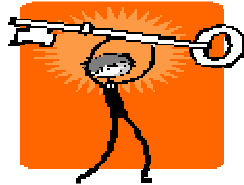




*Medical Group Fact Sheet*  
**ACCESS TO CARE SNAPSHOT**  
**Access to your Provider**



**Primary Care Manager (PCM) Access:**

**During Normal Duty Hours:** Patients should contact the Central Appointments Desk at **618-256-WELL (9355)**, or use the **TRICARE On-Line web-based appointment site** at: <https://www.tricareonline.com>

**WELLNESS LINE PHONE TREE**  
**256-WELL (9355) or Toll free 1-866-683-2778**

*CHOOSE FROM THE FOLLOWING OPTIONS:*

**❶ TO MAKE AN APPOINTMENT, CANCEL AN APPOINTMENT, LEAVE A MESSAGE FOR PROVIDER, OR IF YOU ARE ANOTHER PROVIDER, PRESS:**

- 1 – TO SCHEDULE APPOINTMENTS
- 2 – TO CANCEL APPOINTMENTS
- 3 – IF YOU ARE A HEALTH CARE PROVIDER
- 4 – LEAVE MESSAGES FOR PCM:
  - 1 - PRIMARY CARE
  - 2 - PEDIATRICS
  - 3 - INTERNAL MEDICINE
  - 4 - FLIGHT MEDICINE
  - 5 - FAMILY MEDICINE ( BELLEVILLE )

**PHA CLINIC**

**❸ PHARMACY REFILL/TEST RESULTS INFORMATION**

- ☒ REFERRAL MANAGEMENT SERVICES
- ☒ INFO ON CLINIC HOURS & WALK-IN SERVICES

**After Normal Duty Hours/Holidays/Weekends:** For emergencies, go to the nearest emergency room. For all other scenarios, patients should still contact the Central Appointments Desk at 618-256-WELL (9355). Please consider the guidance on the reverse side of this sheet entitled, *Urgent and Emergency Care for TRICARE patients*.

## Urgent and Emergency Care for TRICARE patients

### Urgent Care

***Have you contacted your PCM prior to arriving at the Urgent Care Center ?***

***If "yes," Your PCM should have entered a referral for an authorization.***

***If "no," you will have higher out-of-pocket costs (Point-of-Service), see below.***

Urgent care services are medically necessary services which are required for an illness or injury that would not result in further disability or death if not treated immediately, but require professional attention and have the potential to develop such a threat if treatment is delayed longer than 24 hours. An urgent care condition could be a sprain, sore throat or rising temperature. Urgent care should be coordinated as follows:

- **TRICARE Standard and TRICARE Extra beneficiaries:** No PCM or Health Net referral is required for urgent care. You should seek urgent care from a TRICARE-authorized/certified TRICARE provider.
- **TRICARE Dual Eligible and TRICARE For Life beneficiaries:** No PCM or Health Net referral is required for urgent care.
- **TRICARE beneficiaries with Other Health Insurance (OHI):** No PCM or Health Net referral is required for urgent care.

### Emergency Care

Emergency conditions are those that threaten your life, limb or eyesight. TRICARE defines an emergency as a medical, maternity or psychiatric condition that would lead a "prudent layperson" (someone with average knowledge of health and medicine) to believe that a serious medical condition existed, or the absence of medical attention would result in a threat to his or her life, limb or sight and requires immediate medical treatment or which has painful symptoms requiring immediate attention to relieve suffering. If emergency care is needed, you should go to the nearest military or civilian hospital or call 911. In addition, note the following:

- **TRICARE Standard, TRICARE Extra and TRICARE beneficiaries with Other Health Insurance (OHI):** Do not have to notify Health Net of an emergency room visit, however you should notify Health Net of an inpatient admission for

substance abuse or behavioral health to obtain authorization for continuing inpatient care.

**TRICARE Dual Eligible and TRICARE for Life beneficiaries:** Do not have to notify Health Net of emergency care, but should be sure to communicate this information with your primary care provider so they can assist you with any additional follow-up care.

**FLU SHOTS:**

Flu Shots are now available for those who are:

1. over 50 years old
2. High Risk:
  - a. Diabetes
  - b. Congestive Heart Failure
  - c. Kidney Disease
  - d. Respiratory Disease
  - e. ect

All dependants and retirees meeting the above criteria may go the Immunization clinic on the 3<sup>rd</sup> Floor between the hours of 0800-1500. For more information please call 256-7374.

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