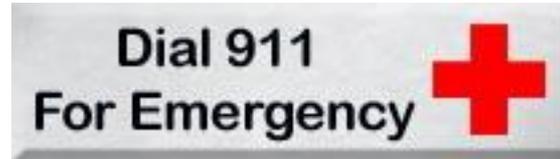


# EMERGENCY CARE



A true emergency is defined as the possibility of loss of life, limb, eyesight (i.e., profuse bleeding, broken bones, vehicle accident, heart related chest pain, etc.). If you are having a true medical emergency, dial 9-1-1 or go to the nearest emergency room without delay. If you are in the Enid, Oklahoma vicinity, you have two options for 24-hour emergency service:

St. Mary's Regional Medical Center  
LOCATION: 305 South 5th Street  
PHONE: 580-233-6100

Integris Bass Baptist Health Center  
LOCATION: 600 South Monroe Street  
PHONE: 580-233-2300

The 71st Medical Group is an outpatient clinic with limited services. There are no emergency or ambulance services on base.

**You must notify your PCM within 24 hours of the emergency!**

**Suicide Crisis Hotline and Chat**  
1-800-273-TALK (8255)

Psychological Health, PTSD, Traumatic Brain Injury  
1-866-966-1020 [toll free]

# URGENT/NON-EMERGENT AFTER-HOURS CARE

All off-base urgent/non-emergent care visits REQUIRE an authorization. For all urgent/non-emergent care (i.e., illness, minor injury, ear aches, etc.) required after duty hours or on weekends/holidays, please call the after-hours answering service at 580-249-4471 to receive an authorization. You will be requested to provide the sponsor's social security number, name, date of birth, problem of the person to be seen, and where you are going for care. If you are in the Enid, Oklahoma vicinity, you have two options for care:

URGENT CARE PLUS (Stops accepting patients 1 hour before closing time)

LOCATION: 1805 West Garriott

PHONE: 580-233-9012

MONDAY – FRIDAY, 0800 – 2000

SATURDAY, 0900 – 2100

SUNDAY, 1300 – 2100

MINOR EMERGENCY CLINIC (Closes for lunch from 1300 – 1330)

LOCATION: 402B South Oakwood Road

PHONE: 580-234-1831

MONDAY – SATURDAY, 0800 – 1900

SUNDAY, 1200 – 1900

**If going to Urgent Care Plus or Minor Emergency Clinic, please ask for and bring a copy of your receipt (superbill) to the TRICARE Service Center located within the Vance Clinic (Bldg 810) within 24 hours of your visit to avoid billing issues. You may also fax it to 580-237-2515.**

**If YOU fail to obtain an authorization for medical care outside a military treatment facility, YOU may be responsible for any and all bills from that episode of care!**

# APPOINTMENTS, BENEFITS INFORMATION

If you would like to make an appointment at the 71st Medical Group, please call the appointment line at 580-213-7416.

Appointment Line Menu Options:

1. Medical Appointments
2. Dental Services
3. Referral Management, Medical Records, or Patient Advocate
4. Pharmacy, Laboratory, Radiology, or Immunization Services
5. TRICARE Medical Contractors
8. Repeat Menu Options



For the Primary Care Manager on call, please dial 580-249-4471.

You can also make appointments and obtain healthcare information 24 hours a day at TRICARE Online.  
<https://www.tricareonline.com/portal/page/portal/TricareOnline/Portal>

To refill your prescriptions, you can call the Pharmacy Refill line at 580-213-7292

The 71st Medical Group hours of operation are as follows:

Main Clinic 0730-1630 Monday-Friday  
Appointment desk 0700-1630 Monday-Friday  
Immunizations Clinic 0730-1630 Monday-Friday  
Family Health & Pediatrics 0715-1630 Monday-Friday  
Flight Medicine 0700-1600 Monday-Friday

**\*The pharmacy closes daily from 1230-1330 for lunch.**

**\*All clinics close the 2nd and 4th Thursday of every month at 1400 for Medical Readiness Training.**

# LOCATION INFORMATION

ADDRESS: 527 Gott Road, Vance AFB, OK 73705-5105

[Click here for base map](#)



