

LITTLE ROCK AIR FORCE BASE, ARK.

# MEDICAL GUIDE

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- Refill Pharmacy.....987-7457 or 877-329-5762
- Family Health Clinic .....987-3080
- Flight Medicine Clinic.....987-7319
- Physical Therapy Clinic.....987-7466
- Dental Clinic .....987-7304
- Diagnostic Imaging (Radiology) .....987-7467
- Laboratory .....987-7281
- Health and Wellness Center .....987-7288
- Mental Health Clinic.....987-7338
- Family Advocacy Clinic.....987-7377
- Immunization Clinic.....987-7312

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- Diagnostic Imaging (Radiology) .....987-7467
- Family Advocacy.....987-7377
- Family Health .....987-8814
- Flight Medicine .....987-7319
- HAWC .....987-7288
- Mental Health.....987-7338
- Optometry .....987-8702
- Pediatrics.....987-7245
- Pharmacy .....987-7446
- Physical Therapy .....987-7466
- Physiological Training.....987-7389
- Public Health.....987-7209
- TOPA.....987-1285
- Women’s Health Clinic.....987-7245

FROM THE COMMANDER

It is my privilege and honor to serve here at Little Rock AFB as the 19th Medical Group Commander. I stand beside true professionals on a daily basis in an effort to provide the utmost quality care to our beneficiaries. As an active duty military member, wife and mother of two, I completely understand how important it is for you and your family’s healthcare to be topnotch. Healthcare is a very complicated business and requires many partnerships to ensure it is seamless and trusted.

For those services we cannot provide at the 19th Medical Group (MDG), we are very fortunate to have a strong working relationship with our TRICARE contractor, Humana Military. Their vision is to be the Government’s essential partner in helping to shape a stronger health system that enriches the lives of those they serve and who support our national security. Through Humana, we are able to coordinate and utilize Little Rock’s finest community healthcare network. While we understand, that as a patient, the navigation of this referral process can be hard to understand and work through, we are committed to doing everything we can to assist. Throughout this guide you will see the many services we provide within the 19th MDG, as well as a descriptive article on the referral process itself.

We have other partners who help us complete our mission. Our Retiree Volunteers are an essential part of our team and one we could not do without. They offer their tireless services every day, free of charge, in an effort to give back. We appreciate them more than they know and if you’ve never had a discussion with them, I encourage you to do so. They are a wealth of knowledge and a valuable resource. They know our system and they know it well.

Another critical partner we rely on is YOU. It is our goal to partner with you and ensure you receive the patient experience that you expect and deserve. Our Air Force Medical Service is committed to engaging patients as partners in their healthcare as you are crucial to maximizing value, promoting safe care and achieving Zero Harm. We at the 19th MDG are continuously looking for ways to leverage the power of our patients. Please let us hear from you whether it is good or bad feedback. We want to know so we can improve. We respect your preferences, needs and values, and improving our partnership with you will only lead to better outcomes and even safer care.

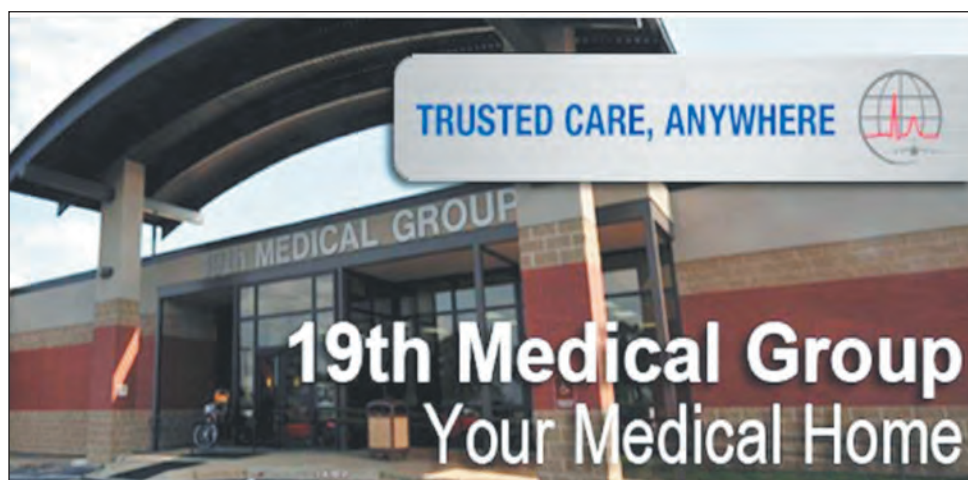
Additional items you will see throughout this guide include new and improved projects and processes we have implemented and embraced over this last year. This past September, we went through our national accreditation inspection with The Joint Commission, a civilian accrediting agency. We were again fully accredited and received numerous accolades from the civilian inspectors. We have made major upgrades within our pharmacy to include new and improved technology pharmaceutical systems, as well as other physical improvements to aid in wait times and flow--our wait times have dramatically decreased. Our 24-hour access to care remains #1 across Air Mobility Command. Providing the right care to the right patient for the right complaint at the right time is sometimes a science in and of itself. We don’t always get it perfect, but we strive for it daily and our access to care ranking reflects all of our staff’s hard work and commitment to our service to you.

As an overall healthcare team, I will attest to the dedication to duty and love for what this group of professionals do every day. We are here for you. Please never hesitate to contact anyone of us should you have questions or concerns. That is why we are here.



Col. Dawn B. Brooks,  
19th Medical Group commander





The 19th Medical Group is an integral part of the 19th Airlift Wing, local community, and the Air Mobility Command. We provide medical and ancillary support services ensuring healthcare is available to 6,000 active duty personnel assigned to the 19th AW (AMC), 314th Airlift Wing (AETC), 189th Airlift Wing (ANG), 913th Airlift Group (reserve unit), 37 tenants, and 39,000 non-active duty beneficiaries in central Arkansas. The 19th MDG partners with the healthcare support contractor to ensure a full spectrum of care is available. We ensure AD members are medically ready for worldwide deployments.

The Air Force Medical Service will continue to face changes and rightsizing well into the next decade. It is crucial that we look forward to determine how we will do business in the future. Healthcare roles and missions are evolving daily. With the advent of primary care teams and managed care support contracts, it is our privilege and pleasure to be a premier primary care center of excellence for our customers. It is our goal to be a highly reliable team of professionals investing in our people to perform at maximum effort while partnering with our community to deliver the best healthcare.

### **BENEFICIARY COUNSELING AND ASSISTANCE COORDINATOR AND DEBT COLLECTION ASSISTANCE OFFICER**

The Beneficiary Counseling and Assistance Coordinator's (BCAC) primary function is to serve as a primary source of assistance for the Military Health Services System (MHSS). The BCAC is the first resource for our beneficiaries needing assistance with claims resulting from civilian medical appointments. The Debt Collection Assistance Officer (DCAO) assists beneficiaries in obtaining relief from collection actions relating to medical issues.

The BCAC/DCAO provides or directly communicates information on healthcare services that TRICARE covers and excludes and conveys how these benefits and policies integrate with other healthcare sources. She will also explain beneficiary's costs and responsibilities when enrolling in TRICARE Prime or accessing services under the TRICARE Standard or Extra options. To schedule an appointment with the BCAC, please call 987-1285 or 987-8770, Monday-Friday, 7:30 a.m. to 4:30 p.m.

### **EDITORIAL STAFF**

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# BIOENVIRONMENTAL ENGINEERING FLIGHT

The Bioenvironmental Engineering (BE) Flight develops plans and implements activities as part of the 19th Medical Group's preventive health program as well as maintaining compliance with local, state, Air Force, and federal occupational health mandates. Major BE activities focus on assessing health risk in the areas of industrial hygiene, radiation protection, environmental protection, and readiness. Additionally, the flight initiates, directs, conducts, and reports on all health and safety activities to the base populace, as well as state and federal regulators as required. The industrial hygiene program is a critical portion of the "Team Aerospace" preventive health and occupational medicine mission for both home station and deployed operations via various industrial work facility routine assessments.

During these periodic assessments, assigned personnel will survey workplaces, collect required employee data, determine workplace monitoring requirements, and perform limited or extensive sampling based on nature and condition of the work environment. The collection of industrial hygiene data related to noise, ionizing and non-ionizing radiation, industrial ventilation, air quality, ergonomics, and thermal stress is performed to assess degree of hazard and recommend corrective actions. BE provides respiratory protection fit testing and training for industrial worksites. Additionally, the BE team documents these hazards within a DoD electronic database to capture the industrial worker's longitudinal health record. The radiation protection program ensure areas with radiological hazards are monitored by surveying facilities, monitoring radioactive materials and overseeing safe operations for ionizing and non-ionizing radiation industrial work facilities. BE ensures all federal requirements are met. It is also the responsibility of the BE flight as the installation's radiation



**U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL**  
**U.S. Air Force Senior Airman Emery Coleman, 19th Aerospace Medicine Squadron bioenvironmental engineering technician, uses a Hazardous Material Identification System to check a sample of soil for contaminations March 24 at Little Rock Air Force Base. Bioenvironmental engineering technicians respond to terrorist attacks, natural disasters and accidents to identify potential health hazards.**

safety officer to monitor radiofrequency radiation sources and investigate suspected overexposures.

