

## **HELPFUL INTERNET SITES**

[www.tricare.osd.mil](http://www.tricare.osd.mil)

[www.humana-military.com](http://www.humana-military.com)

[www.tricare.osd.mil/ndaa](http://www.tricare.osd.mil/ndaa)

[www.mytricare.com](http://www.mytricare.com)

<http://tricare3.army.mil>

[www.defenselink.mil/ra/index.html](http://www.defenselink.mil/ra/index.html)  
(for reserve families)

<http://pec.ha.osd.mil>

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## **IMPORTANT PHONE NUMBERS**

DEERS	1-800-538-9552
DOD	1-877-DOD-MEDS
MONCRIEF HEALTH BENEFITS ADVISOR (HBA)	751-2425/2778
MONCRIEF MANAGED CARE DIVISION	751-2572
MONCRIEF RETIREE OMBUDSMAN	751-2317
MONCRIEF PATIENT REPRESENTATIVE	751-2123
TRICARE PHARMACY HELP LINE	1-877-363-6337
HMHS TRICARE SENIOR HELP LINE	1-866-700-6193
TRICARE CLAIMS	1-800-403-3950
TRICARE SERVICE CENTER (FORT JACKSON)	782-5565
MACH PHARMACY TOLL FREE NUMBER	1-866-489-0950

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## **Tricareonline.com (TOL) – The Future Arrives**

What if you could make your Military Treatment Facility (MTF) appointments online 24 hours a day 7 days a week? Actually, now you can since we have implemented TRICARE Online, or TOL, at Moncrief by visiting [www.tricareonline.com](http://www.tricareonline.com). TRICARE Online, or TOL, is an interactive site that offers Moncrief-enrolled TRICARE Prime beneficiaries who register at the TOL website, the ability to book appointments with their Primary Care Managers and receive information on Moncrief clinics and services. TRICARE patient, provider and manager transactions are routed through a secure electronic portal as part of the largest web based program, in military or civilian health care. The program is easy to navigate, even for new Internet users. In Beta testing of TRICAREONLINE.Com at over 90 MTFs, providers and beneficiaries responses exceeded expectations. All TRICARE beneficiaries can create and maintain personal health journals, check medical symptoms, medication information, consumer health information and disease management tools, as well as access TRICARE claims and benefits information is available. TOL also offers a Medication interaction checker, general health and wellness resources, and separate games and health information just for kids. More interactive capabilities, such as prescription refills will be added in the future. For additional information go to [www.tricareonline.com](http://www.tricareonline.com) or call the Worldwide TRICARE Information Center at 1-866-363-3932 or call the Moncrief POC at 803-751-2338. Please look for a computer kiosk set up across from the Moncrief information desk to assist with registration, if necessary.

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**PHARMACY**

Toll-free (refills): 866-489-0950. Refill (local): 751-2250. Main Outpatient Pharmacy: 0730-1730 (M-F), Refill Pharmacy: 0900-1800 (M-F)  
Main Outpatient 751-2385  
Refill, Voice 751-4609  
Refill, Automated 751-2250

**NOTE: NEW!!!!** Before your spouse, family member or close friend involved in your healthcare can pick-up your prescriptions, we require your signed authorization. You can pick-up an authorization form in the pharmacy or in Medical Correspondence, Room 903. Questions? Call the HIPAA Privacy Officer at 751-4510.

**ADOPT A PET** - Call 751-7160 OR 751-5132 for info.

**Helpful websites:** <http://www.moncrief.amedd.army.mil> and <http://www.tricare.osd.mil>

**GASTRIC BYPASS SUPPORT GROUP**

A Gastric Bypass Support Group meets on the 2<sup>nd</sup> Tues each month at 6 pm in the Hospital Chapel on the 4<sup>th</sup> floor. For information, call 751-0481 or 751-0392.

**TOBACCO ORIENTATION:** For more info, contact Community Health Nursing at 751-2804. Location: Bldg 3295 on the corner of Magruder and Forney with parking behind Knight Pool.

