



Robert E. Bush  
Naval Hospital

## Did you know?...

You have the right to express your concerns about patient safety and quality of care.

There are several avenues open to you:

- \* Through the ICE website.
- \* Through the Naval Hospital Customer Comment Cards.
- \* The Hospital's Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the hospital's clinics.

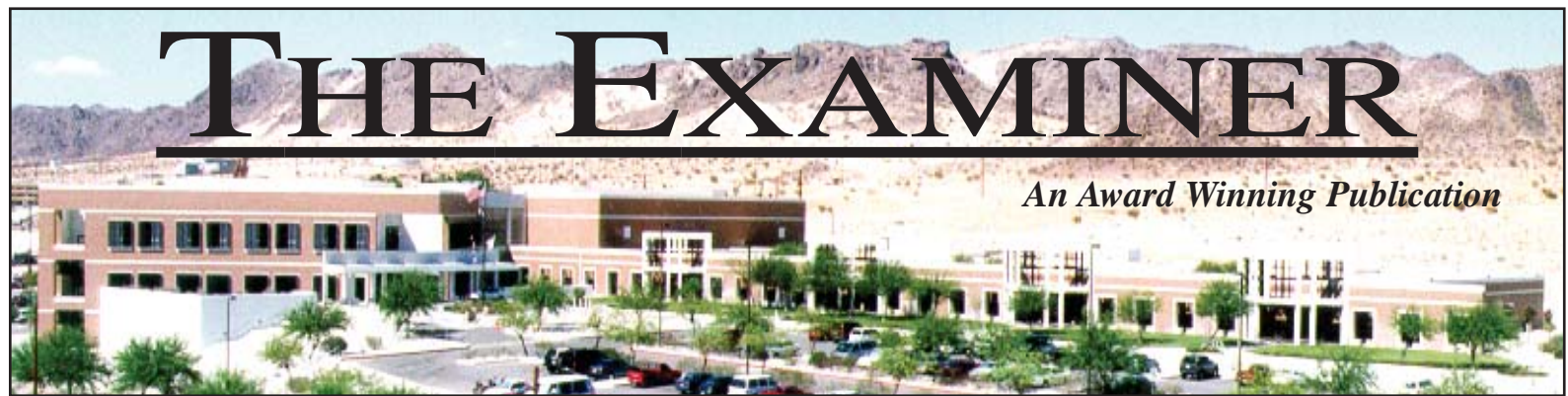
Or Directly to the Joint Commission via:

E-mail at  
complaint@jointcomission.org

Fax:  
Office of Quality Monitoring  
630-792-5636

Mail:  
Office of Quality Monitoring  
The Joint Commission  
Oak Renaissance Boulevard  
Oakbrook Terrace, IL 60181

Commanding Officer  
Naval Hospital Public Affairs Office  
Box 788250 MAGTFIC  
Twentynine Palms, CA 92278-8250



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<http://www.med.navy.mil/sites/nhtp/pages/default.aspx>

## Change of Command at Robert E. Bush Naval Hospital

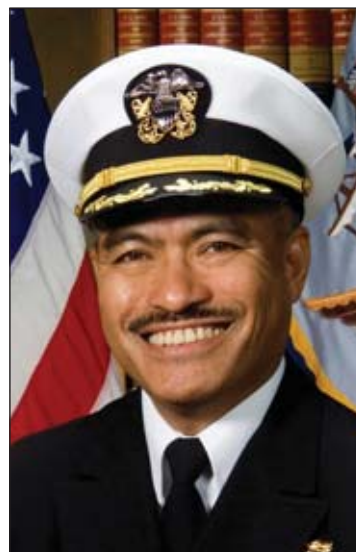
A traditional Navy Change of Command will take place May 14, at the Robert E. Bush Naval Hospital, Marine Corps Air Ground Combat Center, Twentynine Palms, Calif., where Commanding Officer, Capt. Don Cenon B. Albia, Medical Service Corps, United States Navy will be relieved by Capt. Ann Bobeck, Medical Service Corps, United States Navy.

Albia took command in April 2008, and will be transferring to the U.S. Transportation Command at Scott Air Force Base, Ill., where he will serve as the Deputy Command Surgeon.

Albia was born and raised in Iriga City, Philippines. He enlisted in the United States Navy in May 1974 at U.S. Naval Base, Subic Bay, Philippines.

After boot camp in San Diego, he served as a deck seaman aboard the USS Richard L. Page (FFG-5) which was homeported in Athens, Greece.