The environmental health program consists of evaluating drinking water quality, swimming pools, and public

bathing areas. The program also includes identification and evaluation of potential pollution sources when there is a suspected or known health risk to base personnel. BE works closely with the CE environmental office on the investigation of chemical spills and other environmental releases to ensure they are evaluated by collecting samples and necessary corrective actions are coordinated with Air Force agencies and the Arkansas Department of Health.

The readiness program ensures that the BE flight is able to provide their emergency response role. All flight members are part of the installation hazardous materials response team, and are able to respond at a moment's notice to provide recommendations and health threat assessment to the incident commander. BE teams with CE emergency management personnel to provide technical assistance and guidance to emergency operation center personnel, and the capability of detecting a wide spectrum of chemical, biological, radiological, nuclear, and explosive materials. A key BE skill in readiness is the ability to advise on decontamination procedures for medical personnel, patients, equipment, and facilities. This is also done by providing training, advice, and guidance for both medical and non-medical personnel in the medical aspects of defense against chemical, biological, radiological, nuclear, and explosives (CBRNE). BE ensures base airmen are prepared for operations in a CBRNE environment by providing required fit testing for gas masks. Additionally, assistance to the medical treatment facility commander may be required in the medical aspects of CBRNE. In any emergency situation, BE response members apply their routine occupational health principles of analyzing and controlling hazards to protect the health of the public and other emergency responders. For more information on BE programs, call 987-7398.

## AEROSPACE & OPERATIONAL PHYSIOLOGY

The Aerospace and Operational Physiology (AOP) Flight, is the home of Aircrew Training and the Department of Defense's sole High Altitude Airdrop Mission Support (HAAMS) Center. AOP is open Monday through Friday from 7:30 a.m. to 4:30 p.m. and closed on holidays. AOP conducts physiological and hypoxia familiarization training, and provides human factors expertise to all base personnel. The flight consists of 2 physiologists and 27 physiology technicians.

AOP conducts initial High Altitude Parachutist (HAP) training and refresher physiological training for aircrew and parachutists. The training culminates with a realistic integration using the Reduced Oxygen Breathing Device (ROBD) to simulate flying at 25,000 feet unpressurized where the member may be subjected to various altitude induced threats. Generally, classes are held four times per month. AOP personnel also provide airsickness management training as needed for aircrew having

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difficulty adjusting to the flying environment. Personnel requiring airsickness management training should make an appointment with a flight surgeon for initial screening. Additionally, AOP members are certified to provide training in the following topics for any organization submitting a request:

- Heat Stress
- Cold Stress
- Fatigue Management
- Situational Awareness

The HAAMS Center's provides oxygen support/monitoring for world-wide contingency and non-contingency high altitude operations, and is responsible for the HAAMS Formal Course, which qualifies mission-ready technicians to meet Department of Defense taskings.

For services, please contact the AOP/ROBD schedulers at 501-987-7389 and the HAAMS schedulers at 501-987-6093.



**U.S. AIR FORCE PHOTO BY STAFF SGT. KENNY HOLSTON**  
**Tech. Sgt. Lorenzo Medina, assigned to the 19th Aerospace Medicine Squadron High Altitude Airdrop Mission Support Center, prepares for a high altitude mission Nov. 16, 2016, at Little Rock Air Force Base. Airmen assigned to HAAMS provide in-flight physiological support to aircrews, special operations forces, high-altitude parachutists and other DoD agencies that perform unpressurized airdrop operations at 20,000 feet mean sea level and above.**

# MEDICAL RECORDS

Medical records are the property of the United States Government and keeping them at the medical treatment facility (MTF) is a legal requirement. The MTF commander is the custodian and relies on the clinic staff to ensure custodian responsibility is met. Medical records will be charged out when required and taken to the clinic for scheduled patient appointments and proper custody and control of medical records are required per AFI 41-210, TRICARE Operations and Patient Administration. Every effort is made to ensure that each provider has access to their patient's medical record at their clinic appointment. For appointments outside the MTF, patients are given copies of pertinent information to take with them on their visit, if requested.

Request for medical documents from outside sources must have a proper release statement signed by the patient or guardian (these forms may be obtained from clinic personnel). All patients are authorized one free copy of their medical record. Individuals separating or retiring and wanting a copy of their record will be provided one free copy of their entire medical record which should be requested 30-60 days prior to separation/retirement. All requests for medical records must be in writing (forms can be obtained from the referral management center front desk) from the individual or parent/guardian (if under 18).

To better manage our patients' care, patients are asked to keep their contact information (phone number and address) updated in DEERS. Patients may accomplish this by going online at <http://www.tricare.mil> or reporting to the 19th Force Support Squadron (FSS) in building 1255 and updating their DEERS information with them.

# MENTAL HEALTH

The Mental Health Flight provides services in three clinics offering prevention, assessment, and intervention with the goal of ensuring Airmen are able to meet duty requirements. The Mental Health Clinic provides psychotherapy and medication management services to active duty members for anxiety, depression, trauma, and other distress that interferes with optimal function. Same-day services are available for members in extreme distress including those who are suicidal, homicidal, or psychotic. Commanders may request a mental health assessment if there are concerns for a member's safety or degradation of duty performance due to a potential mental health condition. The Family Advocacy Program (FAP) clinic serves active duty members, as well as their families, intimate partners, and children to provide prevention, educational classes, and treatment services for marital counseling, improving communication, parenting, and anger management. Commanders shall contact Family Advocacy in cases of suspected or known domestic violence or other family maltreatment. The New Parent Support Program (NPSP) provides in-home visits to families with children age 3 years or younger to offer education in parenting and stress management. The Alcohol and Drug Abuse Prevention and Treatment (ADAPT) Program clinic provides services for active duty members to address misuse of alcohol or other

substances including illicit drugs or prescription medications. Commanders shall contact ADAPT in cases of suspected substance misuse or an alcohol or drug related incident such as DUI, underage alcohol use, or injury while intoxicated. Psychoeducation Classes covering relaxation, sleep, and mindfulness are offered for all 19 MDG beneficiaries and do not require enrollment in other Mental Health services. Appointments can be made by phone at 987-7338 (Mental Health, ADAPT, psychoeducation classes) or 987-7377 (Family Advocacy, NPSP) or by walking into the clinic.

Each clinic provides Consultation to Base Leadership at all levels. All individual services are confidential with the exception of cases of significant risk to people or mission. In fact, 98% of cases are never discussed with the member's leadership. The flight also offers Outreach and Prevention across the installation to help commanders identify and meet the needs of their units and personnel including Commanders' Calls, special events, Wingman Day, and unit walk throughs. The Disaster Mental Health (DMH) Team provides consultation to commanders and psychological first aid following all hazards incidents, death of unit personnel, or other disasters. Commanders may consult the DMH team chief 24/7 through the 19th AW Command Post at 987-1900.



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## MEDICAL SPECIALTY REFERRALS

The 19th Medical Group does not have the capability to provide the full spectrum of specialty care. Therefore, we rely on the TRICARE network to meet your specialty care needs. The Little Rock area is rich in medical specialists, primary care managers, ancillary care facilities, and medical centers. It is extremely rare we are required to send a patient outside the local area for definitive medical care. Due to these capabilities, a significant number of special needs patients are assigned to Little Rock AFB. Contact the medical group if you have special medical needs required by a family member.

Humana Military Healthcare Services, our TRICARE contractor, has established a robust network of over 2,200 providers, a large number of ancillary care providers, and 12 medical centers in the Little Rock area. Specialty referrals from your primary care manager are normally processed and approved within 72 hours. You may obtain your authorization by logging into [www.humana-military.com](http://www.humana-military.com) or wait until you receive an authorization letter in the mail. The authorization letter will be mailed to your DEERS address and received within eight business days. You may also call 1-800-444-5445 after 72 hours to receive your authorization status.

Once an appointment is scheduled, be sure to call the referral management center at 501-987-1285 to discontinue the automated referral reminder phone calls. If you desire, the specialty provider may be changed, to another TRICARE network provider, by calling 1-800-444-5445. It is imperative that you verify your referral authorization before attending the appointments.

