

HEALTHCARE SERVICES

Appendix K

Updated 12/07/07 by HSCS Butler, ISC Honolulu

Health Care Options

Members and families transferring to Hawai'i have several options for medical service.

Active duty members

- assigned to Oahu shore units and floating units without Health Service Technicians (HS) normally obtain medical services at (and retain their medical record with) the Coast Guard Military Treatment Facility (MTF) at Tripler Army Medical Center.
- ISC maintains a *Sickbay* staffed by an E-6 Independent Duty HS (IDHS). IDHS is available for the treatment of emergencies and triage/stabilization of urgent cases. Members seeking care for non-urgent conditions are referred to CG Clinic at Tripler AMC. IDHS also maintains over-the-counter medicine and provides routine immunizations/medical testing for the medical readiness program.
- Floating units with assigned HS retain medical records aboard ship. Ship's HS is responsible for providing initial care.
- assigned to AIRSTA BP receive their healthcare, and retain their records, at the AIRSTA Clinic
- Maui, Kauai, and Hawai'i units are enrolled in TRICARE Prime Remote Program and seek use of civilian contracted medical services at no cost. Service members in those units should complete a TRICARE Prime Remote enrollment form and select a Primary Care Manager from the local TRICARE network.



Dependents of active duty members have several healthcare options:

- Use civilian medical providers by using TRICARE Standard or TRICARE Extra. No enrollment is required, but it involves cost sharing and submitting claims for reimbursements.
- Enroll in TRICARE PRIME and select a Military Primary Care Manager (PCM). MTF choices for family members include Tripler Army Medical Center (TAMC), Makalapa Clinic at Pearl Harbor, and MCB Kaneohe Bay.
- In most cases, families living in Government Housing choose Makalapa Naval Medical Clinic or Tripler Army Medical Center as their PCM. However, there may be exceptions such as special needs or geographical location for those not housed in Government Housing.
- Families are restricted to receiving healthcare from the PCM. If additional medical specialty healthcare is required, you will be referred to a military specialist or a civilian specialist by the PCM.

What is TRICARE?

TRICARE is a healthcare program for active duty, family, and retired members of all military services. It provides high-quality, accessible care, controls patient costs, and improves medical readiness. The program is managed by the military and uses civilian contractors, throughout the country

Making a choice: - TRICARE Prime, Extra, or Standard

All family members and retirees must decide which option is best for them.

TRICARE Standard is the most flexible plan but requires deductibles and cost shares.

Usually, active duty families who use TRICARE Prime or Extra will save money compared to what they would spend using TRICARE Standard.

There are no enrollment fees for active duty families. Retiree families have to balance expected savings on TRICARE Prime against the enrollment fees of \$230 (for a single retiree) and \$460 for a family. Despite the fees, the average retiree is expected to save \$160 a year under TRICARE Prime compared to TRICARE Standard.

For more information, Check out:

<http://www.tricare.mil/>

or

<http://www.triwest.com/>

TRICARE Prime: Very similar to a civilian HMO plan, TRICARE Prime is the cheapest, but most restrictive, plan. Under Prime, active duty family members do not pay co-payments when receiving services from a military treatment facility; and, co-payments were eliminated except for prescriptions at civilian pharmacies or using the Point of Service option.

For more information about TRICARE benefits, coverage, and to enroll into TRICARE Prime, call TRICARE (1-888-TRIWEST), or log on to TRICARE's informative website: <http://www.tricare.mil>

Hawai'i is in TRICARE's West region. **TriWest Healthcare Alliance** is the regional contractor providing healthcare services and network-provider support in the TRICARE West Region.

TriWest's customer service representatives are available Monday to Friday, 0800 to 0600 in the West Region time zone in which you reside, at 1-888-TRIWEST (1-888-874-9378). Additionally, TriWest's interactive voice response system is available 24 hours a day offering an automated self-service option for accessing recorded routine TRICARE information, the Healthcare Finder function, and the Behavioral Health Crisis Line.

When you enroll, you must designate one clinic or physician as the PCM for each family member. For all non-emergency outpatient services, you must use the PCM.

