

# TRICARE Operations and Patient Administration

**Office hours:**

Monday - Friday: 7:30 a.m. - 4:30 p.m.

**Location:**

Building 99, first floor

**Appointment Line:**

On base: 226-6111

Commercial: 0176-77-6111

**TRICARE Service Center:**

On base: 226-6111, Option 5

Commercial: 0176-77-6111

Enter the main entrance of the Medical Group (by the Dental Clinic), make a left towards the coffee bar. Follow the main hallway, Outpatient and Inpatient Records are located to the left of Pharmacy and TRICARE is located at the end of the hallway across from Pediatrics (last door on the right towards the exit).

**Department Services:**

**Outpatient Records/Inpatient Records (OPR/IPR):** In/out-processing, updates/maintains medical records, mail records to member's gaining unit, and completes Release of Information/medical records copy request.

**Additional Information:**

Patients must be 18 or older to request a copy of your medical records. Spouses can only receive copied records if a release has been signed. Please visit our department for instructions regarding release of medical information.

**Aeromedical Evacuation (AE):** Coordinate medical TDY for active duty service members and their dependents; responsible for the logistics behind urgent, priority, and patient movement; approval authority for medical orders and vouchers through the Defense Travel System (DTS) for medical TDYs.

**Exceptional Family Member Program (EFMP):** Schedules appointments, assist in records review, and establish/maintain medical files for family members with special needs; coordinates with MPS, CSS, and/or AFPC on assignment-related administrative processes.

**Referral Management Center (RMC):** Focuses on identifying, reviewing, and appointing of patient referrals; coordinates with local host nation hospital and visiting providers to improve quality of care and maintain access standard.

**Medical Evaluation Board (MEB) Liaison Office:** Focal point for the processing of the Integrated Disability Evaluation System (IDES) used by DoD to ensure that all services maintains a fit to fight force; plays a vital role by obtaining, assembling, and forwarding all documents and records required by Air Force Personnel Center (AFPC) and the Office of Veteran's Affairs (VA) to ensure affected members are medically and financially ready after being released from service; assist with assignment limitation code (ALC) and medical clearance from the deployed Area of Responsibility (AOR) with injuries/illnesses to perform their assigned duty.

**TRICARE Service Center (TSC):** Assists and educates patients on the benefits and entitlements of TRICARE program options, transfer enrollment, provide claims assistance, resolve TRICARE problems, and file grievances; TRICARE is available to active duty service members and their family, retired service members and their family members, survivors and other who are registered in the Defense Enrollment Eligibility Reporting System (DEERS).

**Patient instructions:**

To in-process/enroll in TRICARE, please call (from DSN) 99-0120-983990 or 1-877-678-1208: Press Option #4 then Option #3 (prompt has a 5-second delay). Please have your orders in hand to provide required information.

To out-process/transfer TRICARE enrollment, bring a copy of your orders within 10 duty days prior to departure.

**Health Insurance Portability and Accountability Act (HIPAA) Officer:**

The 35 MDG HIPAA office's mission is to establish a mechanism for identifying, evaluating, and reporting of health information. The HIPAA officer also manages patient's health information request, accounting for disclosure, and restriction. We also provide policy and guidelines for staff of current practices and procedures to prevent HIPAA violation.