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**COMMUNITY HEALTHY NURSING offers a variety of health promotion services/programs/classes – please call 751-5251 for more information.**  
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**MONCRIEF ARMY COMMUNITY HOSPITAL RENOVATION PROJECT**

Our facility will be undergoing renovations that will allow us to better serve you. When visiting Moncrief you may encounter some minor inconveniences due to the renovations. The MACH Family Health Clinic (FHC) moved to the 10<sup>th</sup> floor. Please use the express elevator for quicker service. We have designated an express elevator (you will see a bright sticker on the elevator door) from the ground floor to the 10th floor for those visiting the FHC to prevent long delays; however, we still ask that you allow a few extra minutes to ensure you are on time for your appointments on the 10<sup>th</sup> floor FHC. The Urgent Care Clinic moved into the area previously occupied by the FHC. We will have volunteers available on the ground floor and at the new UCC to assist the community with these changes. We appreciate your understanding of any delays or inconveniences due to the renovation. This project is on schedule to be completed by Dec 04.

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**Accessing Care at Moncrief:**

## **Family Health Clinic (FHC) /Internal Medicine Clinic (IMC) TRICARE Prime Members**

All TRICARE Prime beneficiaries are seen by appointment only for primary care services. By calling 751-CARE (2273), you can access appointments for acute, routine and wellness visits. In order to be seen in a specialty clinic, or by a civilian specialist, you must first have a referral from your Primary Care Manager (PCM) or a Family Health or Internal Medicine Clinic provider. The Moncrief Health Care Finders will call you to schedule specialty care appointments, usually within 3 business days from when the provider entered the consult.

### **FHC and IMC Clinic Hours**

The FHC and IMC are open from 0730-1630 M- F, except training holidays when the FHC is open with a limited number of providers, and the IMC is closed.

### **TRICARE Online**

Would you like to be able to make an appointment 24 hours a day 7 days a week? Now you can by visiting [www.tricareonline.com](http://www.tricareonline.com) TRICARE Online or TOL is an interactive site that offers Moncrief-enrolled TRICARE Prime beneficiaries who register at the TOL website, the ability to book appointments with their Primary Care Managers and receive information on Moncrief clinics and services. TOL also offers a medication interaction checker, general health and wellness resources, and separate games and health information just for kids.

### **EMERGENCY CARE**

In the event of a true emergency, you should proceed to the nearest Emergency Room or call 911. Moncrief does not have an Emergency Room. TRICARE Prime enrollees must contact their Primary Care Manager (the Family Health Center or Internal Medicine Clinic) within 24 hours following the emergency for authorization. Failure to call 751-CARE for this authorization may result in significant out-of-pocket cost.

### **Urgent Care Clinic (UCC)**

Active Duty Permanent Party and all TRICARE Prime Members may access the Urgent Care Clinic (UCC) during non-duty hours, weekends or holidays for **urgent** medical problems (i.e., illness which cannot wait until the next duty day.) If it is after duty hours and you are unsure if you should wait until the next duty day please refer to your self-care book or call the **Health Care Information Line** at 1-800-333-5331.

### **No-Shows**

Please do not miss a scheduled appointment. Every appointment missed is a loss of medical resources and prevents other patients from receiving timely care. If you are unable to keep your appointment please call 751-CARE (2273) and choose option 1, 24 hours a day, or the scheduling clinic to cancel the appointment.

### **Telephone Consultations (TCONs)**

A TCON is a message that you can leave for your provider by calling 751-2273 (CARE) for the FHC and 751-0375 for the IMC. Depending on the nature of your call, your provider or one of their support staff will contact you within 72 business hours. Please ensure that you provide an accurate phone number where you can be reached.

### **Traveling With Prime**

Prime Beneficiaries should call the TRICARE Health Care Finders (HCF) at 1-800-333-4040 when needing urgent care while away from home. The HCF will assist you in finding a provider in the area you are visiting which accepts TRICARE. Your Primary Care Manager (PCM) is the only provider authorized to give Routine care; therefore you cannot receive routine care while traveling. Always contact your PCM prior to receiving urgent care to avoid having to pay large out-of-pocket costs.

