



MiCare/RELAYHEALTH FACTS AND E-REGISTRATION VIA CAC CARD

What is MiCare?

MiCare: AF Secure Messaging, also known as MiCare, is a confidential online healthcare messaging system that allows patients to communicate directly with their healthcare team. Your information from your electronic health record will transfer directly into your personal health record (PHR). *In accordance with the Privacy Act of 1974 (Public Law 93-579)*, this notice establishes the purpose and means for collecting Personally Identifiable Information (PII) related to the RelayHealth's MiCare Secure Messaging System. MiCare also informs you of the purpose of this authorization and how it will be used.

What services does MiCare provide?

- Communicate online with your healthcare team about **non-urgent, non-emergent** medical concerns
- Request appointments
- Cancel appointments
- Request medication renewals
- Receive test and lab results
- View records
- Request referral renewals or get answers to referral questions
- Request a copy of immunization records
- Access a large library of patient education materials

Why is MiCare good for you?

MiCare empowers you to be more engaged with your healthcare team regarding your health, treatment plan and preventive services. We value your time. To help you communicate with your team, MiCare:

- Is accessible 24 hours a day
- Facilitates pre-planning and supports personal time management needs
- Allows you to receive written advice that might otherwise have been forgotten or misunderstood
- Avoids long wait times on the phone and/or playing "telephone tag" with the healthcare team
- Minimizes the inconvenience of traffic, parking, or lost days at work

Who can use MiCare?

Any of the Medical Group's enrolled beneficiaries can use MiCare. MiCare will be implemented Air Force-wide. That means that once patients have registered, they will remain in the system and have their records travel with them in the event of a PCS or relocation.

Is your privacy protected?

Your information and messages are only accessible by you and your healthcare team. When using MiCare, a secure connection is established with your browser to ensure personal information is encrypted and coded for transmission and storage. In addition, MiCare complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). [Authority: Public Law 104-191 104-191; E.O. 9397 (SSN), as amended; DoD 6025.18-R]. Finally, once enrolled, this registration form and its contents are destroyed.

Who can use this e-Registration?

You are eligible to use MiCare if you are assigned a primary care provider or doctor at your local military medical clinic.

How do I register?

As an OPTION to Face-to-Face registration, fill out this E-registration form and submit it electronically to your MTF's MiCare designated email address listed below. In addition, you must use your military email address on your CAC-enabled computer with a digital signature to complete this form. Please encrypt your email prior to sending.

Important: After submission, you will receive an e-mail from RelayHealth asking you to complete the registration process online. RelayHealth is the company the Air Force uses to manage MiCare.

To learn more about MiCare go to the AFMS website: <http://www.afms.af.mil/micare/> or the KX MiCare site: <https://Kx.afms.mil/micare>.

If you have technical questions or need help with your MiCare account, please contact RelayHealth Customer Support at 1-866-735-2963 (866-RelayMe) or <https://app.demo.relayhealth.com/CustomerSupport.aspx>.

What is my clinical team's response time when I submit a Message? MiCare allows up to three business days for a timely response; however, the response time can vary from 0-3 days.

Full Name:	Date of Birth:	Gender:
DoD ID (Found on Back of CAC ID and Front of Dependent ID):	Zip Code:	
Personal Home E-Mail Address:	Provider/PCM (if known):	# of Child Dependents (if any):

For authentication, verification and consent purposes, please sign digitally above.

CLINIC USE ONLY

Patient ID Verified: Date: _____ Staff Initials: _____

E-mail Invitation Sent: Date: _____ Staff Initials: _____

Information on this form is collected for local MTF MiCare registration purposes only for MiCare Secure Messaging Registration. Final disposition of form/contents resides at the MDG and is protected IAW Privacy Act of 1974 (5 U.S.C. Section 552a) and in accordance with AFMAN 33-363, *Management of Records*, and are disposed of IAW the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/pcss-af61a/afirms/afirms/>. Destroy form and or shred per local MTF or DoD procedures after processing.