In January 1976, he attended Hospital Corps "A" School, Great Lakes. He was subsequently transferred to Naval Medical Center, Portsmouth in April 1976, where he worked in the Delivery Room and later was accepted to the Radiology Technologist "C" School. After



Captain Don. C. B. Albia

graduation, he was transferred to Naval Regional Medical Center, Philadelphia in March 1979 where he served as a staff technologist until 1982.

Albia's next tour was with the Fleet Marine Force at Camp Pendleton from 1982 to 1985. While there, he attended Southern Illinois University's extension program and was advanced to Chief Hospital Corpsman. After earning his master's degree in health services management from Webster University, he was commissioned as a Medical Service Corps Officer in the United States Navy in March 1986.

Upon commissioning, Albia became the Inspector-Instructor for 'E' Company, Fourth Force Service Support Group, Knoxville, Tenn. He transferred to Naval Hospital, Patuxent River in July 1989 and served as Head, Operating Management Department. From May 1992 to June 1994, he assumed the duties as the Medical Administrative Officer aboard the USS Wasp (LHD-1).

Albia then transferred to Naval Hospital, Charleston and served as the Head, Patient Administration Department. In June 1997, he took over as Head, Naval Weapons Station Branch Medical Clinic. He assumed the duty as Director for Administration, Naval Dental Center, Parris Island in June 1998. From June 2001 to June 2004, he served as Officer in Charge, Branch Medical Clinic Iwakuni, Japan. After his overseas tour, he became the Officer in Charge, Naval Branch Health Clinic Mayport July 23, 2004. He served as Executive Officer, Naval Hospital Corpus Christi, Texas, prior to his current tour as Commanding Officer, Naval Hospital Twentynine Palms.

Albia is board certified in healthcare management by the American College of Healthcare Executives (ACHE). He was conferred Fellow status with the American College of Healthcare Executives in March 2001.

Albia's personal decorations include the Meritorious Service Medal (four awards), the Navy and Marine Corps Commendation Medal (three awards) and the Navy and Marine Corps Achievement Medal (two awards).



Captain Ann Bobeck

Bobek was born in Sugar Notch, Pa. and graduated from Pennsylvania State University with a Bachelor of Science Degree in Healthcare Administration and Planning in 1981. In February of 1983, she received a direct appointment in the Medical Service Corps.

After Duty under Instruction at George Washington University, Bobeck earned a Masters Degree in Healthcare Administration in 1990.

Bobek's most recent tour was as the Executive Officer, Naval Health Clinic Annapolis, Md. She is a Certified Healthcare Administrator, American Academy of Medical Administrators.

Her awards include the Defense Meritorious Service Medal, the Meritorious Service Medal with three gold stars, the Navy Commendation Medal with one gold star, the Navy Achievement Medal as well as numerous unit and service awards.

### Clinic Appointment Stats...

Patient's seen in March -- 11,794

Appointment No Shows in February -- 1,080

If you need an appointment call -- 760-830-2752

To cancel an appointment call -- 760-830-2369

# May Marks Women's Health Month

**A**s a woman in today's society there are several health issues that can affect daily lives. These issues can be easily prevented or detected earlier by getting a simple routine exam. This exam is a Well Woman Exam.

A Well Woman Exam includes several simple tests to ensure that you are at optimum health. A woman's age will determine

which exams will be needed.

When someone goes for a Well Woman Exam they should always have their height, weight, blood pressure, heart rate, respiratory rate, and temperature assessed. Your health care provider should discuss these values with you to ensure that they are within normal limits. The other exams that a woman can expect depending upon age are a breast exam,

mammogram, pelvic exam, and a pap smear.

A breast exam should be performed on women after the age of 20 or earlier if instructed by a provider. This exam should be done every three years or as needed for women ages 20-40.

At age forty women should have this exam performed on an annual basis. This exam is used to find changes in your breast anatomy. You should also observe your breast for changes such as nipple discharge, mass, nipple retraction, dimpling, a persistent rash, or any other changes. You should report any changes to your health care provider right away.

Mammography is a tool used to screen for breast abnormalities that we may not be able to see or feel. Mammograms

should be started at age 40 unless you are high risk. Some of the factors that can make someone high risk is a family history of breast cancer, personal history of breast cancer, early onset of menses, late menopause, and as you get older your chance increases. You should discuss your risk factors with your physician to see when it is appropriate for you to have this exam. The exam should be performed on a yearly basis, preferably after a clinical breast exam.

A pelvic exam is a physical exam to check your reproductive organs and may include a pap smear. A pap smear checks for changes in the cells of your cervix. These exams should be performed starting at age 21 or after three years of intercourse;

whichever comes first.