## MAIN CLINIC

MONDAY – FRIDAY, 0730 – 1630

## FLIGHT MEDICINE

MONDAY – FRIDAY, 0700 – 1600

SICK CALL: MONDAY – FRIDAY, 0700 – 0900

RETURN TO FLY: MONDAY – FRIDAY, 0700 – 0900 AND 1300 – 1400

## LABORATORY

MONDAY – FRIDAY, 0700 – 1630

## PHARMACY

MONDAY – FRIDAY, 0730 – 1630 (CLOSED DAILY FOR LUNCH 1230-1330)

## DENTAL

MONDAY – FRIDAY, 0730 – 1630

## MENTAL HEALTH (Bldg 816)

MONDAY – FRIDAY, 0730 – 1630

## APPOINTMENT/MAIN LINE – (580) 213-7416

MONDAY – FRIDAY, 0700 – 1630



**\*ALL CLINICS CLOSED 2nd AND 4th THURSDAY, 1400 – 1630  
FOR MEDICAL READINESS TRAINING\***

# Flight Medicine

FLIGHT MEDICINE

MONDAY – FRIDAY, 0700 – 1600

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

SICK CALL: MONDAY – FRIDAY, 0700 – 0900

RETURN TO FLY: MONDAY – FRIDAY, 0700 – 0900 AND 1300 – 1400

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7919

DSN PHONE: 448-7919

Flight Medicine (FM) provides care for active duty personnel on flying/controlling status. Family members 18 years of age and older enrolled in TRICARE Prime will be enrolled to the Family Health Clinic. Dependents of active duty personnel under 17 years will be enrolled in Pediatrics. Same day appointments are available for acute problems. Active duty members are seen on an appointment only basis outside of the designated “Sick-Call” and “Return to Fly” times noted above.

FM Clinic conducts Preventive Health Assessments/exams for active duty members (on flying status), AF ROTC cadets, Academy applicants, and all other members requiring flying class physicals. Types of physical examinations accomplished are: Periodic Health Assessments (Flying Class I, II and III), Flying Class II long physicals, Navy long and short physicals, DoD Medical Examinations Review Board Exams, Army Quadrennial, Initial Flying Class I/IA, Commissioning Exams, and Occupational Health Exams.

## STAFF

Lt Col Trant (SGP, Deputy SGH, PHEO)

Maj Smith (Aerospace Medicine Flight Commander, RN)

MSgt Tracy Cabatit (Aerospace Medicine NCOIC)

Capt Pascoe (USAF Flight Surgeon)

LT Baldwin (Navy Flight Surgeon)

Mrs. LeCrone (RN)

TSgt Willis (Flight Medicine NCOIC)

SSgt McDonald (Medical Technician)

SrA Houlihan (Medical Technician)

SrA Garcia (Medical Technician)

A1C Gast (Medical Technician)

A1C Kimura (Medical Technician)

# Mental Health

## MENTAL HEALTH

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 816

COMMERCIAL PHONE: 580-213-7419

DSN PHONE: 448-7419

Services are available for active duty/adult family members, and on a space available basis, for retirees/spouses. Limited services are available for children. Services include Airsickness Management, Psychological Testing (Adults), Stress Management, Biofeedback and Assisted Relaxation. Therapy for just about any problem you may have.

## STAFF

Maj (Dr) Samuel Tobler, Chief Mental Health Services

SSgt Jessica Ray, NCOIC Mental Health

Drug Demand Reduction Program (DDR)

Ms. Lewis-Odom

Mr. Rob Bodick

ADAPT Program

MSgt Jon Cabatit, NCOIC Medical Services

TSgt Elyot Selman, NCOIC ADAPT

Family Advocacy Program

Lt Brenda Keller, Family Advocacy Officer

Mrs. Connie Tucker-Smith, FAPA

Ms. Shawn Kelly, FAIS

# Radiology

RADIOLOGY

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7902

DSN PHONE: 448-7902

We provide routine x-ray services only and will give copies of x-rays upon request. All specialty exams (i.e., MRI, CT, Ultrasound, Mammography, etc.) are referred off-base to local imaging facilities.