### **SolveTech™**

Moncrief utilizes the SolveTech™ automated appointment reminder and laboratory results system to remind patients of their appointments, and inform them of throat culture results. Friendly reminder calls are made approximately 48 hours out,

between 5:30 and 8:30 p.m. Once the patient's identity is verified they are given the option to confirm or cancel appointments. Laboratory results are called the day after they are completed, and an additional verification is required.

### **Pharmacy**

Outpatient pharmacy hours are 0730-1730 hours Monday through Friday, and we are closed on weekends and federal holidays. To talk to someone in the outpatient pharmacy please call 751-2385 . The refill pharmacy, located at the main PX, hours are 0900-1800 hours Monday through Friday, closed on weekends and federal holidays. We request all refills be called in to the automated refill system at 751-2250 or toll free, 866-489-0950 to reduce your wait and all others in the outpatient pharmacy.

### **Medical Records**

All DoD Medical Records are the property of the United States Government. In order to maintain proper maintenance and documentation of continuity of care, all medical records of active duty, retirees, and their family members must be turned in upon assignment to Fort Jackson. Both in-processing and out-processing are done Monday through Friday from 0800-1500 hours in the Outpatient records room on the ground floor. Patients may request a copy of their medical record by calling 803-751-2471/2341 or in person at the reception area outside of room 904. You are authorized one free copy of your medical records and it may take up to 30-days. The hours of operation for the Release of Information (ROI) section are Monday - Friday 0730 until 1600. You do not need to pick-up your records prior to your appointment; we deliver records to each clinic.

### **Customer Service**

Positive or negative we welcome all comments and use them to recognize our outstanding staff members or provide additional training for those that require it. Moncrief utilizes the DOD Health Affairs Survey and the Army Office of the Surgeon General Provider-Level Patient Satisfaction Survey which are both mailed to your home, as well as the Interactive Customer Evaluation (ICE) surveys. ICE is an internet-based customer comment card system that allows you to rate our clinics and services. There are ICE kiosks at the ground floor main entrance, outpatient pharmacy, and in the Family Health Clinic or online at <http://www.moncrief.amedd.army.mil/ICE.htm> For those who prefer pen and paper, Moncrief also has a paper ICE card which are throughout our facility. Customers, who have complaints about the quality of medical care, customer service, the rights/responsibilities of patients, c

**NEW TOLL FREE NUMBER FOR 751-CARE (2273) is:  
877-273-5584**

## IMPORTANT PHONE NUMBERS

Active Duty Claims	751-2571
Appointments	751-CARE (2273)
Family Health Center Telephone Consult Line	751-CARE (2273)
Health Benefits Office	751-2778/2425
Internal Referral Management (Health Care Finders)	751-2363
Health Care Information Line	1-800-333-5331
Hospital Information	751-2183/2160
Laboratory	751-7808/2260
Managed Care Division	751-2572
Mammography (Imaging Center)	751-2417
Medical Records Administrator	751-4510
Nuclear Medicine Services	751-2417
Patient Administration Division	751-2208/2773
Patient Admissions	751-0495
Patient Representative (Customer Service)	751-2123
Pharmacy	751-2385/2269/2415/4051
Pharmacy Toll Free (REFILL)	1-866-489-0950
Pharmacy (REFILL)	751-2250
Retiree Ombudsman	751-2317
Third Party Collection	751-2582
Treasurer's Office	751-2249
Urgent Care Clinic	751-2273/2211
TRICARE Claims Service	782-5565
TRICARE Service Center	782-5565

Visit our website at: [www.moncrief.amedd.army.mil](http://www.moncrief.amedd.army.mil)

### 751-CARE (2273) [1-877-273-5584] Updated Call Menus

- For best results please ensure background noise is minimized when speaking your options (speaker phones don't work very well with voice recognition systems).
- If you leave a voice mail message your position in the queue is maintained just like you were on hold. Please provide the phone number where you can be reached during your expected hold time, and our agents will call you right back.
- Entering your sponsor's full SSN correctly will expedite yours and others calls.
- Our peak calling period is 0730-0815. If you are calling for a non-same day appointment, for a physical, routine follow-up, or wellness care please call after 0815.