If women have had three normal pap smears, they should have pap smears performed every one to two years until age thirty. At age thirty if you have had three normal pap smears you can start having them done every two to three years.

If you are high risk or you have not had three normal exams then you should discuss the frequency with your health care provider.

All women should be aware of their own body and what are normal changes and what changes should be reported to your health care provider. You are the best advocate for your health care. The second most important advocate is your health care team. To schedule an appt. for a well woman exam, please contact central appointments. at 830-2752.

## Women Burning the Candle at Both Ends

*By Martha Hunt, MA  
Health Promotion and Wellness  
Robert E. Bush Naval Hospital*

**M**ay is women's health month and what is one of the biggest day to day concerns for women? Stress and sleep!

More than half of all American women do not get a good night's sleep and two thirds say that they frequently have sleep problems. In addition, almost half of all women say that their lack of sleep interferes with their daily activities such as work, child care, social life, etc.

Lack of sleep seems to affect women of all ages and walk of life.

Whether a woman is a stay at home mom, a working mom or a single working women, the vast majority experience some level of sleep disruption. Most of these women report that they just keep going no matter what as that is what they have to do to get through the day.

To cope with chronic lack of sleep, women consume vast quantities of caffeinated drinks to stay awake.

Also rather than go to bed earlier, women tend to watch TV, complete housework, complete child care related tasks, play with their children, surf the internet or do work that they have brought home from their jobs.

When women are stressed and tired, they put their own health last which includes both exercise and good sleep habits ñ both of which could improve their overall health but seem to fall through the cracks. Instead, they stay up late working on things that could wait till they were more awake.

Poor sleep is associated with poor mood as well. People who are stressed don't sleep and people who don't sleep are stressed. It is that simple! It has also been shown that women who do not get enough sleep are at greater risk of anxiety and depression.

And what about safety? One third of all women report driving drowsy to work or home from it, or worse, 10 percent report driving their kids to school while drowsy.

The National Highway Traffic Safety Administration conservatively estimates that up to 100,000 police-reported crashes annually involve drowsiness or fatigue as a principal causal factor.

Poor sleep is linked not only to driving drowsy but it is linked to obesity, diabetes (5 times the risk!), sleep apnea, use of prescription or over the counter meds as sleep aids, memory loss, cardiovascular disease, high blood pressure, stroke, depression, immune system failure and abuse of substances that you think will help you to cope better with your stress -- tobacco and alcohol!

People who do not get enough sleep are also at risk for impotency, headaches and nighttime heart attacks. Lack of sleep also leads to daytime problems such as, lack of focus, mistakes and accidents, interpersonal difficulties, poor attitude, and absenteeism.

People who get too little or too much sleep are more likely to have metabolic syndrome. Diets high in meat, fried food and diet sodas also leads to the development of metabolic syndrome. People who suffer high levels of stress are twice as likely to develop metabolic syndrome.

*Continued on page 7*

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The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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# Nutrition for Healthy Babies and Mothers

By Alexis D. Washington  
TRICARE Management Activity

Being a mother is a big responsibility. There are so many things to consider, watch for, remember to do and plan for. Infants and toddlers especially require a lot of care and attention. Raising a healthy child is every parent's focus.

Nutrition is one of the most important factors contributing to a baby or toddler's health. The food parents choose provides the energy and nutrients a child needs to grow up healthy.

Making the right dietary choices supports and protects a child's health, and can help establish healthy habits that can last a lifetime.

For infants, breastfeeding offers health benefits to both the baby and the mother.

Breast milk is the perfect food for infants. It provides all necessary vitamins and minerals. It contains just the right amount and proportions of fat, sugar, water, and protein. Breast milk is easy to digest and contains antibodies that can even protect infants from viral and bacterial infections.

The Department for Health and Human Services (HHS) reports that breastfeeding has been linked to lowering these health problems in infants and toddlers:

- \* Ear infections

- \* Stomach viruses
- \* Diarrhea
- \* Respiratory infections
- \* Atopic dermatitis
- \* Asthma
- \* Obesity
- \* Type 1 and type 2 diabetes
- \* Childhood leukemia
- \* Sudden infant death syndrome or SIDS
- \* Necrotizing enterocolitis, a disease that affects the gastrointestinal tract in pre-term infants

The American Academy of Pediatrics and American Academy of Family Physicians recommend that babies be breastfed for at least 12 months.

The health effects of breastfeeding for mothers are significant, too. According to HHS, breastfeeding is linked to a lower risk of these health problems in mothers:

- \* Type 2 diabetes
- \* Breast cancer
- \* Ovarian cancer
- \* Postpartum depression (PPD)

Once a mother has decided to stop breastfeeding it's important to continue to provide the right vitamins and nutrients for children.