Please be advised, your specialty referral is valid for a specified period of time and a specified number of visits. If either of these is reached, the authorization expires. If your authorization expires and needs to be renewed, contact your primary care manager at 501-987-8811 for assistance. In addition, you may visit the referral management center or call 501-987-1285 for information or assistance.

## NEW PRESCRIPTIONS

All new prescriptions are processed at the main pharmacy. The pharmacy accepts both military and civilian prescriptions for eligible beneficiaries. Patients must utilize the automated queuing system located in the pharmacy lobby to check-in based on prescription type and/or desired pickup time. Prescriptions will not be processed until patients check-in with pharmacy staff. New civilian prescriptions are processed between 7:30 a.m. and 4 p.m. Prescriptions entered by military providers are processed anytime between the hours of 7:30 a.m. and 4:30 p.m.

Prescriptions for items on the Little Rock AFB Pharmacy formulary will be honored. Non-formulary items can be evaluated against DoD Formulary requirements. Some non-formulary items can be ordered special. Copies of the formulary are available on the base website at [www.littlerock.af.mil](http://www.littlerock.af.mil) (located under the "Community Interest" section on the right hand side of the homepage). The formulary is also posted on the 19 MDG home page at [www.littlerock.af.mil/units/19thmedicalgroup/index.asp](http://www.littlerock.af.mil/units/19thmedicalgroup/index.asp), then click the 19th Medical Group Pharmacy Formulary graphic.

The pharmacy does not accept patient new prescriptions or prescription renewals via telephone. All prescriptions for controlled substances must contain a wet ink signature (stamped or electronically signed prescriptions will not be accepted). Drug information and patient education are provided with all new prescriptions and are available from the refill pharmacy staff upon request.

## PRESCRIPTION DROP OFF

Individuals unable to wait for prescriptions to be processed may drop them off to be processed later. Prescriptions dropped off in the drop box before 4:30 p.m. are available after noon on the following duty day during normal duty hours. Due to limited shelf space, prescriptions not picked up within one week will be returned to stock.

## FAXED AND ELECTRONIC PRESCRIPTIONS

Faxed prescriptions are not accepted. Prescribers are encouraged to utilize electronic prescribing to securely transmit prescriptions to the pharmacy. Prescribers should send electronic prescriptions to "DoD LITTLE ROCK EPHCY". If your prescriber's office needs additional details to establish connection with the Little Rock AFB e-Pharmacy site, have them contact a pharmacy staff member at 501-987-7446. Electronic prescriptions will not be processed until patients check-in with pharmacy staff.

## QUANTITY AND REFILL LIMITATIONS

Physicians may prescribe up to a 90-day

# PHARMACY SERVICES



U.S. AIR FORCE PHOTO BY AIRMAN 1ST CLASS GRACE NICHOLS  
**U.S. Air Force Staff Sgt. Zachary Nordstrom, 19th Medical Group pharmacy technician, inspects controlled medication Jan. 12, 2017, at the 19th MDG pharmacy on Little Rock Air Force Base, Ark. Controlled medication is meticulously inspected during prescription preparation to ensure quality assurance.**

supply for non-controlled maintenance medications (i.e., blood pressure, diabetic medications, etc) with refills for up to one year from the date the prescription was written; this rule excludes controlled substances (i.e., pain medications, certain sleeping medications, etc).

CIII-CV controlled substances may be filled for up to a 30-day supply with up to 5 refills within 6 months of the date the prescription was written. No refills are permitted for schedule II controlled substances. (Exception: ADHD medications can be written for a 90-day supply with no refills.)

## REFILL PRESCRIPTIONS

All refills are processed at the refill pharmacy. The pharmacy has a mandatory call-in refill policy, with an automated telephone refill system available at all times. Patients with touch-tone or rotary dial telephones may use this system by calling 501-987-7457, or by calling the toll-free number 877-329-5762. Alternatively, patients may request refills through the internet using the TRICARE Online website at <http://www.tricareonline.com>. Refills can be processed once 75% of the prescription has been used. Refills on CIII-CV controlled substances can only be processed after 87% of the supply is used. Items will be kept on the shelf for only one week and then returned to stock if not picked up.

## PRESCRIPTION TRANSFERS

Patients with active (non-expired) prescriptions originally filled at other pharmacies (either military or civilian) with refills remaining may bring the original label to the pharmacy to have the remaining refills "transferred" to this facility. Please allow three duty days to process transferred prescriptions. Note: due to time zone differences, prescriptions transfers from OCONUS bases may require additional processing time.

## PICKING UP PRESCRIPTIONS

As a patient safety measure, anyone picking up a prescription on behalf of another patient (except for dependent children under 18 years of age) must be in possession of the patient's military ID card (or a photocopy of both the front and back of the ID). Parents or legal guardians must pick up prescriptions for dependent children under 18 years of age. The child's military ID card is very helpful but not required, to validate eligibility, especially if the child has a different last name and social security number other than the sponsor or person picking up the medication.

Options Other Than the Base Pharmacy: If your medication is not available at the base pharmacy, you have the following options to obtain a prescription:

### 1. TRICARE MAIL ORDER PHARMACY (TMOP)

For up to a 90-day supply, formulary generic items are available for a \$0 co-pay, formulary brand medications are available for a \$20 co-pay, and non-formulary medications are available for a \$49 co-pay as written by the provider (a prior authorization or medical necessity form filled out by your provider may be required for non-formulary medications).

### 2. TRICARE RETAIL NETWORK

If in need of a medication for an acute illness or condition (i.e., antibiotics, pain medications, etc.), patients may choose to use a TRICARE Retail Network Pharmacy (most local pharmacies, with the exception of CVS). For up to a 30-day supply, formulary generic items are available for an \$10 co-pay, formulary brand medications are available for a \$24 co-pay, and non-formulary medications are available for a \$50 co-pay as written by the provider (a prior authorization or medical necessity form filled out by your provider may be required for non-formulary medications). \*\*Note: many brand name medications may only be filled at a retail pharmacy once. Subsequent fills may require you to pay an additional cost up to the full price of the medication.

The TMOP and network pharmacy benefit is available to TRICARE-eligible retirees and their family members. The TMOP formulary contains most FDA approved oral and topical prescription medications. Several classes of medications are excluded such as drugs for weight control, smoking cessation, and medicines for cosmetic purposes, etc. For more information regarding your TRICARE pharmacy benefit, visit [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE).

If you need to speak with a member of the pharmacy please call 501-987-7446.

Visit us on Facebook: [www.facebook.com/LR.pharmacy](http://www.facebook.com/LR.pharmacy).

For more information on the TRICARE pharmacy benefit, visit <http://www.tricare.mil/CoveredServices/Pharmacy.aspx>.



# FAMILY HEALTH CLINIC

The 19th Medical Group Family Health Clinic (FHC) offers comprehensive medical care for all age groups including: routine preventive care, treatment for acute illnesses, minor injuries and chronic problems.

Providers also perform a variety of outpatient procedures to include, but not limited to, wart treatments, skin biopsies, cyst and soft tissue removal, limited splinting, and joint injections.

Upon arrival at the base and enrollment into our clinic, patients will be assigned to a 19th MDG Patient Centered Medical Home (PCMH) team. PCMH teams are composed of physicians, physician assistants, nurse practitioners, nurses, and medical technicians. In order for a patient to get to know the PCMH team, most medical appointments will be made with the assigned primary care manager (PCM) or provider. It is important for a patient to get to know his/her PCM as it allows for familiarization of his/her medical history and better continuity.

In addition to routine appointments, the FHC provides walk-in services for sore throat, certain injections, suture/staple removal, provider directed blood pressure checks and pregnancy testing between 8 to 11 a.m. and 1 to 3 p.m.. However, an appointment may be required if your PCM deems necessary.

Appointments may be booked online with

your PCM by visiting TRICARE online at <http://www.tricareonline.com>. Appointments may also be made by calling central appointments at 501-987-8811 or 800-557-6815, Monday through Friday (except holidays and training days), 7 a.m.-4 p.m. Patients are strongly encouraged to consult the TRICARE Online website, which contains medical advice on a variety of common conditions, before calling for an appointment.

TRICARE Prime access standards are as follows:

**1. Emergency Care:** The 19 MDG does not have an emergency room so you will be directed to the closest emergency department. Emergency circumstances involve chest pain and any condition where there's possible loss of life, limb, or eyesight.

**2. Urgent (acute) Care:** Acute care is defined as a non-emergency illness or injury for which medically necessary treatment is needed. An urgent care condition will not result in further disability or death if not treated immediately; however, treatment should take place within 24 hours of illness.

