.

Is the Clinic staffed with military members? If no, why not?

No, the CBPCC concept understands the importance of access and continuity that can sometimes be interrupted when military providers are called away. As a result, CBPCCs are staffed with 100% long-term, civilian staff members that have been hand-selected to be a part of this innovative program. No more deployments or TDYs getting in the way of your access to care—now that's continuity!

If I join a CBPCC and my spouse is reassigned to another post will I be guaranteed another CBPCC enrollment there?

The CBPCC concept is still quite new, and more and more Army post are opening Community-Based Medical Homes. CBPCC availability at new assignments may be available, but will be available based on current capacity and residence locations.

Is this an Army Beneficiary—only program?

No. While the CBPCCs will fall under the command and control of WAMC, which is mostly Army, this is a program open to ADFMs from any uniformed service permanently assigned to Ft. Bragg/Pope AAF meeting the criteria outlined in this handout.

Will referrals be handled the same way as on-post clinics?

Yes. All referrals must be entered into the system by your PCM and will coordinated at either WAMC or a specialist in the network. To facilitate this process even further, your CBPCCs will have Registered Nurse Case Managers on site to assist with referral activation, appointing, and tracking, as well as ensuring your consult reports are received by your PCM as soon as they are available.

Will the CBPCCs see emergencies?

CBPCCs are Primary Care Clinics and are not equipped nor intended to serve emergency patients.

Will there be a walk-in capability at the CBPCCs?

No, all access to the CBPCCs are appointed. However, same day appointments will be available.

What will the pharmacy be like at the CBPCC?

Each CBPCC is equipped with its own Pharmacy, including a Clinical Pharmacist (Pharm. D.) who will be available for 1:1 counseling and education regarding your medications. A standard Primary Care formulary will be available to enrolled clinic beneficiaries. Any medications not available in the CBPCC Pharmacy will be ordered through the WAMC Main Pharmacy.

Will the Pharmacy at my CBPCC offer a refill services?

Each CBPCC will support a limited refill service for its assigned patient population, depending on space and staffing limitations. However, the existing Refill Pharmacy Annex will continue to be available, and maximal use of the TRICARE Mail Order Pharmacy will be encouraged, especially for long-term routine medications.

Will the CBPCC Pharmacy serve as a refill pharmacy for patients not enrolled at that CBPCC?

No, the CBPCC Pharmacy is not intended to serve as a refill pharmacy and only maintains a primary care base formulary. Beneficiaries not enrolled at a CBPCC should continue to use the MTF, parent clinic, and other refill pharmacies.

Will I be able to contact my provider after hours?

TRICARE-PRIME beneficiaries enrolled to any clinic, including the CBPCCs, will continue to have access to urgent healthcare advice from the After-Hours Advice Nurse and /or On-Call physician after hours. The WAMC Emergency Department is open 24/7 for any emergencies.

CONTACT INFORMATION

Womack Information Line (910) 907-6000

TRICARE North Region
Health Net Federal Services, LLC
1-877-TRICARE (1-877-874-2273)

www.armymedicine.army.mil/cbmh
www.wamc.amedd.army.mil
www.facebook.com/pages/Womack-Army-Medical-Center/167679239918073



**Womack Army
Medical Center**

Community Based Medical Homes (CBMHs)



FREQUENTLY ASKED QUESTIONS

Current as of 31 May 2011

Army Community Based

Medical Homes

are inspired from the ground up by beneficiary and staff ideas and suggestions about how healthcare should be. Those ideas and suggestions are embodied in the concept of the Patient Centered Medical Home, a new model of Primary Care being adopted across Military Healthcare and by leading civilian healthcare systems. At its heart, the Army Community Based Medical Home is healthcare the way it should be easy to access, patient-centered, team-based, and quality focused.

“Community-Based Primary Care Clinics” are the first major initiative to implement Patient Centered Medical Homes across the Army.” LTG Eric B. Schoomaker, U.S.Army Surgeon General, MSC3, September 2, 2010.

The Community Based Primary Care Clinics initiative is a program to improve primary care access and quality by bringing Army Medicine closer to home for Army Families through a standardized, cost competitive system for health.

What is a CBPCC and why do we need these clinics?

Community-Based Primary Care Clinics are part of the Community-Based Medical Homes concept. The clinics are Army run, located off-post in the communities Army Families live. CBPCCs demonstrate Army leadership is listening to Military Families. Army Leadership understands the importance of access to care and is committed to its delivery. CBPCCs will deliver high quality convenient care in the community while improving access and continuity of care to our military families.

How will patients at the CBPCCs book appointments?

Appointments at the CBPCC are booked the same way appointments are currently booked, either by phone (907-APPT) or through TRICARE-ONLINE. (<https://www.tricareonline.com>) In addition, follow-up appointments can be booked at the clinic at the conclusion of their current visit.

What are the benefits of enrolling in the CBPCC?

Consistent high-quality Primary Care, maintained by teams of providers whose sole professional responsibilities are to their clinic patients, unencumbered by other missions, PCS, or deployment. In the CBPCC, the healthcare team develops a comprehensive care plan as soon as the patient enrolls and then proactively engages the patient as a partner in their care. Convenience is key, as care is delivered close to your residence. Off-post clinics mean no more waiting at Installation Security Gates!

What is the mission statement of a CBPCC?

Maximize Access to Care and overall patient satisfaction for AD Family Members through a properly resourced and optimally-managed Patient and Family-Centered Medical Home environment close to the soldier’s neighborhood.

Will CBPCCs offer similar types of care as compared to on-post clinics?

Yes, however, patients enrolled to our CBPCCs will enjoy greater Primary Care Manager/Team continuity while receiving the highest-quality full-spectrum, Primary Care possible.