For children younger than age 2, up to 50 percent of calories should come from fat. Whole milk is a good option to replace breast milk after the age of 1.

Whole milk contains the needed fat to ensure proper growth and development. Mothers can switch to low-fat milk after age 2 or 3.

Some other important things to be aware of for healthy development are:

- \* Make sure your child gets enough iron (consult your child's doctor about this)
- \* Toddlers between 1 and 3 need 500 milligrams of calcium each day (primarily from milk and other dairy sources)

\* Dietary fiber is important after age 3 because it might help prevent diseases later on

\* Don't feed your baby eggs, citrus fruits and juices, cow's milk or honey until after his or her first birthday

\* Don't feed your child seafood, peanuts or tree nuts before age 2 or 3

Proper nutrition for babies is essential to lifelong good health. TRICARE covers well-child care for eligible newborns up to age six which includes routine newborn care, height and weight measurements and developmental appraisal. Medical providers can provide helpful information about ensuring the health of infants.

For more information about infant and toddler nutritional needs or age appropriate diets visit [www.nlm.nih.gov/medlineplus/infantandtoddlernutrition.html](http://www.nlm.nih.gov/medlineplus/infantandtoddlernutrition.html). Also get additional information about nutrition and obesity at [www.tricare.mil/getfit](http://www.tricare.mil/getfit).

## Save Money with TRICARE Mail Order Pharmacy

By Tyler Patterson  
TriWest Healthcare Alliance

Some say stress can make you sick and having too much to do certainly contributes to stress. If your to-do list overfloweth, consider saving yourself some time and some of your hard-earned cash by filling your prescriptions through TMOP, the TRICARE Mail Order Pharmacy.

Using the TRICARE Mail Order Pharmacy is easy, but how to get started depends on whether you're submitting a new or a refill prescription.

To order a new prescription through TMOP, do one of the following:

- \* Have your doctor call Express Scripts toll-free at (877) 283-3858

- \* Have your doctor fax your order form and your written prescription to Express Scripts at (877) 895-1900

- \* Complete an Order Form (print a blank Order Form at [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)) and mail the completed form and your written prescription to:

Express Scripts, Inc

PO Box 52150  
Phoenix, AZ 85072

To refill a prescription you already receive through TMOP, do one of the following:

- \* Order your refill online at <http://www.express-scripts.com/members/TRICARE/>

- \* Order your refill by phone by calling the toll-free number on your prescription bottle

- \* Complete and mail back the refill form that came with your current prescription

TMOP can fill and deliver prescriptions anywhere in the United States and its territories, including APO/FPO addresses. The prescription is sent to the address of your choice. It could be your office, your home, or anywhere.

Not only is the service convenient, it will save you money. Using TMOP, you can order a 90-day supply of your medication and save up to 66 percent.

Although the TRICARE Mail Order Pharmacy is a cost-sav-

ings over retail, remember that filling prescriptions at a local military clinic pharmacy remains the least expensive option for TRICARE beneficiaries. Additionally, refrigerated medications cannot be ordered through TMOP.

TriWest does not administer the TRICARE Mail Order Pharmacy program; it is administered by Express Scripts, Inc. For more information, contact Express Scripts, Inc. at 1-877-363-1303 or visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).

# Super Stars...



*HM2 Sarilyn Escobar, formerly of the Main Operating Room staff, takes the oath of reenlistment. Escobar is heading off to Nursing School.*



*HM2 Maria Morales, Pharmacy, receives her fifth Good Conduct Award.*



*HM3 Steven Foley, Emergency Medicine Department, receives his first Good Conduct Award.*



*HM2 Jose Mata, Multi-Service Ward, receives a Navy and Marine Corps Commendation Medal.*



*CS3 Kendrick Dreier, Combined Food Operations, receives his second Good Conduct Award.*



*CS1 Ronnie Paglingayen, Combined Food Operations, receives his sixth Good Conduct Award.*



*Lt. Suzanne Decker, Medical Services, receives a Gold Star in Lieu of her second Navy and Marine Corps Achievement Medal.*



*HM3 Christopher Hudson, Emergency Medicine Dept. receives his first Good Conduct Award.*



*HM3 Steven Eleter, Emergency Medicine Department, receives a Marine Corps Letter of Commendation.*



*HMC Obdulio Palustre receives his seventh Good Conduct Award.*



*HN Joseph Wilson, receives a Flag Letter of Commendation.*



*HM3 Christopher Hughes, Security Department, receives a Navy and Marine Corps Achievement Medal.*

# Naval Hospital Honors People of the Quarter

The Robert E. Bush Naval Hospital is proud to announce the Officer, Sailors and Civilians of the Quarter for the period extending from January 1 through March 31, 2010.



