

## **Medical Information**

(as of 2 Aug 19)

### **Cadet Medical Information:**

**Proof of Cadet Health Insurance:** Please review the below link. The link will provide you with the phone number and information on how you can receive proof of medical coverage. I would suggest calling the Beneficiary Line highlighted below for urgent requests. Please let me know if you have any additional questions.

<http://www.tricare.mil/Plans/Eligibility/DEERS/milConnect/Proof.aspx>

#### REQUESTS FOR PROOF OF INSURANCE CERTIFICATES

Requests for certificates may be made in writing, via fax, or by phone.

Written (mailed or faxed) requests for a certificate must include:

- Sponsor's name and Social Security number or Department of Defense Benefits Number
- Name of person for whom the certificate is requested
- Reason for the request
- Name and address to whom and where the certificate should be sent
- Signature of the requester

Mail written requests to:

Defense Manpower Data Center Support Office (DSO)

Attn: Certificate of Creditable Coverage

400 Gigling Road Seaside, CA 93955-6771

Fax requests to 1-831-655-8317.

Call the DSO Beneficiary Line directly at 1-800-538-9552 to request or check the status of your certificate. The DSO will review each request. Certificates can take up to three weeks to process. However, if your request is urgent, you can request that processing be expedited and your certificate can be faxed directly to a particular number.

On base POC is Glenda Phillips [Glenda.phillips@us.af.mil](mailto:Glenda.phillips@us.af.mil). phone (719) 333-5281 (USAFA TRICARE for cadets)

### **LETTER FROM 10 MDG ON MEDICAL COVERAGE FOR USAFA CADETS:**

Each year there are lots of questions regarding medical coverage. The main question being: should I maintain my cadet on my family health insurance plan once they are at the USAFA? The other being, what happens when a cadet gets sick away from the AFA while traveling or is home on break?

### **Medical Care for United States Air Force Academy Cadets –**

Welcome to the United States Air Force Academy Military Medical Treatment Facility-10th Medical Group. We are dedicated to providing your son/daughter with exceptional service and access to consistently high quality health care. I encourage you and your cadet, once they are settled in, to visit our cadet clinic.

While assigned to the USAFA as an active student they are entitled by law (Authority is 10.U.S.C. 1074, 6201-6203; 31 U.S.C. 1535) to the following military medical care:

- 1) Direct outpatient Care
- 2) Aeromedical Evacuation
- 3) Dental Care
- 4) Emergency Care
- 5) Immunizations
- 6) Prosthetic Devices (includes hearing aids)

**Cadets must have approval/authorization to receive care in the civilian community and Urgent Care Clinics. Routine care is not covered.** The care and treatment of injuries/diseases that existed prior to departure on leave are not considered emergencies. Whenever cadets require routine medical care, they can use the nearest US. Military Medical Treatment Facility available (Army, Navy, or Air Force). For assistance in finding a military hospital near your home, call 1-877-988-9378 or visit website: <http://www.tricare.osd.mil/>.

Cadets requiring Emergent/Urgent care in the civilian community, have to utilize the local Emergency Room or contact the Cadet Clinic (719-333-5180). Current cadet clinic hours are from 0600-1800 Monday through Friday and 1200-2000 on Saturday, Sunday and Holidays. An On-Call provider is always available through the automated system (524-2273 or 526-2273) for after hours and weekend authorizations. After hours you will be directed to our answering service and they will contact the provider on-call. If it's after hours or you are unsure if you need to see a doctor, you can call the TRICARE's Nurse Advice Line by calling 1-800-TRICARE (874-2273) and choose Option 1, 24 hours per day seven days per week. Failure to receive authorization could result in a Point of Service charge where the Cadet/Cadet Candidate is responsible for the bill. If this occurs the cadet/cadet candidate could submit the claim through their parents' medical insurance if they are still a covered beneficiary.