## STAFF

Lt Col Royce Terry, Diagnostics and Therapeutics Flight Commander

SSgt Lacey Treat, Radiology NCOIC

# Public Health

PUBLIC HEALTH

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-6444

DSN PHONE: 448-6444

We provide PHAs, Pre- and Post-Deployment Medical Processing, Travel Medicine Clinic, Hearing Tests, Patient Interviews, Food and Public Sanitation Evaluations, Communicable Disease Prevention Information, TDY/Overseas/Security Clearances, Vector Surveillance, and Condoms. We perform hearing testing for personnel on the hearing conservation program.

## STAFF

MSgt Tracy Cabatit, NCOIC Aerospace Medicine Flight

SSgt Candy Webb, NCOIC Public Health Element

SSgt Amanda Oliphant, Public Health Technician

A1C Alvin Gordon, Public Health Technician

A1C Lawrence Mitchell, Public Health Technician

A1C Dominic Lewis, Public Health Technician

# Health & Wellness Center

HEALTH & WELLNESS CENTER  
MONDAY – FRIDAY, 0730 – 1630  
LOCATION: Bldg 316  
COMMERCIAL PHONE: 580-213-7968  
DSN PHONE: 448-7968  
COMMERCIAL FAX: 580-213-7251  
DSN FAX: 448-7251  
Email: [71mdg.hawc@vance.af.mil](mailto:71mdg.hawc@vance.af.mil)

The Health and Wellness Center (HAWC) is located at 414 McAffrey Avenue (Bldg 316) in the same building as the Bradley Fitness Center. A variety of programs, services and resources related to Healthy Weight; Nutrition; Fitness; Physical Activity and Tobacco-Free Living are available aimed at creating a culture of health and wellness at Vance AFB. All military, civilian Air Force personnel, retirees and dependents are welcome.

FACEBOOK: <http://www.facebook.com/VanceHAWC.page>

## STAFF

Joel Urdang, Health Promotion Program Coordinator  
Kellie Jensen, Exercise Physiologist  
SSgt Giovanni Espiritu, Certified Diet Therapy Technician/NCOIC

# TRICARE



TRICARE SERVICE CENTER

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630

LOCATION: Bldg 810

**Beneficiary Services Line:** 1-800-444-5445

**TRICARE Claims Service:** 1-800-403-3950

Walk-Ins Only

The men and women of the 71st Medical Group welcome you to Vance Air Force Base, Enid, Oklahoma. Vance Clinic provides medical services for eligible beneficiaries enrolled in TRICARE Prime. All other beneficiaries are seen on a space-available basis. Visit our office for applications, PCM change forms, and claim forms. Bring your super-bills from Minor Emergency or Urgent Care Clinic in the next duty day. **Remember, unless you have a life threatening emergency, you must have a referral/authorization for care downtown.**

**WEBSITE:**

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

**Mr. Richard Shepard, TRICARE Service Center Manager**

# Bioenvironmental Engineering

BIOENVIRONMENTAL ENGINEERING ELEMENT (BEE)

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 247

COMMERCIAL PHONE: 580-213-7241

DSN PHONE: 448-7241

Gas mask fit-testing: walk-in hours 0800-1100 Mondays and Wednesdays

BEE protects Air Force personnel/employees from occupational and environmental health hazards in the work place. BEEs are the Air Force equivalent to the Occupational Safety and Health Administration (OSHA), Nuclear Regulatory Commission (NRC), and to some degree, the Environmental Protection Agency (EPA). Our aim is to promote the health and well being of all Air Force personnel/employees. The three general areas of responsibilities are industrial hygiene, environmental protection and readiness.

## STAFF

Capt Arturo Maloco, BEE Element Chief

TSgt Jose Melendez-Alvarez, BEE Element NCOIC

SSgt Jorge Munoz, BEE Technician

SSgt Verna Munoz, BEE Technician

# Family Health

FAMILY HEALTH CLINIC

MONDAY – FRIDAY, 0715 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7416

DSN PHONE: 448-7416

COMMERCIAL FAX: 580-213-6411

DSN FAX: 448-6411

Family Health Clinic provides primary care services to include some minor procedures such as biopsies, wart removals and various forms of birth control. All specialized care (i.e., dermatology, surgery, orthopedics, etc.) will be referred to facilities in the local community by our providers. If an appointment is not available, an urgent care visit may be authorized. There are no emergency services provided by the Vance AFB Clinic. All emergencies are referred to either of two hospitals in the City of Enid, both with 24-hour emergency rooms. Please remember that any visit to an urgent care facility requires a referral. A request for a referral can be obtained by calling the appointment desk. A nurse will review your request and approve if appropriate. During after hours, a call to 580-249-4471 is required to obtain a referral.