**Lieutenant Commander Patrick Turpin**, Nurse Corps has been named Officer of the Quarter.

His citation reads in part, "Your performance as the senior clinical business manager for outpatient clinics has been outstanding. As the Command's Healthcare Effectiveness Data Information Set (HEDIS) program chair and diabetes program coordinator, you flawlessly initiated, planned, and developed the first Diabetes Rodeo at this facility. This included collaboration between multiple ancillary services and specialties including podiatry, dental, mental health, pharmacy, health promotions, nutrition, and internal medicine. The event was well attended and garnered positive feedback. You assisted in contacting over fifty patients on the diabetes HEDIS list and arranged Saturday lab hours to assist with patient compliance and satisfaction. You took the initiative to arrange a visit from the HEDIS coordinator at Navy Hospital Lemoore for recommendations regarding all HEDIS measures and visited Naval Hospital Camp Pendleton to gain information about an updated HEDIS information system. As clinical business manager of Internal Medicine, you became the first provider trained in Xolair administration for patients with severe allergies on board Marine Air Ground Combat Training Center. Your

training from the Allergy/Immunology Clinic at Naval Training Center San Diego saved significant financial costs, lessened manpower demands and alleviated the need for patients to travel to San Diego on a regular basis for injections."



**Hospital Corpsman 1st Class (FMF) Teri Charles** has been selected as the Senior Sailor of the Quarter.

Her citation reads in part, "As the Leading Petty Officer for Directorate for Medical Services, you demonstrated exceptional leadership and management while providing training and guidance to 28 junior Corpsmen. You excelled in your mentorship role by motivating seven Sailors to enroll in college classes. You greatly assisted with the preparation for the upcoming Bureau of Medicine and Surgery-directed Medical Home Program. During the challenging Optimization Project for Primary Care, you helped negate any disruption in patient care while office spaces were being renovated. You also played a primary role in setting up the provider and corpsman Blue and Gold Teams in preparation for the Medical Home program coming on line next quarter. While spearheading efforts as "HEDIS Champion," you planned and coordinated an after-hours watchbill for providers and Corpsmen which resulted in 100 percent contact of all beneficiaries in need of annual check-up appointments. You have excelled off duty as well, volunteering more than 50 hours of off-duty time to the Twentynine Palms Little League

as a head coach and as the Pure Force Martial Arts Academy staff photographer for all tournament activities."



**Mr. Sheldon Trowbridge** has been named as the Senior Civilian of the Quarter.

His citation reads in part, "As the Physical Evaluation Board Liaison Officer (PEBLO), you processed 23 Medical Boards and conducted 16 Disability Transition Assistance Program (DTAP) classes for active duty personnel. Throughout the process, you counseled and guided individuals regarding Physical Evaluation Board options and Service Member Benefits through the Veterans Administration, as well as the Social Security Administration."



**Hospital Corpsman 3rd Class Courtney Haggard** has been selected as the Junior Sailor of the Quarter.

Her citation reads in part, "As the Command Electronic Training Record Coordinator, you were instrumental in the initiation and implementation of Electronic Training Records (ETR) for all Command staff. You devised an audit system to

conduct spot checks on ETRs from departments at the core hospital and at branch clinics that provide leadership with real-time data need to ensure that deficiencies are corrected swiftly. This effort saved thousands of dollars in supplies and freed up much needed floor space and decreased delinquencies in training and helped maintain a Command compliance rate over 90 percent. Your mastery of the Performax system has led to the highly successful creation of 24 Safety Training Modules as well as the update and maintenance of over 96 required annual and clinical competencies. You have displayed esprit-de-corps through your fundraising efforts to support the Hospital Corps Ball and the Command MWR Committee, which helps to instill Navy pride and increase overall morale throughout the Command."



**Mrs. Toni Serviss** has been selected as the Junior Civilian of the Quarter.

Her citation reads in part, "You demonstrated superior performance of duty while assigned as a Licensed Vocational Nurse, Pediatrics Department. You expeditiously provided timely, quality healthcare to 3,382 enrolled beneficiaries, assisted 4 providers, and 5 corpsmen by providing astute telephonic medical advice, to highly complex medical patients along with rapidly providing lab results, medication refills, scheduling appointments, and completing necessary school forms. Also, you successfully operated a nurse based clinic for non-provider managed conditions

and flawlessly case-managed 17 patients in the Synagis Clinic and meticulously engaged in supporting clerical functions."