For emergency situations (risk of loss of limb, limb, or eyesight) cadets should go to the nearest emergency room for care (or call an ambulance if the situation supports it). As soon as the medical situation has been stabilized, the cadet should report the visit to the Cadet/Flight Medicine Clinic (719-333-5180) and Benefit Support Office (719-333-5281, for insurance purposes).

For emergency dental care in the civilian community to eliminate or prevent undue pain and suffering, cadets must call the Cadet Dental Clinic (719-333-5190) for pre-authorization. Cadets should use the nearest military medical treatment facility for non-emergent dental care.

The cadet should identify himself or herself as an active duty member and provide their name, social security number, squadron and their Air Force Academy mailing address. If a civilian provider/facility is used, direct them to mail all claims to:

TRICARE  
West Region Claims  
P.O. Box 7064  
Camden, SC 29020

Cadets must report the use of civilian care to the USAFA Cadet Clinic, Commercial (719) 333-5183, DSN 333-5183. They must also contact our Benefit Support Office (719-333-5281) for benefit questions and insurance claim issues. If you receive bills from a civilian hospital, bring them immediately to the TRICARE Service Center, located in the main lobby of the 10th Medical Group. If you paid for medication or hospital bills, keep all receipts and any other documentation that shows proof of payment.

A Cadet Clinic provider must see Cadets the next duty day from their return to the USAF Academy if medical treatment was received while away from the Academy.

Parents/guardians are encouraged to maintain health insurance coverage for their son/daughter in the event that they are disenrolled from the USAF Academy or develop catastrophic illnesses (e.g. liver transplant, potential heart transplant...). On average 40 cadets are medically disqualified and the Air Force has no financial obligation once the cadet is disenrolled from the Academy (medically or otherwise). Your son/daughter may qualify for Veterans Administration (VA) outpatient/inpatient care which they will determine.

If you need additional information about your cadet's medical coverage, please contact the Benefit Support Office at (719) 333-5281.

We look forward to caring for your son/daughter at the 10th Medical Group.

WALTER M. MATTHEWS, Col, USAF, MC, CFS  
Commander, 10th Medical Group

**Serviceman's Group Life Insurance (SGLI):** Your cadet will be signed up for the SGLI automatically for \$400,000. If your cadet wishes to lower the coverage then they will need to stop by Cadet Personnel in Vandenberg Hall. Cadet Personnel Office is located at 2360 Vandenberg Dr., Suite 3C24 (above the "C" store). Please see the below website we use to assist with myths and rumors about SGLI - to include how SGLI works.

SGLI Web Site:

<http://www.benefits.va.gov/insurance/sgli.asp>

**Civilian Dentist Usage:** Yes Cadet may use civilian dentist. However, routine dental treatment as a Cadet (and while on Active Duty) is an entitlement and there is no cost for this dental benefit. If you do decide to get treatment by a civilian dentist we will need to document any treatment you receive at your dentist's office to assure your military dental record is a true reflection of your oral condition and is up to date. Cadets must bring a copy of the treatment received so it can be incorporated into their military dental treatment record. Keep in mind it is the cadet's responsibility for the cost of the treatment rendered by the civilian dentist. The military WILL NOT reimburse any expenses that are incurred.

## **Prep School Medical Info**

### **Q: How do I enroll for healthcare while at the United States Air Force Academy Preparatory School?**

A: Once you in-process you will be enrolled in TRICARE Prime. TRICARE Prime is similar to a civilian HMO. In this program you will be assigned to a Primary Care Manager (PCM) and will receive all your primary care/specialty care at the United States Air Force Academy Military Treatment Facility (MTF).  
Return to Health Care / Insurance Questions

### **Q: I take prescription drugs; should I bring them with me?**

A: We recommend that you do NOT bring large supplies of prescription drugs with you. Bring a 3-week supply of any necessary prescription drug(s). If you are on medication for any reason, Air Force medical personnel will

review the prescription with you during in-processing and validate its necessity. Any applicable refills or new prescriptions will come from military medical personnel.