## WEBSITES

Self-care link for children: <http://www.healthychildren.org/English/Pages/default.aspx>

Self-care link with health information for the whole family: <http://familydoctor.org/familydoctor/en.html>

## STAFF

Lt Col Debra Smith, Clinical Medicine Flight Commander

MSgt Bryan Bishop, Clinical Medicine Flight NCOIC

MSgt Roberto Amador, Family Health Clinic NCOIC

Maj Brittany Spelman-Ojeda, Family Health Doctor

Capt Joseph Wheeler, Family Health Doctor

Ms. Mary Coleman, Family Health Registered Nurse

SSgt Amanda Lenamond, Family Health Technician

SSgt Victor Downing, Family Health Technician

A1C Michael Elbo, Family Health Technician

# Pediatrics

## PEDIATRICS

MONDAY – FRIDAY, 0715 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7416

DSN PHONE: 448-7416

COMMERCIAL FAX: 580-213-6411

DSN FAX: 448-6411

We provide medical care to dependants age 0-23 years old. Services range from illness to prevention, school and sports physicals, and if needed, specialty care in the local area. We do evaluate and treat ADD/ADHD, mild depression, and several other specialties not listed.

## STAFF

Lt Col Debra Smith, Clinical Medicine Flight Commander

MSgt Bryan Bishop, Clinical Medicine Flight NCOIC

TSgt Kelli Smith, Pediatric Clinic NCOIC

Capt Kimberly Milford, MD

Mrs. Dianne Maly, Registered Nurse

A1C Robert Newman, Medical Technician

A1C Dillon Shoemaker, Medical Technician

# Aerospace Physiology

AEROSPACE & OPERATIONAL PHYSIOLOGY

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 826

COMMERCIAL PHONE: 580-213-7782

DSN PHONE: 448-7782

COMMERCIAL FAX: 580-213-7934

DSN FAX: 448-7934

We prepare aircrew to safely meet the challenges of modern aviation and space flight by providing aerospace physiological and human performance enhancement training. We are also a performance team, reducing human weapons system failure and enhancing performance, championed by our customers and benchmarked by our counterparts. We offer tanker/transport/bomber (TTB) & trainer/attack/reconnaissance/fighter (TARF) refresher chamber flights every month (one each). We also offer Original (2 day course) classes on a needs only basis, please call 580-213-7782/448-7782 to schedule ahead of time. Our primary mission is training the world's finest pilots via Joint Specialized Undergraduate Pilot Training (JSUPT). We do airsickness consultations and Barany Chair spatial disorientation training. We also conduct tours, please call 580-213-7782/448-7782 to schedule ahead of time.

## STAFF

Major Mike Akins, Flight Commander

TSgt Iyendo Manchester, Flight Chief Aerospace/Operational Physiology

1 Lt Sara Hutchins, Aerospace/Operational Physiologist

1 Lt James Brown, Aerospace/Operational Physiologist

SSgt Charrissa Smith, Operations NCOIC

SSgt Kira Cox, Maintenance NCOIC

SrA Andrea Downer, Aerospace/Operational Physiologist Technician

SrA Kimeyasha Hunter, Aerospace/Operational Physiologist Technician

A1C Alysia Macedo, Aerospace/Operational Physiologist Technician

A1C Gabriela Hernandez, Aerospace/Operational Physiologist Technician

A1C William Ensrud, Aerospace/Operational Physiologist Technician

A1C McKenna Pfeffer, Aerospace/Operational Physiologist Technician

# Dental

## DENTAL

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7307

DSN PHONE: 448-7307

COMMERCIAL FAX: 580-213-7917

DSN FAX: 448-7917

We provide comprehensive dental services to active duty personnel. For emergency care after 1630 and on weekends, please call 580-249-4471 and report to the emergency room. DO NOT GO TO A CIVILIAN DENTIST FOR CARE!!! If you seek emergency care after-hours or on a weekend, please call us for a follow-up appointment at 580-213-7307. We require a 24-hour notification for cancellations or it's considered a "No Show".