### ***Duty Hours Menu***

- 1.** To expedite your call, press or say 1.
  - 1.** To cancel an appointment, press or say 1.  
Please enter the sponsor's full social security number.
  - 2.** To make an appointment, press or say 2.
    - 1.** If you are a TRICARE Prime or Plus beneficiary, press or say 1.  
Please enter the sponsor's full social security number.
    - 2.** For all other beneficiaries, press or say 2  
Please enter the sponsor's full social security number.

3. For Emergency, Urgent Care, or Specialty Care Referrals, press or say 3.
  1. If you received treatment at a civilian medical facility for emergency care or care while traveling, press or say 1 to obtain a referral DD form 2161 to authorize payment.
  2. If you received a call from the Moncrief Healthcare Finders about a specialty care referral, press or say 2.
4. For telephone consultations or TCON's and prescription renewals, press or say 4. Telephone consultations are taken between 0730 and 1600, Monday through Friday. Your call will be returned within 72 business hours of receipt of your message.
  1. For a Family Health Clinic provider, press or say 1.
  2. For an Internal Medicine Clinic provider, press or say 2.
5. For the TRICARE healthcare advice nurse or information on TRICARE, press or say 5.
  1. To speak with the TRICARE advice nurse, press or say 1
  2. For Information on TRICARE Prime, press or say 2
  3. For Information on TRICARE Plus, press or say 3
  4. For additional TRICARE information, press or say 4
  6. For Moncrief Information, press or say 6.
    1. For general information, press or say 1.
      1. For primary care information, press or say 1.
      2. For specialty care information, press or say 2.
      3. For pharmacy information, press or say 3.
    2. For Directions to Moncrief, press or say 2.
    3. To speak with information receptionist or duty soldier, press or say 3
  8. To repeat this menu, press or say 8.
  9. To return to the main menu, press or say 9.

### **After Hours Menu**

You have reached our after hours menu. Our call center hours are between the hours of **0730 to 1600, Monday through Friday.**

1. To expedite your call, press or say 1.
  1. To cancel an appointment, press or say 1.
  2. To make an Active Duty sick call appointment, press or say 2.  
If you are calling for a non-Active Duty appointment please call back between the hours of 0730-1600, Monday - Friday.
    1. For an Active Duty sick call appointment, press or say 1.
3. For Emergency Care Referrals, press or say 3.
4. If you have a dental emergency or medical problem related to a recent Moncrief surgery, press or say 4.
5. For the TRICARE healthcare advice nurse or information on TRICARE, press or say 5.
  1. To speak with the TRICARE advice nurse, press or say 1
  2. For Information on TRICARE Prime, press or say 2
  3. For Information on TRICARE Plus, press or say 3
  4. For Additional TRICARE information, press or say 4
  6. For Moncrief Information, press or say 6.
    1. For general information, press or say 1.
      1. For primary care information, press or say 1.
      2. For specialty care information, press or say 2.
      3. For pharmacy information, press or say 3.
    2. For Directions to Moncrief, press or say 2.
    3. To speak with the information receptionist or duty soldier, press or say 3
  8. To repeat this menu, press or say 8.
  9. To return to the main menu, press or say 9.



***MONCRIEF ARMY  
COMMUNITY HOSPITAL  
BLOOD BANK***

**NOW**

**WELCOMES BLOOD DONORS  
PLEASE CALL TO SCHEDULE  
AN APPOINTMENT**

**DONATIONS  
WILL BE SCHEDULED  
AT 0900-1130 AND 1330-1500  
ON TUESDAYS AND WEDNESDAYS**

**PLEASE CALL 751-2395  
CERTIFICATES OF DONATION  
AND  
INCENTIVE AWARDS GIVEN**