**3. Routine Care:** Routine care is for non-acute, routine medical conditions or questions. This also includes visits for ongoing (chronic) pain, annual check-ups, routine pap smears, medication refills/changes, and specialty referrals as deemed appropriate by the PCM.



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

**U.S. Air Force Capt. Robert Calhoun, 19th Medical Operations Squadron family health physician, examines the foot of a patient March 24 at Little Rock Air Force Base. The 19th MDOS builds resilient Airmen by providing primary care, mental health and comprehensive preventive health services to approximately 6,000 personnel assigned to the base.**

If you require urgent care after hours, you may reach the on-call service by calling 987-8811. After-hours urgent care requires pre-authorization. If you are out of the local area and require urgent medical care, you should call 1-800-444-5445 for the nearest TRI-

CARE approved treatment facility in the area. Active duty personnel are required to notify his/her PCM the next duty day after a visit to a civilian urgent care clinic or ER to coordinate follow-up care or duty restrictions as needed.

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- ◆ Walking Aids
- ◆ Slings and Lifts
- ◆ Mattresses and Cushions
- ◆ Orthopedic
- ◆ Bath Safety
- ◆ Incontinence Supplies
- ◆ Low Air Loss



# DENTAL CLINIC

The dental clinic provides comprehensive dental services for active duty members. Dental services offered include preventive (annual exams and cleanings), restorative (routine fillings and crowns), oral surgery (extractions), periodontics (gum disease treatment and maintenance), endodontics (root canals), and prosthodontics (partial dentures and implants).

Routine appointments are typically available within 21 duty days. Some dental specialty services require more coordination and therefore may take longer. The majority of elective services are not authorized within 6 months of separation or retirement.

Active duty members will be contacted for their mandatory appointment for a routine annual dental examination and cleaning by the dental clinic or the member's unit health monitor. Sister Service members on active duty can make an appointment by calling the dental clinic appointment desk at 501-987-7304. The clinic appointment desk will also schedule an appointment to answer questions or perform non-emergency evaluations.

Emergency dental care appointments are available 0730 to 1630, Monday through Friday by calling the dental appointment desk. At the emergency appointment visit, the patient's dental problem will be evaluated and, if necessary, prompt treatment provided. In some cases, non-urgent treatment may be scheduled for a later date in order to pre-plan the proper resources to meet the patient's dental needs. On non-duty days or after normal duty hours, access to emergency care to relieve severe pain, uncontrolled bleeding, or swelling caused by infection can be obtained by the Little Rock AFB Command Post at 501-987-1900 and asking for the "on-call" dentist. Please note that an emergency room visit for non-life threatening dental conditions



**U.S. Air Force Staff Sgt. Robert Thompson, 19th Aerospace Medicine Squadron dental laboratory noncommissioned officer in charge, creates porcelain teeth July 27, 2016, at Little Rock Air Force Base. 19th AMDS dental lab technicians ensure Airmen are ready to deploy by manufacturing corrective devices and replacements for natural teeth.**

are not authorized without concurrence of the on-call dentist.

For dependents of active duty members, reservists, and retirees, there are dental insurance programs available for purchase which enable those beneficiaries to receive routine and emergency dental care through civilian providers. Dependents of active duty and reservists can contact the TRICARE Dental Family Program, which is administered by MetLife, by calling 1-855-638-8371 or on their website at [www.tricare dental program.com](http://www.tricare dental program.com). For retirees and their dependents, the TRICARE Retiree Dental Program is available from Delta Dental. Further information can be obtained by calling 1-888-838-8737, or on their website at [www.trdp.org](http://www.trdp.org).

## PHYSICAL THERAPY

The Little Rock AFB Physical Therapy Clinic provides direct access care to active duty service members or anyone on AD status with pain or injuries to the musculo-skeletal system. The staff provides tailored exercise instruction, hands-on manual therapies (joint manipulations, functional mobility taping, and dry needling), sports performance enhancement, and pain relieving services (heat/ice/electro-therapy). Neurologic conditions, pediatric, cardiac rehab, and postoperative procedures requiring splinting are beyond the scope of care and are not available. AD beneficiaries with these conditions and non-active duty beneficiaries with musculoskeletal conditions who cannot be accommodated will be sent to a physical therapy clinic off base. If you have been in an accident or have had trauma to the head or abdominal region, you must have a referral from your doctor, otherwise no referral is needed. Call the appointment desk at 987-8811 or Toll free at 1-800-557-6815 to make an appointment.

The Physical Therapy Clinic also provides orthotic (shoe inserts) assessment as well as injury prevention lectures and ergonomic and human factors shop visits and provide running analysis/improvement classes. Running improvement classes are offered to all DoD beneficiaries, and are held on the first and third Wednesday of the month at 1:30 p.m. in the fitness center basketball court. You can walk-in to a class or call 987-7288 to enroll in the running class.

## SHORT FACTS

1. At [www.humana-military.com](http://www.humana-military.com), you can review your referral authorizations, claim status, enrollment, and eligibility.
2. Appointments may be booked by visiting TRICARE online at <http://www.tricare-online.com>.
3. After-hours nurse advice line is available by calling 987-8811 or 1-800-444-5445.
4. Main clinic hours are Monday - Friday, 7:30 a.m. to 4:30 p.m. We are closed on major holidays and once a month for training.
5. Stay up-to-date with clinic closings by liking the MDG Facebook page: <https://www.facebook.com/19MDG>

# MEDICAL EVALUATION BOARD (MEB) OFFICE

The purpose of a Medical Evaluation Board (MEB) is to maintain a fit and vital force. To achieve that end, disability law authorizes the Secretary of the Air Force to separate those military members who can no longer perform the duties of their office, grade, rank, or rating and to ensure fair compensation to those whose military careers are cut short due to a service-incurred or service-aggravated medical condition.

Little Rock AFB is using the Integrated Disability Evaluation System (IDES). The purpose of the MEB Office is to explain your options and what you can expect during each step of the IDDES. The IDDES is a joint Department of Defense (DoD)/Department of Veterans Administration (DVA) program which was created to improve the transparency of the Disability Evaluation System (DES) and timeliness of the transfer between your military service and receipt of DVA benefits and compensation. In other words, you can expect to receive your post-service DVA benefits much faster, typically within 30 days of separation. There are four main phases under the IDDES:

The MEB phase, the Physical Evaluation Board (PEB) phase, the Transition phase, and the VA Benefits phase. Part of the VA benefits stage of your MEB, you will complete a DVA claim form identifying all conditions incurred during your military service, whether they impact your ability to do your job or not. Your Military Service Coordinator (MSC), a local DVA representative, will help you with the DVA claims process. The VA will perform a medical exam which will be used by the Air Force in determining your fitness for duty and by the VA in determining your disability ratings. The PEB will decide which condition(s) (if any) makes you unfit for continued service (if any) and will send the case file to the VA in Rhode Island who will determine your disability ratings. The PEB will apply the VA ratings to your unfitting conditions. Your local Physical Evaluation Board Liaison Officers (PEBLO) will explain each step to you and will give you the results of the PEB.

Little Rock AFB MEB Office is staffed with two PEBLOs and one administrative clerk. For more information, please contact 501-987-8386, 987-7400, and 987-1298.





U.S. AIR FORCE PHOTO/SENIOR AIRMAN HARRY BREXEL  
Joshua Hardcastle, 19th Medical Support Squadron radiology technician, prepares to perform an X-ray on a patient March 24 at Little Rock Air Force Base. Diagnostic imaging specialists assist physicians by utilizing highly sophisticated equipment and an intimate knowledge of human anatomy to get images of the entire body, in settings ranging from surgery centers to imaging rooms.

## DIAGNOSTIC IMAGING SERVICES (RADIOLOGY)

The Radiology Department provides a wide selection of routine radiology exams, DEXA scans (bone density) and ultrasounds. All radiology exam and bone densities are performed on a walk-in bases i.e. no appointment is necessary. Ultrasounds exams; however, will generally need to be scheduled. We are staffed with 5 Technologists, 3 of which are registered through The American Registry for Radiologic Technologists.

The Radiology department accommodates patients from newborns to the elderly with our digital x-ray rooms. We provide required x-rays for yearly flight physicals and those deploying and returning from deployments. We can also locate and usually pull prior exams from other bases for comparison and/or for your convenience, if needed, for off base appointments. Operating hours are 0730 – 1630, Monday-Friday.

We do not accept prescriptions for radiology exams from chiropractic clinics, please consult your PCM.