Family members are encouraged to enroll in the TRICARE Family Member Dental Plan sponsored by MetLife. Retirees and their family members are encouraged to enroll in the TRICARE Retiree Dental Plan sponsored by Delta Dental. Please visit the following websites for information and enrollment.

### WEBSITES:

MetLife – <https://employeedental.metlife.com/dental/public/EmpEntry.do>

1-855-638-8371

Retiree Dental Plan – [www.ddpdelta.org](http://www.ddpdelta.org)

1-888-838-8737

### STAFF

Maj T. Hohnstein, Flight Commander

TSgt J. Snyder, Flight NCOIC

Capt C. Fries, Dentist

SSgt Y. Morales, Lab Technician

SSgt E. Burgess, Dental Assistant/Prophy Technician

SSgt H. Walker, Dental Assistant/Prophy Technician

SrA N. DeJesus, Dental Assistant/Prophy Technician

A1C L. Lewis, Dental Assistant

Mrs. Z. Davila, Dental Assistant

# Optometry

## OPTOMETRY

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

PHONE: 580-213-7418

Routine annual and PHA (Physical Health Assessment) eye appointments can be made by calling 580-213-7416 or by logging on to TRICARE on-line. TRICARE Standard patients are eligible for care on a Space Available basis by calling the front desk. Comprehensive, Diabetic, and Glaucoma exams are offered in this treatment facility. The Diabetic Eye Clinic is on the last Friday of the month.

## STAFF

Capt Tyson Allard, Optometry Element Chief

MSgt Darlene Cox, Optometry Element NCOIC

SSgt Hillary Gabrick, Optometry Technician

# Immunizations

## IMMUNIZATIONS

MONDAY – FRIDAY, 0730 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7209

DSN PHONE: 448-7209

COMMERCIAL FAX: 580-213-7063 or 5696

DSN FAX: 448-7063 or 5696

No appointment necessary. If coming from an off-base (civilian) provider or Navy, Army or Marine base we will not have record of past immunizations. Please bring a copy of vaccination history to the immunization desk and we will transcribe the information to the Air Force system. Immunization records can be faxed to (580) 213-7063 or (580) 213-5696, Attn: Immunization Clinic. We do not provide allergy shot services, rabies or Japanese encephalitis vaccinations.

## WEBSITES:

Center for Disease Control - <http://www.cdc.gov/>

Advisory Committee for Immunization Practices (ACIP) - <http://www.cdc.gov/vaccines/recs/acip/default.htm>

Travel Immunizations - <http://wwwnc.cdc.gov/travel/>

## STAFF

Lt Col Debra Smith, Clinical Medicine Flight Commander

TSgt Allison Bir, Immunizations NCOIC

SrA Ana Pelais, Immunization Technician

# Medical Laboratory

LABORATORY

MONDAY – FRIDAY, 0700 – 1630

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

PHONE: 580-213-6033

We provide basic core laboratory services to include: chemistry panels, CBC's, and urinalysis testing within our facility. For patients that are having fasting blood work drawn, please fast 12-14 hours prior to blood collection. No food or drink with the exception of water and any prescribed medications. Any lab tests we are unable to perform in-house will be shipped downtown or to one of our military reference labs. We do not offer paternal testing or blood banking procedures here at our laboratory. If you have any questions regarding a test or service, please call the lab at 213-6033.