**Hospitalman Derrick Roberts** has been selected as the command's Blue Jacket of the Quarter.

His citation reads in part, "As the Leading Psychiatric Technician for Mental Health Department, you completed 200 initial patient evaluations while administering and scoring over 50 psychological testing examinations. Your efforts contributed to a 92 percent return to duty rate for military personnel. Also, you conducted 20 Administrative Separation Groups, helping to ensure these members remained safe while awaiting discharge. You excelled off duty as well, volunteering more than 50 hours of your off duty time as Corpsman support for the Marine Air Ground Combat Center Car and Bike Stunt event, bell ringer for Salvation Army holiday fundraiser, Head Coach for Marine Corps Communications Electronics School soccer youth sports and instructor for Boy Scouts of America. As the primary Command Restraint team instructor, you were also a key player in conducting Restraint Training evolutions for the Command. Throughout the period, you willingly assumed all challenges, assisting in determining 100 percent accountability of over 1,600 Mental Health Records, conducted a wall-to-wall inventory and provided annual verification in accordance with 2010 Joint Commission regulations.

# TRICARE Moves with Moms-to-be

FALLS CHURCH, Va. -- A pregnancy is an exciting and emotion-filled nine months for a family, whether it's a first child or a fourth. For military families, some of the excitement can also include a little stress if there is a transfer to a new duty station thrown into the mix. But don't stress, moms-to-be, TRICARE coverage goes with you whenever and wherever you move.

TRICARE covers necessary prenatal care from the first obstetric visit through six weeks after childbirth. If a mom-to-be relocates during her pregnancy, TRICARE ensures her continuity of care. To make sure everything goes smoothly, expectant mothers should discuss their upcoming move with their provider and request copies of their medical records. Any routine prenatal care needed up to that point should be completed before moving.

If a move takes place late in a pregnancy, or if the pregnancy is a difficult one, it is especially important for women to work with their current provider and regional health care contractor to find a provider in the area where they are moving.

When transferring to a new duty station, a mom-to-be's TRICARE options depend on whether the new location is within a TRICARE Prime Service Area. There are no maternity care costs for active duty service members and their family members enrolled in TRICARE Prime and minimal costs under Extra and Standard.

The sponsor is responsible for

*...If a mom-to-be relocates during her pregnancy, TRICARE ensures her continuity of care. To make sure everything goes smoothly, expectant mothers should discuss their upcoming move with their provider and request copies of their medical records. Any routine prenatal care needed up to that point should be completed before moving...*

making sure the family's TRICARE enrollment transitions smoothly from one duty station to the next. When the move is complete, a sponsor must update every family member's information in the Defense Enrollment Eligibility Reporting System (DEERS) to reflect the new duty station. Learn how to manage enrollments and update DEERS using Beneficiary Web Enrollment at [www.tricare.mil/bwe](http://www.tricare.mil/bwe).

If the new duty station is in a TRICARE Prime Service Area, and the expectant mother chooses TRICARE Prime, she will also submit a TRICARE Prime Enrollment Application and PCM Change Form to the regional health care contractor. She can then make an appointment with her new PCM to coordinate the rest of her prenatal care. If she is transferring

TRICARE Prime enrollment to another region, it's important to remain enrolled in the old region until the move is complete and then follow the same steps just described.

If the new duty station and home are in a location covered by TRICARE Prime Remote (TPR) and the active duty sponsor will enroll in TPR, family members living with the sponsor may choose to enroll in TRICARE Prime Remote for Active Duty Family Members or use TRICARE Standard and Extra. Learn more about TPR enrollment at [www.tricare.mil/tpr](http://www.tricare.mil/tpr).

TRICARE Standard beneficiaries don't need a referral or authorization when they use any TRICARE-authorized provider for maternity care. Before finding a new provider to coordinate the rest of her prenatal care, an expectant mother using TRICARE Standard should update her address and phone number with the regional health care contractor and in DEERS. When moving to a new region, become familiar with the new regional contractor.

For personalized information about moving with TRICARE, enter a profile in the TRICARE Beneficiary Web Portal at [www.tricare.mil/mybenefit](http://www.tricare.mil/mybenefit), or go to [www.tricare.mil/contactus](http://www.tricare.mil/contactus) for information on how to contact the regional health care contractor. Beneficiary counseling and assistance coordinators are also available to help with health care-related questions. Find one at [www.tricare.mil/bcac](http://www.tricare.mil/bcac).

## When Moving, Plan Ahead for Prescriptions

FALLS CHURCH, Va. -- With all of the details involved in moving to a new duty station, transferring prescription medication may not be on the top of the list for many beneficiaries. In fact, it may not even be on the list.