Requests are processed electronically using the Composite Health Care System (CHCS). The 19th Medical Group provide staff request radiology exams using this system. Once the x-ray is taken, the technologist sends it electronically to the USAF Academy for interpretation. After this is accomplished, the Academy will transmit the exam report to our providers to view. We ask that you contact your provider for exam results. The Radiology Department personnel are NOT authorized to release exam results to patients. Results may also be obtained through TRICARE online approximately 7 days following your exam.

Radiology orders from civilian providers are also welcome. Patients wishing to have Radiology exams performed for their civilian provider need to have a written order signed by their doctor along with a valid fax phone number. Results are faxed to off-base providers once the exam is completed.

We are glad to answer any questions and can be reached at 501-987-7467.

## WOMEN'S HEALTH CLINIC

Women's Health (gynecology) services are offered at the 19th Medical Group in both the women's health and family health clinics. Physicians, physician assistants, and nurse practitioners provide services and counseling in the family health clinic. In addition to annual well woman exams and gynecological exams, the following services are offered: evaluation and treatment of abnormal pap smears (colposcopy), abnormal vaginal bleeding, vaginal infections, pelvic pain, and sexually transmitted diseases. Counseling services offered include, but are not limited to, family planning, pre-conception, contraceptive services, infertility, and premenopausal/menopausal issues including hormone replacement therapy. Obstetrical care and gynecological surgical consults are deferred to network providers.

Active duty members and non-active duty TRICARE Prime enrollees may be seen in either the Women's Health or Family Health clinics. Appointments may be made by calling the appointment line at 987-8811, 7 a.m. to 4 p.m., Monday thru Friday (except holidays/training days).

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## PATIENT ADVOCACY PROGRAM

The 19th MDG Patient Advocacy Program is an integral component of the medical group's total quality approach to patient care. Our goal is to commit every element of our organization to the creation of an exceptional experience for our patients. For your convenience, each patient care and ancillary service area have designated customer service representatives available to assist in resolving your concerns. In the event that the issue cannot be managed at the level where service was provided, it will be elevated to our group patient advocate.

Essentially, the patient advocate serves as your spokesperson and ensures all grievances filed are investigated, reported, and resolved in a timely manner. He/she facilitates the understanding of the medical group's policies and procedures, identifies trends affecting customer satisfaction, makes recommendations for improving patient services, and provides customer service training on a recurring basis. The patient advocate is also an avenue for you to pass compliments or suggestions to the senior leadership of the medical group.

All in all, the Patient Advocacy Program allows us the opportunity to pay close attention to all aspects of your experience, analyzing the experience from your perspective. Notably, your feedback is valuable in improving the delivery of quality health care.

To better assist you in recognizing your customer service representatives and the group patient advocate, we have prominently displayed their photographs throughout the facility. If you have questions or concerns, you may contact your group patient advocate at 987-8753 or stop by the referral management center.

# HEALTH AND WELLNESS CENTER

The Health and Wellness Center (HAWC) is a part of the 19th Aerospace Medicine Squadron and is located in the fitness center. The HAWC develops and implements performance enhancing programs that impact the health and wellbeing of the Little Rock Air Force Base community. The HAWC utilizes fitness, nutrition and behavioral change programs to increase resiliency and modify health risk behaviors. The HAWC is staffed with health and fitness professionals consisting of a health promotions manager and a registered dietitian.

The HAWC provides the following programs:

### FITNESS IMPROVEMENT:

■ **Vital 90 Program:** Total body fitness class combining strength training, aerobic conditioning, flexibility, and functional movement. The class is offered 19 times per week at 7 a.m., 11 a.m., and 3 p.m., Monday through Friday, and at 6 p.m., Monday through Thursday. Airmen struggling with fitness performance are encouraged to attend; however, the class services active duty, spouses, civilians and retiree's. Airmen who give 100 percent effort have a 100 percent pass rate. In addition, to fitness improvement the class also improves confidence while providing a positive social health environment building a community of people who help each other achieve healthy results.

■ **Fitness Consults:** One-on-one fitness programs designed for individuals referred from medical providers, physical therapy, and cardiac rehabilitation.

### NUTRITION

#### IMPROVEMENT:

■ **Vital 90:** Nutrition is a key component of any performance improvement program. Individual nutrition counseling is available to any Vital 90 participant with No referral necessary.

■ **30-day Nutrition Challenge:** A 30-day no-kidding clean-eating challenge with support from the HAWC. This 30-day nutrition challenge targets healthy changes in food choices, eating behaviors, and relationship with food. Introduction nutrition seminar includes live Q&A with dietitian

about the rules for this 30-day nutrition challenge, and individuals will also receive supportive resources, like shopping list, meal planning template, tips for dining out and travel, instruction on label reading, and tips for making budget friendly healthy food choices. Daily support is provided via private social media support group, where members share recipes, clean-eating meal inspiration, and support with individual struggles.

■ **Nutritional Management of Diabetes:** A series of two classes for individuals with Type 1 or 2 Diabetes, or Pre-Diabetes. The classes cover the basics of reading food labels and planning meals for consistent carbohydrate intake. These classes also include information on recipe modification, guidelines for dining out, and reducing risk of heart disease and other co-morbidities. A physician referral is necessary to attend this class.

■ **Nutritional Consults:** One-on-one nutrition appointments with registered dietitian to address individual nutrition-related concerns, including but not limited to: weight management, heart-healthy diet, sports nutrition, family nutrition and picky eaters, athletic weight gain, GI issues like IBS and others, heartburn, gluten-free diet or other food allergies/intolerances, prenatal nutrition, metabolic syndrome, PCOS, and a variety of other issues. Individuals may be referred by medical provider or squadron, or may self-refer for nutrition appointment.

■ **Community Outreach:** Collaboration with multiple organizations (inside and outside of Little Rock Air Force Base community) to provide easily-accessible in-

formation about good nutrition and healthy habits.

### HEALTH EDUCATION

■ **Briefings:** The HAWC staff is available to provide short briefings on a variety of topics including fitness, nutrition, super foods, and gut-health. Staff members will liaison with outside agencies to provide expert speakers on health related topics upon request.

### RELAXATION/MASSAGE

#### ■ Hydrotherapy Massage Bed:

20-minute massage using high powered jet sprays that can be adjusted to comfort level. A vinyl cover allows you to benefit from a water massage without getting wet. Open to all Team Little Rock.

#### ■ Relaxation Room with Massage

**Chair:** 15-minute total back massage in a serene and relaxing environment. Bring a book and enjoy. Open to all Team Little Rock.

■ **Social Media:** The HAWC uses a variety of social media to include Facebook, Twitter, Pinterest and Instagram to provide fitness, nutrition, and wellness content. You can find an archive of Vital 90 workouts on Facebook and Twitter.

**Facebook:** <https://www.facebook.com/pages/Little-Rock-AFB-HAWC/233092626805769>

**Twitter:** @LRHAWC

**Pinterest:** RECIPES@http://www.pinterest.com/lrafbhawc

The HAWC is located in the Sports and Fitness Center. Please call 501-987-7288 or e-mail 19mdg.hawc@us.af.mil for more information.

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# FLIGHT AND OPERATIONAL MEDICINE CLINIC (FOMC) BASE OPERATIONAL MEDICINE CLINIC (BOMC)

The Air Force Medical Service is restructuring flight and operational medicine by separating primary care and occupational medicine services into two distinct clinics, with the goal of improving care and creating more efficient and patient-centered workflows. This new concept, known as the Base Operational Medicine Clinic (BOMC), will establish dedicated clinics for Airman exams. The flight surgeons and aerospace medical service technicians work hand-in-hand with bioenvironmental engineering, public health, optometry, aerospace physiology, and the health and wellness center in the workplace as well as in the clinic. The flight medicine staff understands the unique needs of the flying environment and support required by ground units to maintain that mission. This makes the flight medicine clinic the natural consultants to the commanders and the rest of the medical group for prevention and occupational medicine.

The FOMC will now serve as the acute/primary care clinic for personnel on flight and special operational duty. The FOMC and BOMC at Little Rock AFB will separate into two clinics around the end of May 2017. The FOMC will be located in the same location as it is currently;

however, the check-in desk will be located on the opposite side of the front counter. The current section will become the check-in location for Public Health and the Deployment Health Assessment Clinic. The BOMC will occupy the area adjacent to the FOMC, which is currently occupied by the Deployment Health Assessment Clinic. The restructuring will serve to better facilitate the flow of each individual clinic and bring the Medical Group in-line with the Department of Defense vision for the Air Force Medical Home.