## STAFF

Lt Lenita Campbell, Clinical Laboratory OIC

SSgt Mandy Lambert, Clinical Laboratory NCOIC

SrA Layton Edwards, Clinical Laboratory Technician

Jenny Hughes, Phlebotomist

# PHARMACY INFORMATION

## PHARMACY

MONDAY – FRIDAY, 0730 – 1630

Closed Daily for Lunch, 1230 – 1330

Closed the 2nd and 4th Thursday, 1400 – 1630 for Medical Readiness Training

LOCATION: Bldg 810

COMMERCIAL PHONE: 580-213-7783

DSN PHONE: 448-7783

COMMERCIAL FAX: 580-213-7063 or 5696

REFILL CALL-IN: 580-213-7292

Please utilize our Refill Call-in System. Refills can be requested by calling (580) 213-7292 or by visiting TRICARE Online. Refills take 2 duty days. In order to fill your prescriptions, please bring your ID card. If you are picking up/dropping off for someone else, please bring a copy of their ID card front and back. **For the latest pharmacy information please visit our public website at: <http://www.pharmacyonesource.com/fos/default.asp?L=71497&g=1>**

We would prefer you use us, but when you can't, you may use mail-order or a network pharmacy. There is no charge for active duty members. For mail-order, active duty family members, retirees, and their families have a co-payment: \$0 generic; \$9 name brand; and \$25 non-formulary (up to a 90-day supply). For a network pharmacy, active duty family members, retirees, and their families have a co-payment: \$5 generic; \$12 name brand; and \$25 non-formulary (up to a 30-day supply).

## STAFF

Lt Col Royce Terry, Diagnostics and Therapeutics Flight Commander

TSgt Michael Barton, Pharmacy Services NCOIC

Civ Scott Chance, Chief Pharmacist

SrA Jeremiah L. Davis, Pharmacy Technician

SrA Tyler Kuthe, Pharmacy Technician

# PHONE NUMBERS

- Appointment Line: (580) 213-7416
- Case Management: (580) 213-7513
- Family Advocacy: (580) 213-7419
- Health & Wellness Center (HAWC): (580) 213-7968
- Laboratory Clinic: (580) 213-6033
- Diagnostic Imaging (X-ray) Clinic: (580) 213-7902
- Patient Advocate: (580) 213-7383
- Pharmacy: (580) 213-7783
- Pharmacy Refills: (580) 213-7292
- Public Health: (580) 213-5079
- Referral Management: (580) 213-5082
- Special Needs/EFMP: (580) 213-6343
- Substance Abuse: (580) 213-7419
- Wounded Warrior: (580) 213-6343
- Suicide Crisis Hotline and Chat: 1-800-273-TALK (8255)
- Psychological Health, PTSD, Traumatic Brain Injury: 1-866-966-1020 *[toll free]*

# Frequently Asked Questions

## 1. What do I do if I think I need to be seen for medical care today?

Call the appointment line, 580-213-7416. 71 MDG personnel will help you determine if you need to be seen that day, be scheduled for a routine appointment in the future, or if home-care is appropriate. For acute needs, active duty personnel on flying status are encouraged to report to Flight Medicine Clinic “Sick-Call”, Monday-Friday from 0700-0900. Flight Medicine Clinic also completes “Return to Fly” status changes, Monday-Friday 0700-0900 and 1300-1400. *For all others, care is provided by appointment only.*

## 2. What if it's a weekend or after-hours when I think I need to be seen, but it's not an emergency?

If you are enrolled in TRICARE Prime you must call the after-hours answering service at 580-249-4471. Be prepared to give the operator the patient's name, sponsor's social security number, symptoms, a good contact number and the name of the facility where you plan to seek treatment. The referral will be placed the next duty day and forwarded to Humana Military.

## 3. What if I have an emergency (while the clinic is open or after it is closed)?

If it's a life or limb threatening emergency, report to the nearest emergency room (Integris Bass or St. Mary's hospital if in Enid) or call 911 - an ambulance will be dispatched. *There is no emergency care at the Vance clinic.*

## 4. If I go to the emergency room, will it be free?

For active duty and their dependents enrolled in TRICARE Prime it will be free. Retirees and their dependents enrolled in TRICARE Prime will pay \$30. For those people who did not enroll in TRICARE Prime, they will be billed according to the deductibles and co-pays of TRICARE Standard or Medicare.

## 5. If I am enrolled in TRICARE Prime and do not call the Primary Care Manager when receiving emergency care at any non-military facility, what do I pay?