But for TRICARE beneficiaries who regularly take prescription medications, some planning ahead will allow them to quickly transfer their prescriptions to their new military treatment facility (MTF) pharmacy or other TRICARE pharmacy option.

First off, before they move, beneficiaries should get the longest medication supply possible -- generally up to 90 days for most prescriptions at an MTF or through TRICARE Home Delivery or up to 30 days from the retail network pharmacy.

Not all medications are stocked at every MTF. Beneficiaries may also want to check the availability of their medication at their new MTF before they move. In many cases, the pharmacy and physician can work out a new treatment plan for the patient.

When the move is complete, if beneficiaries are going to use an MTF pharmacy, they should go there as soon as possible to transfer their prescriptions and remaining refills.

If a medication is not stocked at the new MTF, or an MTF is not nearby, beneficiaries have two more choices: TRICARE Home Delivery or retail network pharmacies. Neither option has a cost-share for active duty service members.

TRICARE Home Delivery is the least expensive option when not using a MTF pharmacy and beneficiaries can get up to a 90-day supply of most medications delivered directly to their home. This is especially encouraged for beneficiaries using long-term maintenance medications. After signing up for Home Delivery, beneficiaries can expect their prescriptions to arrive at U.S. postal addresses within 14 days. Call Express Scripts at 877-363-1433 to transfer existing prescription to TRICARE Home Delivery. Current users of TRICARE Home Delivery can call Express Scripts at 877-363-1303 to update their address once they move and have updated their address in DEERS.

Beneficiaries in the United States and U.S. territories can also have a prescription filled at a TRICARE retail network pharmacy. TRICARE beneficiaries can transfer remaining refills from most prescriptions filled at a MTF pharmacy to a retail network pharmacy. Go to [www.express-scripts.com/tricare](http://www.express-scripts.com/tricare) to find a nearby retail network pharmacy. It is helpful to have the information contained on the prescription bottle as well as the phone number to the MTF pharmacy. State laws vary regarding which prescriptions can and cannot be transferred.

Prescription costs for non-active duty TRICARE beneficiaries are based on the type of drug and where the prescription is being filled, with prescriptions filled at MTFs being free. TRICARE Home Delivery the least expensive option after the MTF pharmacy. For example, up to a 90-day supply of a generic drug through TRICARE Home Delivery has just a \$3 copayment, while a brand-name drug has a \$9 copayment. At a network pharmacy, the copayments are the same \$3 for generic and \$9 for brand-name, but for just one-third of the supply.

**Trying to figure out which ticket to choose in the Pharmacy? Active Duty Members in Uniform...** is as it states, if you are in uniform and visiting the Pharmacy for your own meds... you should chose this option.

**Other Prescriptions...** this option is for eligible patients or active duty not in uniform who are visiting the hospital Pharmacy to pick-up a prescription that was written by a civilian or military provider and presented as a hard copy. Also, patients who have seen a military provider and are picking up medications entered into the hospital's computer by that provider, should choose this option.

**Pharmacy Refill or Next Day Prescription Request...** this option is for patients who have requested a refill by the Pharmacy refill line (to pickup after 8 a.m.) or by patients who have dropped a request in the request box located on the wall at the Pharmacy (to pickup the next day after 1200 noon). Or for those who checked into the Pharmacy earlier in the day.

# TRICARE Services Available for Special Needs Families

By Shari Lopatin  
TriWest Healthcare Alliance

TRICARE beneficiaries who have family members with special needs now have access to

## Go Paperless

By Mike Walbert  
TriWest Healthcare Alliance

We've all been there before: staring at stacks of junk mail and paper statements piled up in our mailbox or on our kitchen table.

Did you know you can successfully manage your TRICARE benefits without sorting through thick piles of papers?

When you "Go Green" with TriWest Healthcare Alliance ([www.triwest.com/gogreen](http://www.triwest.com/gogreen)), you gain secure access to paperless TRICARE medical communications any time you want them, from anywhere you have Internet access. Plus, going paperless significantly helps the environment. Did you know for every ton of paper not used, 1

unique services within the TRICARE program.

The most important service is the TRICARE Extended Care Health Option, or ECHO. To be eligible for ECHO, a family

trees are saved?

### New Paperless Options Now Available

West Region beneficiaries who visit [www.triwest.com/gogreen](http://www.triwest.com/gogreen) can choose to receive electronic Explanation of Benefits (EOB) statements, as well as a new paperless option: referral and authorization letters.