Whether you need to schedule an appointment in the BOMC or FOMC, you will be scheduled and signed in for your appointment by our staff in the FOMC clinic. The Chief of Aerospace Medicine, two flight surgeons, one aerospace physician assistant, two nurses, two flight administrators, and eight flight technicians typically staff the clinic. The 19th Operations Group and 314th Operations Group's flying squadrons have squadron medical elements (SME) designated as their points of contact within the clinic. The SMEs also augment the flight medicine clinical staff when not deployed.

The BOMC/FOMC is open 7:30 a.m. to 4:30 p.m.,

Monday – Friday and closed at 2 p.m. on all Wednesdays for training. The clinic also offers return to flight status and airsickness call for active-duty fliers Monday-Friday, 7:30 to 7:45 a.m. and 12:45 to 1 p.m. daily, except when closed due to training events. All other appointments are available for both active duty and the enrolled family members during normal duty hours by calling the BOMC/FOMC front desk at 501-987-7319 or by calling central appointments at 987-8811. You must contact the BOMC/FOMC front desk at 501-987-7319 during normal duty hours in order to schedule a flight physical or to schedule a flight waiver exam.

In addition, the FOMC provides emergency medical response for in-flight emergencies during duty hours. Little Rock AFB has 911 response to the flight line and a flight surgeon on call 24 hours a day in order to respond to any operational aeromedical emergency that occurs after duty hours. To contact the on-call flight surgeon for in-flight medical emergencies after duty hours, call the 19th Airlift Wing Command Post at 501-987-1900.



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# OPTOMETRY

The Little Rock Air Force Base optometry team is staffed with two optometrists and two to three technicians equipped to serve your vision needs. Their primary mission is to ensure military members are visually ready for operations. They also provide routine and diabetic eye exams for ALL members empaneled to the 19th Medical Group. Routine eye exams include treating and managing refractive error, binocular function, ocular health, glasses prescriptions, and ocular prescriptions as needed. Optometry team members order, adjust, and repair military-issued spectacles and gas-mask/ballistic inserts. New contact lens fittings for elective or cosmetic reasons are not performed. However, new fittings are available for patients enrolled in the Aircrew Contact Lens Program and for those with medical necessity as determined by the doctor. Aircrew patients wish-

ing to enroll in the Aircrew Contact Lens Program will need to initiate the process with the flight medicine clinic. Contact lens prescriptions are renewed if the patient wears or brings their contact lenses to the appointment along with a copy of the current prescription (boxes/packages/order invoice with required lens parameters will suffice). The optometry clinic also provides refractive surgery assessments for active duty members who are 21 years or older and meet all surgery criteria. Interested members should schedule a routine eye exam to determine if they qualify. Active duty members, retirees, and dependents (5 years and older) can schedule routine eye exams by calling Central Appointments at 501-987-8811, or by logging onto [www.tricareonline.com](http://www.tricareonline.com). Clinic hours are Monday to Friday, 7:30 a.m.-4:30 p.m.



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN MERCEDES TAYLOR

Patricia Hoogenveen, right, 19th Aerospace Medicine Squadron optometrist, examines Ian Clouse's eyes during a routine eye exam Dec. 19, 2016, at Little Rock Air Force Base. The optometry clinic has extended their services to retirees and dependents starting January 2017.

# MEDICAL MANAGEMENT

Management programs utilize nurses specialized to help patients with chronic medical conditions such as diabetes, high blood pressure, and abnormal cholesterol. These conditions must be monitored closely to prevent complications. Keeping good control of your medical conditions through preventive care can reduce the risk of eye, foot, or kidney problems as well as, heart disease or stroke. Disease management nurses support the health care team through a collaborative relationship working toward achievement of mutual goals of optimal wellness and prevention of complications from chronic diseases. Disease management encourages active patient participation in health promotion and wellness. As part of your health care team, we will work together to ensure that you are up-to-date with your care and help prevent long-term complications.

**Exceptional Family Member Program (EFMP):** The EFMP is designed to identify regular active duty Air Force sponsors with dependents who have special medical and or/educational needs and require specialty care. The EFMP staff assist Air Force families relocating through the family member relocation clearance process when a special medical and or/educational need exists. The EFMP ensures families are able to receive required resources through the EFMP family support (provided by the Airman and Family Readiness Centers), appropriate medical and educational referrals, health care coordination on base or in the community, and information and extended services, such as TRICARE's Extended Health Care Option. The EFMP is also responsible for formally determining availability of medical/educational services through either the



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

Gabrielle Cook, 19th Medical Group special needs coordinator, briefs a patient on Exceptional Family Member Program criteria March 24, 2017, at Little Rock Air Force Base, Ark. The Exceptional Family Member Program is designed to provide support to military family members with special needs.

MTF or civilian TRICARE networks.

There are several pertinent facts to remember about EFMP: 1) The Air Force defines almost any condition that cannot be handled by an annual visit to a Primary Care Manager (PCM) as a "special need", 2) EFMP enrollment is MANDATORY if a family member has special needs, 3) EFMP enrollment does not adversely affect promotion or prevent deployments or TDYs for the active-duty service member, 4) active-duty service members who withhold information or willfully violate the relocation process may face possible disciplinary action under the UCMJ, and, 5)

National Guard and Reserve families may receive information and supportive services, but they do not enroll in the EFMP due to separate assignments processes.

**Medical Case Management:** Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet the beneficiaries' comprehensive health needs through communication and available resources to promote quality, cost-effective outcomes. They are an extension of the PCM team, which means they work with your provider, nurse and technician to assist with your individual medical needs. You or your family member may be eligible for case management if you have a very complex medical condition or situation.

**Wounded Warrior Case Management Program (WWCM):** The Wounded Warrior Case Management Program is a voluntary program designed to identify and assist Air Force members who have sustained a significant injury, have been diagnosed with a serious illness, or have been wounded. Service members are screened for medical and psychosocial needs by the military provider, and a specialized referral is submitted to Air Force Personnel Center with a brief history of the members' illness or injury. AFPC will determine if the recovering service member meets criteria to be assigned a recovery care team. The WWCM nurses act as a patient advocate and determines the service member's needs, aides them in obtaining specialty consultations and appointments, participates in team meetings, and helps locate limited resources. Program goals are individualized depending on the member's needs.



# LABORATORY SERVICES

The clinical laboratory provides a wide selection of routine and urgent testing in a modern state-of-the-art facility. The latest technology and instrumentation is utilized to analyze samples in the prevention, detection, and monitoring of patient health. The clinical laboratory is accredited biennially by the College of American Pathologists and was most recently inspected and reaccredited in January of 2017.

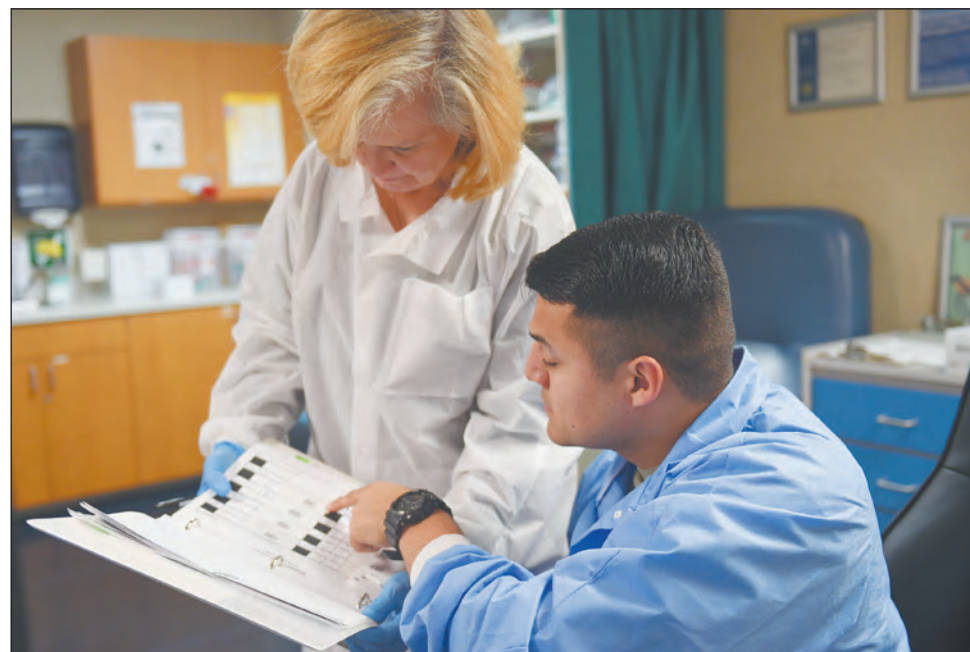
Our laboratory staff holds civilian laboratory credentials with either the American Society for Clinical Pathology or the National Certification Agency for Clinical Laboratory Personnel. Our local testing menu includes: Rapid Strep A testing, urinalysis, hematology, serology, and clinical chemistry. For tests not available in-house, we collect and refer to other military or civilian laboratories.