**Q: How do I receive primary and specialty care services while at the United States Air Force Academy Preparatory School?**

A: Primary care is received by calling the clinic and making an appointment to see your PCM. If you require specialty care services for further diagnosis or treatment, you must first see your PCM and the PCM will submit a referral to access services from specialty practitioners and coordinate the referral request through TriWest, our region-wide Managed Care Support Contractor.

- a) Primary Care definition – Basic or general health care traditionally provided by doctors trained in family practice, pediatrics, internal medicine, and occasionally gynecology.
- b) Specialty Care definition – Specialized health care provided by physicians whose training focused primarily in a specific field such as neurology, cardiology, rheumatology, dermatology, oncology, orthopedics, ophthalmology, and other specialized fields.

**Q: What happens if I am away from the United States Air Force Academy Preparatory School and need emergency Care?**

A: If you are outside the local area and require emergency care, go to any emergency room and identify yourself as an active duty military member under TRICARE. You must notify your PCM as soon as you are physically able and make them aware of your situation. If you require urgent care you need to call your PCM and obtain authorization to seek medical care from the local urgent care clinic/emergency room. Failure to alert your PCM could result in a Point of Service charge where you will be responsible for the bill. If this occurs you could submit the claim through your parents' medical insurance if you are still a covered beneficiary.

- a) Emergency Care definition – Acute symptoms of sufficient severity-including severe pain-such that a prudent person could reasonably expect the absence of medical attention to result in placing your health in serious jeopardy, serious impairment to bodily functions, or serious dysfunction of any bodily organ or part. This is often considered loss of life, limb or eyesight.
- b) Urgent Care definition – Medically necessary treatment that is required for illness or injury that would result in further disability or death if not treated immediately. The illness or injury requires professional attention and should be treated within 24 hours to avoid development of a situation in which further complications could result if treatment is not received. The most common form is illness or “the flu”.

**Q: What happens if I disenroll (voluntary/involuntary) from the United States Air Force Academy Preparatory School before I am enrolled in the United States Air Force Academy 4-Year program and still need medical treatment?**

A: If you choose to separate, it is in your best interest to ensure all medical treatment is received prior to separation. Any continued care post-separation will be authorized only on a case-by-case basis (predominantly coordinated prior to separation). If you separate you must understand that further medical care is your financial responsibility unless you were previously eligible for VA medical benefits.

**Q: Am I allowed to consume marijuana now that it is legal in Colorado?**

A: Although marijuana is legal in the state of Colorado, it is still prohibited on the federal level as well as to service members. You are **NOT** allowed to consume marijuana or any other illicit drug (cocaine, ecstasy, spice, bath salts, etc.) as a Cadet Candidate, Cadet, or member of the United States Air Force.

**Q: Do I need to turn in my medical records?**

A: Medical records criteria will differ depending on your status.

- a) Current Active Duty member (Priors), you will hand carry your original medical records to the USAF Academy and turn it in during the medical portion of in-processing.
- b) Current Military Dependent or Civilian (Direct Entry), your medical records must remain at the last base or clinic you were treated. It is highly encouraged you obtain a copy of those records. You may turn in that copy during the medical portion of your in-processing, or you can keep them. You are not required to turn them over to the DoD medical system.

**Q: Does the Preparatory School do random drug testing?**

A: Yes, Students will participate in unit and random drug testing as well as dorm inspections throughout the year.

**Parent Liaison Contact Information:**

ROSE MARIE NIKOVITS

Parents' Liaison

U.S. Air Force Academy, CO

(719) 333-3828 Toll Free 877-268-3383

e-mail: [rose.nikovits@usafa.edu](mailto:rose.nikovits@usafa.edu)

Parents tab of USAFA webpage: <http://www.usafa.edu/superintendent/cma/parentsclub.cfm>