Authorization is needed for certain services, such as elective surgeries. Now you can get that authorization much faster electronically, instead of waiting days for it to arrive in the mail.

All of your statements are stored safely in your secure, password-protected TriWest.com account, containing all the same information featured on your printed EOBs and referral/authorization letters-- you just get them in a faster, more convenient and eco-friendly way.

must first enroll into its service branch's Exceptional Family Member Program. Each service branch has a point of contact to help families enroll.

After enrolling, the family needs a referral to register for ECHO. Families that live in TRICARE's West Region may call the TriWest ECHO information and referral line at 1-866-212-0442.

Once registered, each beneficiary will be assigned an ECHO nurse who helps manage their care and answer questions about claims and the benefit. Families may also ask their ECHO nurse about any co-pays or cost shares

## Get Hip to HIPAA

By Tyler Patterson  
TriWest Healthcare Alliance

Whether you access your health care through TRICARE or a private health insurance plan, you've probably had to sign a HIPAA form every time you filled out paperwork at your doctor's office. Do you know why? What exactly is HIPAA, and what does it mean for you?

HIPAA is shorthand for the Health Insurance Portability and Accountability Act of 1996. HIPAA works for you by advocating four important things:

### Insurance Portability

Simply put, HIPAA's portability requirement means you can retain access to your health insurance while changing employers or leaving the work force. This helps avoid lapses in

that may apply. Additional cost information is available at [www.tricare.mil/costs](http://www.tricare.mil/costs).

The other service is TRICARE's Autism Services Demonstration, an enhanced benefit under the ECHO program. Through this service, autistic family members meeting certain criteria can access Applied Behavior Analysis (ABA) services from participating providers. According to the National Institute of Child Health and Human Development, ABA may help reduce problem behaviors associated with autism and teach vital new skills.

Children eligible for the

coverage that could cost you benefits down the road.

### Lower Insurance Costs

According to a study by the Department of Medicine at Cambridge Hospital and Harvard Medical School, 31 percent of every healthcare dollar spent in the U.S. is spent on administrative costs. HIPAA aims to reduce those costs through "Administration Simplification." Administration Simplification establishes national standards for electronic transmission of certain health information. If fully implemented, this would help control administrative costs while improving the quality and efficiency of your health care.

### Patient Privacy

HIPAA also establishes very strict rules and regulations protecting your privacy as a patient. It regulates how and to whom

Autism Services Demonstration must have a diagnosis that falls along the autism spectrum. In addition, they must have an active duty sponsor, be living in the United States, be 18 months or older and be enrolled in the ECHO program through their TRICARE regional contractor. For the West Region, that contractor is TriWest Healthcare Alliance.

For more information on the ECHO program and the Autism Services Demonstration, visit [www.triwest.com/ECHO](http://www.triwest.com/ECHO) or call TriWest at 1-888-TRIWEST (874-9378).

your information can be disclosed to make sure your protected health information stays private. You will get a copy of your HIPAA privacy rights from your doctor as part of your routine paperwork.

### Patient Rights

Among other things, HIPAA gives patients rights regarding their health information. Thanks to HIPAA, you have the right to access, review and copy your protected health information, request changes to it, limit who can see it or what parts they can see, and more.

Want to know more about HIPAA, including how TriWest, the West Region TRICARE program administrator, protects your personal information? Visit [www.triwest.com](http://www.triwest.com) and click "Privacy Policy" at the bottom of the page.

## Burning the Candle at Both Ends...

Continued from page 2

Metabolic syndrome is defined as: A group of risk factors linked to overweight and obesity that increase your chance for heart disease and other health problems such as diabetes and stroke.

How much sleep do you need? There is no "magic number." Not only do different age groups need different amounts of sleep, but sleep needs are also individual. Just like any other characteristics you are born with, the amount of sleep you need to function best may be different for you than for someone who is of the same age and gender. While you may be at your absolute best sleeping seven hours a night, someone else may clearly need nine hours to have a happy, productive life.

If you are having problems sleeping, talk to your health care provider but also try some common sense approaches first such as leave your work at work, put your kids to bed at a reasonable time so you can relax as well, don't start the laundry at 11 p.m. or any other household task, and change how you deal with stress! Health Promotion and Wellness offers a wide array of stress management information and can be reached at 830-2814.

When you get better sleep and change how you deal with stress, you will feel better and be more productive in the end!



## Happy Birthday Navy Nurse Corps

Est. May 13, 1908

## Laboratory Week...



*Members of the Robert E. Bush Naval Hospital Laboratory, along with Captain Don C. B. Albia, commanding officer, celebrated National Laboratory Week last month with a traditional cake cutting ceremony.*

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