The laboratory can accommodate patients from the newborn to the elderly and offers testing for routine and urgent care, as well as preventive medicine, to our military family. We are also involved in medical readiness

to include the collection and submission of required testing for personnel deploying. Operating hours are 0730 - 1630, Monday - Friday, on-call support is available for aircraft incidents and medical-legal testing only.

Requests are processed electronically using the Composite Health Care System (CHCS). The 19th Medical Group providers create laboratory orders using CHCS, which are then received and processed by the laboratory. Once testing is completed and certified by the lab staff, the results are immediately available, electronically, to the ordering provider via their CHCS or AHLTA account. We ask that you contact your provider or clinic for your test results; the clinical laboratory is NOT authorized to release test results to patients. Another option to obtain your clinical information is utilizing the "Blue Button" link in TRICARE online accounts which will display your test result 7 days after they have been resulted.

Laboratory orders from civilian providers are also welcome. Patients wishing to have



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

**Robin Borden, 19th Medical Support Squadron laboratory supervisor, and U.S. Air Force Tech Sgt. Christopher Arzola, 19th MDSS laboratory technician, review blood samples March 24 at Little Rock Air Force Base. In addition to preventing and treating diseases, medical laboratory personnel are trained to detect agents that could indicate biological warfare.**

laboratory testing performed for their civilian provider need to have a written order signed by their doctor along with a valid voice and fax phone number. Results are faxed to off-base

providers once ALL testing is completed.

The clinical laboratory is here to serve you. For more information, call 501-987-7281/7438.

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# PEDIATRIC SERVICES

## ENROLLMENT

Enrollment into the Pediatric Clinic can be accomplished by contacting HUMANA military at 1-800-444-5445. All TRICARE Prime enrollees 12 years old and younger are automatically empaneled to the Pediatrics Clinic. Upon parent or guardian request, children 8 and older may be enrolled to the Family Health Clinic and children ages 13 to 17 may remain in Pediatrics. Children 13 years and older are automatically enrolled to the Family Health Clinic.

## SERVICES

Accessible services in the Pediatric Clinic include: treatment of acute/urgent medical problems, wellness visits such as well-baby examinations, school physicals, management of chronic conditions like asthma and ADD/ADHD, and routine care for non-urgent issues. Additionally, the clinic offers walk-in services for sore throat cultures, suture removals, staple removals and repeat wart treatments between 9-11 a.m. and 1-3 p.m. Monday to Friday.

## MAKING AN APPOINTMENT

The recommended method of scheduling appointments is through TRICARE On-line, which is available 24 hours a day, 7 days a week at <http://www.tricareonline.com>. Another option for booking appointments is to call central appointments at 501-987-8811 or 800-557-6815, Monday

through Friday (closed holidays and base/MAJCOM down days and one day per month for training), 0700-1600.

## SECURE MESSAGING

MiCare secure messaging is the preferred way to communicate with your child's AFMH team. Your child's provider can answer non-urgent questions, sign paperwork and even view pictures of rashes and minor injuries you have sent, without you even setting foot in the clinic.

## URGENT CARE

For more urgent issues that need to be seen by a provider within 24 hours, please use TRICARE On-line or call Central Appointments to book an appointment with your child's AFMH team. Also, two Urgent Care Clinic (UCC) visits per year are authorized for all dependents without MTF notification. Any UCC visits after those two will require pre-authorization from your child's medical provider. In the event that your child needs care outside of the MTF's business hours, pre-authorization may be obtained from the TRICARE Nurse Advice Line at 501-987-8811, option 2.

If your child requires urgent medical care and he or she is outside of the Little Rock Air Force Base local area, you should call HUMANA Military at 1-800-444-5445 for authorization to be seen at the nearest TRICARE approved treatment facility in the area. Please be sure to include the location you choose to visit.



U.S. AIR FORCE PHOTO BY SENIOR AIRMAN HARRY BREXEL

**U.S. Air Force Senior Airman Tiffany Babcock-Kochera, 19th Medical Operations Squadron pediatric element technician, checks the weight of Heidi, 3, on March 24 at Little Rock Air Force Base. The 19th MDOS provides primary care, mental health and comprehensive preventive health services to approximately 40,000 non-active duty beneficiaries in central Arkansas.**

## IMMUNIZATION CLINIC

The 19 MDG Immunization Clinic is working hard to keep Little Rock AFB members fit to fight by providing immunizations as the first line of defense for preventive health care. We offer vaccinations to prevent disease and infection from a host of illnesses that are known exposure risks in our worldwide theaters of operation. To contact the immunization clinic directly please call 501-987-7312/2927. Regular hours are Monday through Friday from 7:30 a.m. to noon and 1 p.m. to 4 p.m., for all eligible beneficiaries on a first-come, first-serve basis. All active duty members will take precedence during these hours. Hours may be adjusted during exercises, heavy deployment times, mass flu lines, etc.

Pre-deployment processing days are Tuesdays and Thursdays, 8 a.m. to noon and 1 p.m. to 4 p.m., in conjunction with public health medical out-processing; this may cause longer wait times for non-deployers and dependents during these days/hours.

Yellow fever vaccinations will be scheduled by the immunizations clinic due to availability of vaccine. TB skin tests (PPD) are offered every weekday except Thursday (and Friday if the following Monday is a holiday). Flu vaccinations are offered annually when the vaccine becomes available and will be administered until supply runs out or vaccine expires. Flu shots are mandatory for active duty personnel and optional for civilian employees. Well-baby shots for infants and children are provided on a walk-in basis Monday through Friday, 7:30 a.m. to noon and 1 to 4 p.m.

## PUBLIC HEALTH

Public Health (PH) develops, plans, and implements military PH activities related to Force Health Management (FHM) and Community Health Management (CHM). PH hours of operation are Monday through Friday, 7:30 a.m. to 4:30 p.m. Pre-deployment clinic hours for flyers are Tuesdays and Thursdays at 2 p.m. and non-flyers are Tuesdays and Thursdays from 8 to 10 a.m.; an appointment must be made by the Unit's Deployment Monitor. Post-deployment in-processing hours are Monday through Friday from 8 a.m. to 2 p.m.. FHM includes deployment medicine and occupational health. Before individuals are able to leave for deployment, they must be medically cleared by the medical group. PH monitors health status of personnel with orders to deploy and ensures that all members receive proper medical care required for the deployed environment. Post-deployment processing is conducted within the first 5 days of returning to Little Rock AFB at PH. Members are required to bring their sealed medical record and CAC card. Additionally, PH must provide medical intelligence to deploying personnel and commanders.

PH also monitors occupational hazards that may threaten the safety of installation personnel. PH establishes procedures to identify personnel requiring pre-placement, periodic, and termination medical examinations. PH receives notification of all positive pregnancy tests in order to mitigate occupational hazard risks to both mother and fetus. This flight also serves as the technical advisor for planning and presenting occupational health education programs.

PH monitors individual medical readiness (IMR)

requirements for active duty. Individuals who are due or overdue for IMR requirements will be notified via email or by their Unit Health Monitor. IMR is also tracked and reported to commanders in many different forums. IMR gives the commanders a snapshot of who is medically ready to deploy. Everyone can check their own IMR status through the Air Force portal under "Fitness/Health" tab then clicking medical, My IMR/ASIMS – Medical Readiness & Deployment Health.

Included within community health management are communicable disease control and prevention, food safety and defense, medical entomology, sanitary compliance, and public health contingency response. PH initiates and leads food safety and public facility sanitation programs. Compliance with standards is enforced by inspecting the food and public facilities on base to ensure food safety and sanitation protocols are followed by employees. Approximately 200 inspections are completed a year.

PH plans and develops a medical entomology program to monitor vectors such as ticks and mosquitoes that can carry diseases such as Rocky Mountain Spotted Fever, Tularemia, West Nile Virus and Zika. PH also recommends prevention and control measures and provides education/training on prevention control of vector-borne diseases.

Questions regarding communicable diseases, food safety, occupational hazards, medical intelligence, or other public health programs can be made in person, or by phone at 987-7209, or by email at 19MDGPublicHealth@us.af.mil.



# TOP TRICARE QUESTIONS AND ANSWERS

## 1. What should I do if I feel I have a real medical emergency for one of my dependents?

Answer: Evaluate the severity of the illness or injury to the best of your ability. If there appears to be a threat to life, limb, or sight, take them to the closest emergency medical facility or call 911. Once the patient is stable, call your primary care manager (PCM) or the TRICARE contractor, Humana Military Health Services, at 1-800-444-5445 within 24 hours to obtain an authorization. Write down any information provided for future reference. Be sure and get the TRICARE representative's name for future reference. Emergency room claims for non-emergency issues may be processed as Point of Service (POS), \$300 deductible and a 50% co-payment. Your PCM will not write a referral to prevent POS processing.