Enrollment is mandatory for one year and you see only the physician/clinic you designated upon enrollment. If specialty care is warranted, your PCM physician/clinic must provide you with the referral. You may not use TRICARE Extra, Standard, or military clinics for non-emergency care while enrolled in TRICARE Prime.

TRICARE Prime Advantages:

- Assigned a Primary Care Manager (PCM)
- Always know where to go for initial care
- Healthcare Finder (HCF) can help authorize non-emergency and specialty care when you're referred outside of the MTF
- No co-payments, except for prescriptions from a civilian pharmacy and when using the TRICARE Prime Point-of-Service option
- No paperwork. Civilian providers file their payment directly with the contractor.

TRICARE Prime Disadvantages:

- One-year commitment (you can change your PCM anytime within the year)
- Must use selected PCM and Prime network care providers for all care, except emergencies
- Retiree families must pay enrollment fees whether they use care or not.

TRICARE Extra: Under this option, individuals may choose their own care providers. If an authorized network provider is used, a 5% discount from the TRICARE Standard cost shares is available. The annual deductibles must be met before cost sharing begins and other TRICARE Standard rules apply.

TRICARE Extra Advantages:

- Less expensive than Standard
- Lower cost share when using doctors in the TRICARE network of providers

TRICARE Extra Disadvantages:

- More expensive per treatment than TRICARE Prime
- No PCM to guide patient care

TRICARE Standard: This is a new name for Standard CHAMPUS. Under this option, individuals decline TRICARE enrollment and continue to pay the deductibles and cost share rules of CHAMPUS. Annual deductibles must be met before Standard will cost-share your claim at 80% of the allowable charge.

TRICARE Standard Advantages:

- Unlimited provider choice

TRICARE Standard Disadvantages:

- Most expensive option.
- Must pay a deductible and cost share.
- No PCM to guide patient care.

Detailed information concerning each of these plans is available through every Health Benefits Advisor and by contacting the local TRICARE Service Center or Beneficiary Service Office in the area.

Note: TRICARE is available outside of the 50 states. Be sure to contact the TRICARE region for more information about TRICARE coverage overseas.

Dental Care

Military dental care for family members is rarely available anymore. All Coast Guard members with family members are strongly encouraged to enroll in the TRICARE Dental Plan (TDP). Since 1 February 1996, the servicing contractor has been United Concordia Companies, Inc. (UCCI). Educate yourself quickly on who the participating dentists are by contacting a Beneficiary Counseling and Assistance Coordinator (HBA) or check out:

<http://www.ucci.com/was/uccweb/tdp/tdp.jsp> to enroll your family members in the plan, or contact your unit administrative yeoman.

Here is a sample of Dental benefits provided through UCCI: Plan pays

Diagnostic/Preventive Exams, cleanings, x-rays, etc.	100%
Basic Restorative Fillings, etc.	80%
Sealants	80%
Endodontics Root canals, etc.	60%
Periodontics Gum surgery, etc.	60%
Oral Surgery Extractions, etc.	60%
Prosthodontics/Crowns Dentures, Bridges, etc.	50%
Orthodontics Braces, appliances for patients under age 19	50%

Supplemental Health Insurance

Learn the basics of TRICARE first before considering another supplemental health insurance plan. Each family's health concerns are different from the next, so choosing an additional health plan may or may not be beneficial to you. Again, every HBA has a list of companies and associations that sponsor supplemental care. Call the nearest Beneficiary Counseling and Assistance Coordinator (HBA) today!

U. S. Coast Guard - Hawaiian Islands Relocation Handbook
OAHU MEDICAL RESOURCES

All Emergencies (Fire, Police, Ambulance): 911

Ambulance to Tripler: 433-5700

Coast Guard Clinic at Tripler AMC 433-9800

Same day and walk in appointments available.
 Hours of Operation: MON-FRI: 0630-1130; 1230-1430
 (except THR afternoon)

Walk in (Sickcall): 0730-0830
 Duty Corpsman After Hours (1430-0630) ... 221-6029
 Limited acute care same-day appointments available

ISC Honolulu Urgent Care Facility..... 842-2930

Hours of Operation: MON-FRI: 0630-1130; 1230-1430
 (except THR afternoon)

Emergent & Urgent health care provided as needed.
 Medical Readiness testing/immunizations by appointment only.