Who can receive treatment at CBPCCs?

Initially, only TRICARE Prime and Network enrolled ADFMs living within the zip-code catchment areas for the clinics are being invited to enroll in these clinics and this may expand to other zip codes. Active-duty service members will continue to access primary care at their assigned on-post clinics. Other eligible beneficiary categories may be considered in the future.

What types of appointments will be available at the CBPCCs?

Routine, Wellness, and Acute-type/Same Day appointments are available, just like the existing on-post clinics. In addition, the CBPCCs operate under a modified Open Access System allows greater flexibility and access compared to the current appointment system.

What is meant by “Full-Service Family Medicine?”

CBPCCs offer full-service family medicine, which means a broad spectrum of old-fashioned family medicine—everything from well-baby check-ups to well-woman examinations, sports physicals to routine obstetrical appointments, and acute illness to minor procedures.

How many CBPCCs do we have and where are they located?

Two, currently located at Woodland Office Complex in Fayetteville 1.5 miles from 71st High School and Millstone Town Center in Hope Mills. Each is staffed and equipped identically to provide the same level of services.

How do I enroll or become a member of these new clinics?

Membership is voluntary. Eligible ADFMs who wish to be seen at either of these CBPCCs should visit the TRICARE Service Center or call 1-877-TRICARE to be reassigned. ADFM who are new arrivals to Fort Bragg and live in the listed zip-codes will be directed to enroll to these new clinics.

Will I lose some benefits if I enroll with a CBPCC?

No. Although these clinics are physically located off-post, they are considered part of the WAMC healthcare system and there are no costs or charges once assigned.

What services will be provided at a CBPCC?

Services will be very similar to those offered at existing on-post clinics, such as labs, immunizations, pharmacy. Radiology services will be referred to either Womack Army Medical Center or to a local radiology center closer to the clinics.

What are the hours of operation?

CBPCCs will be open from 0800-1700, Monday through Friday. Clinics will be closed on all Federal Holidays, and training holidays. After hours urgent care is available for all TRICARE Prime enrollees at WAMC in the Acute Minor Illness Clinic (AMIC). It is open evenings, weekends, and holidays. Call 907-APPT for an appointment.

If I Join a CBPCC, can I switch back to my previous clinic or another on-post clinic at a later date if I desire?

Yes, however this is subject to space availability at that time.

Are there any co-pays for visits or any other costs to me?

No, TRICARE-PRIME enrolled beneficiaries assigned to these clinics are fully covered for all appointments at the CBPCCs, just as they are at all on-post clinics, with zero out-of-pocket expenses.

If I am a TRICARE Network member receiving my primary care off-post, can I enroll?

Family members in one of the designated ZIP codes may choose to enroll, regardless of where they currently receive their primary care-on or off-post. Enroll at the TRICARE Service Center.

I live outside the designated ZIP code areas, can I enroll?

Only those Active-duty Family Members residing in one of the eligible ZIP codes are being invited to enroll at this time. After the initial enrollment period ends, and capacity exists at the desired CBPCC, interested Family Members residing outside the designated ZIP codes may be invited to enroll.

Will the Family Medicine physicians all be Board-Certified?

Yes, all the physicians at the CBPCCs are Board-Certified by the American Board of Family Medicine. Physicians achieving Board-Certified recognition must meet qualifications for accredited residency training, certification examination every seven years, and completion of a certain number of hours of medical training annually. Board-certification is one way of knowing that your doctor has met the stringent criteria set forth by one of the country’s most respected medical organizations.

Do I need to enroll in TRICARE Prime to join a CBPCC?

Yes, only TRICARE-PRIME members are allowed to enroll.

I live on-post, but my spouse works full-time near one of the CBPCCs—can we enroll?

No, only those ADFMs residing in one of the eligible ZIP codes are being invited to enroll at this time. Families residing on-post will use on-post clinics.

What types of medical providers are available at the CBPCCs?

Physicians — Board-Certified Family Physicians, serving as Primary Care Managers
Family Nurse Practitioners — Advanced degree Registered Nurses with training and experience in Family Medicine, also Board-Certified in their field, serving as Primary Care Managers.
Physician Assistants — Certified Physician Assistants. Serving the team to augment access to care and to manage in-clinic emergencies
Psychologists — Board-Certified, licensed Clinical Psychologists, serving as your clinic’s behavioral health provider
Clinical Pharmacists — Licensed and registered Doctors of Pharmacy, serving as your personal pharmacist.

Will the clinics only treat ADFMs?

ADFM’s sacrifice a lot for their families and for their AD service member, especially during long deployments. Accessing convenient, high-quality healthcare, especially during times of separation, can be difficult. The Army Leadership recognizes this and has made it a priority to improve two of the most important things — Access-to-Care and Customer Satisfaction. As a result, the CBPCC program was conceived, planned and funded to address these two primary issues that impact AD Family Members directly. CBPCCs are designed to ease the transition for ADFMs during PCS moves and to unfamiliar locations, requirements to make new ties, and requirement to learn how to navigate a new healthcare system. The CBPCC project is an innovative concept to address these issues while improving access to healthcare for our entire healthcare community.

Will my continuity of care improve?

Yes, the goal is that you get to see your PCM Care Team every time you come to the clinic. On those rare occasions when your PCM is not available, you will see another provider on your team that will take care of you. By increasing the number of available appointments each day, and eliminating times when your provider is unavailable due to non-clinical missions, your access will greatly improve and your PCM continuity will be excellent. You will have an active partner in your care with a healthcare team dedicated to comprehensive primary care and conveniently available when you need it.

When did the CBPCCs open?

Early March 2011 (SEE OTHER SIDE)