The rules are very clear on this, if someone does not call a Primary Care Manager and their condition is determined not to be a loss of life/limb/sight threatening emergency, they will be required to pay 50% to 100% of the bill. This is true for active duty, dependents and retirees. Clearly one phone call can dramatically cut your bill. When in doubt, contact the after-hours answering service prior to going to the emergency room.

## 6. Who is enrolled in TRICARE Prime?

All active duty are enrolled in TRICARE Prime. Active duty dependents, retirees, and their dependents are NOT automatically enrolled in TRICARE Prime, they must physically fill out paperwork. In addition, retirees and dependents of retirees will be required to pay an enrollment fee. This paperwork can be obtained at the TRICARE Service Center located within the 71st Medical Group.

## 7. Who do I call if I need a routine appointment?

Please call Central Appointment at 213-7416 between 0700 and 1630 on all duty days. Central appointments now books routine appointments for members on flying status, in addition to non-rated members, dependents and retirees. Non-Prime beneficiaries are limited to space available care only.

**8. What do I do if a civilian physician has seen me?**

If you are active duty on FLYING/CONTROLLING STATUS, you MUST be seen back at the 71st Medical Group's Flight Medicine Clinic within 1 duty day of seeing a civilian provider. Please call the Flight Medicine Clinic front desk at 580-213-7919 to schedule a same day appointment or report directly to the Flight Medicine Clinic during "Return to Fly" hours, Monday-Friday 0700-0900 and 1300-1400. **YOU ARE CONSIDERED DNIF/DNIC UNTIL RE-EVALUATED BY A FLIGHT SURGEON.** Individuals not on flying or controlling status who are seen off-base will be contacted for follow-up if required.

**9. How long will I have to wait for a routine appointment?**

If you are enrolled in TRICARE Prime, you should expect to be seen within 7 days. If you have elected not to enroll in TRICARE Prime, you will be eligible for Space Available care only. You may want to consider joining Prime or seeking a civilian provider as Space Available care is scarce and does not promote a quality approach to health care. If you would like assistance finding a civilian physician, please contact the Beneficiary Counseling Assistance Coordinator (BCAC) at 580-213-6343 or to join TRICARE Prime call the TRICARE Service Center at 1-800-444-5445.

**10. What do I do if I have concerns regarding the service I received at the clinic?**

The customer service and care you receive at the clinic are very important to us. All staff members will try to help resolve your questions or concerns. If you are not satisfied with the answers you get or do not know which section to speak with, contact one of our Patient Advocates: SSgt Deanna Ritchey at 580-213-7383 or Sharron Schaefer at 580-213-6343.

**11. If I get billed incorrectly for services provided downtown, what should I do?**

If you receive a bill which is over and above what you believe is correct, please contact the TRICARE Claims Information at 1-800-403-3950 or stop by the TRICARE Service Center located inside building 810.

**12. If I go downtown and the doctor's office wants me to pay in full or pay more than my benefits guarantee, what should I do?**

Contact the TRICARE Operations and Patient Administration (TOPA) Flight before paying more than you feel you owe. Please make sure you know what your obligations will be before seeking care downtown. The TRICARE handbook lists the different benefits for you to reference. You can also call or visit the TRICARE Service Center (1-800-444-5445 ) so they can help you determine what to expect.

**13. How do I determine the difference between coverage under TRICARE and under the Family Member or Retiree Dental Plans?**

Sometimes confusion exists over which plan will offer benefits for care to the mouth and teeth. In such situations we ask that you contact the TOPA Flight or the TRICARE Service Center for assistance. Under TRICARE, medical care from a dentist is sometimes allowed, but will require close coordination due to local conditions. The TOPA Flight can also help with information regarding the benefits offered by the TRICARE Family Members Dental Plan and TRICARE Retiree Dental Plan. For active duty, to sign your family up for the TRICARE Family Member Dental Plan, please call 1-855-638-8371 or visit online at MetLife – <https://mybenefits.metlife.com/tricare>. For retirees, to sign yourself or your family up for the TRICARE Retiree Dental Plan, please call 1-888-838-8737 or visit online at [www.ddpdelta.org](http://www.ddpdelta.org)