Pearl Harbor Makalapa Clinic*No Sick-Call*

Central Appointments 473-0247

Mon-Fri: 0715-1930 and Sat-Sun: 0800-1930

After 1600 and Weekends..... 473-1880

Pediatrics (Mon-Fri, 0700-1615) 473-0247

Optometry 473-1880 x349

Pharmacy (Open every day incl holidays: 0730-2000)

Call In Service/24-Hour Refill Line..... 473-1510 x229

Health Benefits Advisor..... 473-1880 x320

Tripler Army Medical Center (TAMC)

EMERGENCY ROOM..... 433-6629

Beneficiary Service Representative 433-6336

Military Information 433-6661

Appointments for following clinics **433-2778**

Allergy 433-6334

Audiology 433-5742

Coast Guard Liaison..... 433-6028

Dermatology 433-5736

ENT..... 433-5334

Health Benefits Advisor..... 433-3422

Immunizations (Child)..... 433-6234

OB/GYN 433-2778

Orthopedics 433-2778

Patient Information 433-2778

Pediatrics..... 433-6697

Physical Therapy..... 433-6958

Psychiatry 433-2778

Surgery..... 433-5756

Schofield Health Clinic

Appointments..... 433-2778

Pediatric Clinic..... 433-2778

Pharmacy..... 433-2778

Hickam Air Force Base Clinic 448-6000

USMC Base Kaneohe Bay Health Clinic.... 257-2145

Castle Medical Center (Kailua/Kaneohe area)

EMERGENCIES.....263-5164

Information.....263-5500

Kaiser-Permanente Medical Care Pgm (Red Hill area)

Moanalua Medical Center432-0000

Honolulu Clinic.....593-2950

Hawai'i Kai Clinic432-3700

Kahuku Clinic293-4600

Kailua Clinic262-3400

Leeward Clinic.....671-5888

Mali Clinic441-3500

Mililani Clinic432-4200

Kapiolani Medical Center For Women and Children

EMERGENCY SERVICES983-8633

Hawai'i Poison Center941-4411

Information983-6000

Kuakini Medical Center (Honolulu area)

EMERGENCIES.....547-9540

Information.....547-9156

Pali Momi Medical Center (Pearl Ridge area)

EMERGENCIES485-4300

Information486-6000

Queen's Medical Center (Honolulu area)

EMERGENCIES547-4311

Family Planning547-4586

Information538-9011

St. Francis Medical Center (Honolulu area)

EMERGENCIES547-6551

Information547-6011

Straub Clinic and Hospital (Honolulu area)

EMERGENCIES522-4000

Information.....522-4000

Wahiawa General Hospital (Wahiawa area)

EMERGENCIES621-4230

Information.....621-8411

NEIGHBOR ISLAND MEDICAL RESOURCES

HAWAII (The Big Island)

Hilo Hospital

EMERGENCIES974-6800
Information974-4700

KAUAI

Kauai Medical Group

EMERGENCIES245-1010
Information.....245-1500
Walk-In Clinic.....245-1532

Kauai Veterans Memorial Hospital

Information338-9431

Wilcox Memorial Hospital

EMERGENCIES245-1010
Information245-1100

MAUI

Maui Clinic

Information..... 877-2023

Maui Medical Group

Information.....249-8080

Maui Memorial Hospital

EMERGENCIES242-2343
Information.....242-2036

TRICARE RESOURCES

Oahu/Neighbor Islands

TRICARE Customer Service Line
(800) 242-6788

Health Care Finder/Beneficiary Service Rep.
(800) 242-6788

TRICARE Claims Reimbursement (for Standard & Extra)

Palmetto GBA - CHAMPUS Claims
P.O. Box 870001
Surfside Beach, SC 29587-8701
(800) 930-2929

TRICARE RESOURCES ONLINE

<http://www.tricare.osd.mil>
Basic TRICARE information
Frequently asked questions
Toll-free numbers and regional web sites
DEERS
TRICARE FOR LIFE

<http://www.hcil-online.com>
Library of health topics
Obtain medical advice about your
health concerns

<http://www.healthnetfederalservices.com>

TRICARE Program Benefits
General TRICARE information in Hawai'i

<http://www.mytricare.com>
Check your claims status