## 2. Do I have to have a referral before I seek care from a provider other than my primary care manager?

Answer: The TRICARE guidelines for Prime enrollees require a referral for non-emergency care obtained from other than the PCM. The TRICARE contract states, "Non-Active Duty Prime beneficiaries can obtain routine medical care without a referral from their PCM by utilizing their POS benefit (referenced in question 1.). If Humana receives a request from a beneficiary for a retroactive referral or a referral from a primary care provider other than the beneficiary's PCM, Humana will instruct the requestor the referral cannot be approved." It is imperative that each patient be cognizant of the requirement to obtain a referral before care is received from any source other than the PCM. The 19th MDG will not write retroactive referrals to prevent claims from processing under the Point of Service option. All Prime enrollees may use the POS Option at their own discretion. Realize there is a \$300 annual deductible and a 50% co-payment for this option. Care referred by your PCM is not considered POS. Be advised, costs incurred under the POS option do not contribute to the annual catastrophic cap.

## 3. Do I have to obtain a referral before going to urgent care?

Answer: The TRICARE guidelines for urgent care are defined as care you need for a non-emergency illness or injury or if you need urgent care treatment within 24 hours, and doesn't require you to travel more than 30 minutes for the care. You typically need urgent care to treat a condition that doesn't threaten life, limb, or eyesight and that needs attention before it becomes a serious risk to your health. Examples may include things like a high fever or sprained ankle. Urgent care is different than emergency care. The urgent care program is available to: active duty service members enrolled in TRICARE Prime Remote; activated called or ordered to active duty service for more than 30 days in a row; guard/reserve members enrolled in TRICARE Prime Remote and all other beneficiaries enrolled in TRICARE Prime, TRICARE Prime Remote, or TRICARE Young Adult-Prime. The Urgent Care Program is NOT available to: active duty service members enrolled in TRICARE Prime; activated guard/reserve members enrolled in TRICARE Prime; beneficiaries enrolled in the US Family Health Plan or beneficiaries enrolled overseas. TRICARE will cover two urgent care visits per eligible member each fiscal year; October 1 – September 30.

## 4. How do I obtain care from other than my PCM?

Answer: When specialty care is required, your PCM will write the appropriate referral. A referral may be

## TRICARE ONLINE

TRICARE Online (TOL) is the Department of Defense's online patient-focused portal providing access to available health care services and information that support patient participation in their health and health care experience. TOL provides eligible beneficiaries access to online MTF appointing, prescription refill, and Blue Button personal health data.

TOL Features:

- Blue Button – Access personal health data; View, download and print your laboratory results, outpatient medication profile, allergy profile, problem list, and encounters

- Appointment Center – Schedule, view, set reminders, and cancel primary care and select self-referral specialty appointments at Military Treatment Facilities for you and your family

- Prescription (Rx) Refill – Request Rx refills for MTF pick up, check status of Rx, or link to the TRICARE Mail Order Pharmacy to schedule home delivery

- Health Risk Assessments (HRA) – Submit your HRA online

- Secure Messaging- Link to access and communicate directly with your Provider and Care Team

- TRICARE Information- Access to TRICARE benefits information and services at [www.tricare.mil](http://www.tricare.mil)

- Health Education – Access to health care information and services

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

obtained by making an appointment with your PCM or contacting his/her nurse. After the referral is approved, an authorization letter will be mailed to the address on file for you in DEERS. This letter should be expected in approximately eight days. Authorization information will be available at [www.humana-military.com](http://www.humana-military.com) within 24-48 hours after your PCM submits the referral. All beneficiaries need to validate their address and telephone information in DEERS on a regular basis...

## 5. What should I do if I receive a late bill or collection agency notice for an unpaid bill?

Answer: The vast majority of TRICARE claims are processed within 21 days. Claims taking longer usually have errors that require attention. Claims are not normally sent to collection until repeated attempts to solicit a response from the patient have failed. You should treat your TRICARE claim as any other bill and contact the entity sending you the bill. Check with the provider to see if the bill was processed correctly. All the information, dates and authorization number, must be correct before the claim will be processed. Most claims issues involve administrative errors. If all the information is correct, call Humana Military Health Services at 1-800-444-5445 to advise them of the problem. Your final step should be to stop by the Referral Management office at the 19th Medical Group with all applicable documentation. You should bring all correspondence from the provider, the itemized bill, the explanation of benefits sheet, and a list of what you have done to try and resolve the problem. The list should include with whom you talked to, their phone number, and dates of contact. You may also obtain a personal login to Humana's

Website at [www.humana-military.com](http://www.humana-military.com). After accessing this site you can check the status of claims and will save you time in checking whether or not a claim has been paid.

## 6. Does the entire family have to be enrolled in one program option?

Answer: No. Family members can participate in different options. However, family enrollment will help ensure continuity of care. Family members can be enrolled in different regions. Of course, active duty personnel are required to enroll in TRICARE Prime at the 19th MDG regardless of where they live.

## 7. What are the three options under TRICARE?

Answer: (a) TRICARE Standard, which is a fee-for-service option with the same rules and guidelines as the old CHAMPUS program. (b) TRICARE Extra, which is a preferred-provider option. Patients use the standard option but may save an additional 5%, if they use a provider belonging to the TRICARE network. Note: Enrollment is not required for either the Standard or Extra option (c) TRICARE Prime, which is based on a health maintenance organization model. There is no enrollment fee for active duty members and their dependents. Retirees and their dependents pay an annual enrollment fee.

## 8. Will it be easier to get an appointment under TRICARE Prime?

Answer: TRICARE Prime offers guaranteed access standards. The standard for acute care is 24-hour access to a PCM provider, the standard for routine care is an appointment within 7 days, and the standard for preventive health care is an appointment within 28 days. The standard for specialty referrals is determined by the PCM not to exceed 28 days. These standards are a key benefit to TRICARE Prime enrollment, as others do not have this guarantee.

## 9. Does the enrollment fee for retirees have to be paid all at one time?

Answer: No. You may make quarterly payments or have payments withdrawn from your military retirement check. If you have any questions please contact Humana at 1-800-444-5445.

## 10. How do I choose my PCM and what if I want to change?

Answer: Personnel enrolling in TRICARE Prime that live within 30 minutes of Little Rock AFB are required to enroll at the 19 MDG. The same applies for those wishing to change PCMs. The 19 MDG offers a full range of pediatric and family practice needs. For needs beyond those capabilities, patients will be referred to a specialty provider.

## 11. Should I drop my current TRICARE supplement if I join TRICARE Prime?

Answer: Dropping other insurance coverage is a personal choice and should be a sound personal business decision. We recommend you consult your insurance agent and speak to a TRICARE Service Center counselor. Questions you should consider include: Will I be able to re-enroll in a future open period? Will I be able to re-enroll with a pre-existing medical condition? Will I lose other benefits associated with other health insurance such as dental, vision, or life? What if I move to an area where Prime is not available? Make your decision based on solid grounds not emotion.

**Excel Health  
Cabot**

# PRIMARY & URGENT CARE



## Dr. Salman F. Hashmi

MD

Family Practitioner Specialist

Dr. Salman F. Hashmi is a Family Practice Specialist in Cabot, Arkansas. He graduated with honors in 1998. Having more than 19 years of diverse experiences, especially in FAMILY PRACTICE, Dr. Salman F. Hashmi affiliates with many hospitals including CHI-St. Vincent Infirmary, North Metro Medical Center, Baptist Health.



## Martha Berry

RN, MSN,

Certified Family Nurse Practitioner

- 36 Years as an RN working in Critical Care, Hemodialysis, Emergency Room & Cardiology.
- 16 Years as CFNP - Cardiology & Urgent Care
- Clinical Instructor of UCA for Master's Program
- Nursing Instructor at Texas Women's University

- DOT & NON-DOT URINE DRUG SCREENS
- DOT PHYSICALS/FLIGHT PHYSICALS
- SCHOOL & SPORTS PHYSICALS
- IMMUNIZATIONS/VACCINES
- WELLNESS & ACUTE CARE EXAMS
- BLOOD WORK/FEMALE PAP EXAMS
- X-RAYS & EKG'S
- MINOR SURGICAL PROCEDURES
- TESTOSTERONE THERAPY
- MEDICAL WEIGHT LOSS

**We accept most insurances including Primary Care for Tricare**

**Excel Health  
Cabot**

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