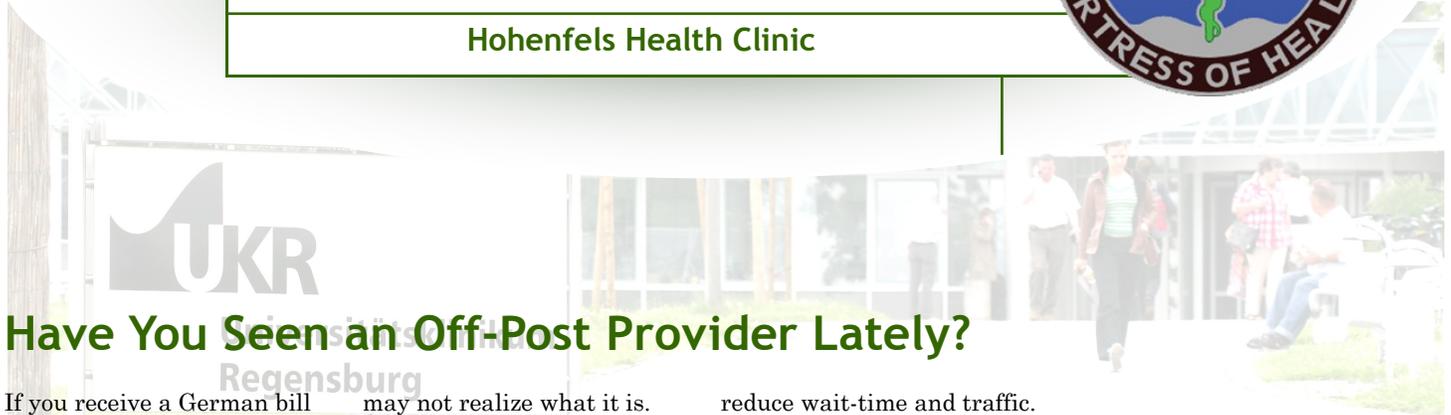


August Updates

Hohenfels Health Clinic



Have You Seen an Off-Post Provider Lately?

If you receive a German bill in the mail, please bring it to the clinic *As Soon As Possible!* After an off post appointment with our Preferred Provider Network (PPN), a bill may be sent to your local German mailing address. It is easy to ignore this mail for several reasons one: you may not be expecting it; and two: you simply

may not realize what it is. We would like to stress the importance of bringing this bill to the clinic because once 2nd and 3rd notices are sent out and subsequently unanswered, late fees will soon pile up in the form of interest, which is not covered under Tricare. If you have any questions about your benefits and eligibilities, call our Benefits Counselor and Assistance Coordinator at DSN 466-4538 or CIV 09472-83-4538.

reduce wait-time and traffic. Call the Lab at DSN 466-4006 or CIV 09472-83-4006.

The **Access to Care Standards** are established to promote timely access to quality health care. Depending on the need of the patient, Military Treatment Facilities must try to offer appointments within specified time frames (right).

Nurse Advice Line
Need medical assistance after hours? You can speak with a live Registered Nurse, access the Audio Help Library, and even make an appointment! The Nurse Advise line operates 24 hours a day 7 days a week. Call toll-free @ 00800-4759-2330.

August 11: The Clinic is hosting a Blood Drive located at the Great Hall in the Hohenfels High School. The drive will run from 0900 -1500, however preregistration is highly encouraged to

Acute

Primary or specialty care should be available for the patient within 24 hours from the time of the call or entry of the consult, e.g., Tuesday at 10 a.m. to Wednesday at 9:59 a.m. An example of this type of visit reason on Tricare Online is "New Problem/Urgent."

Routine

Patient should be booked for an initial primary care visit within 7 days. An example of this type of visit reason on TOL is "New Problem/Not Urgent."

Wellness

Patient should be scheduled for preventive care within 28 days. An example of this type of visit reason on TOL is "First Visit with PCM."

Specialty

Patient should be scheduled for specialty care within 28 days.



It Costs Us and it Costs You...

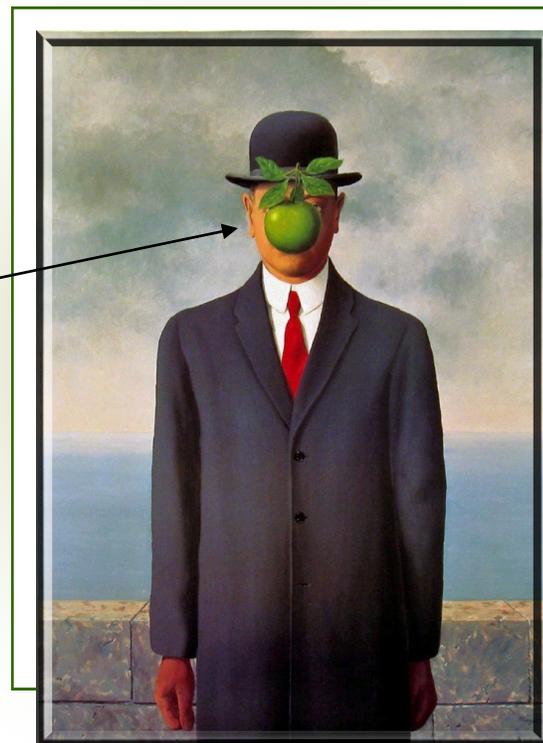
...in the last year we had a total of 791 appointment "No-Shows". This resulted in a loss of \$56,952, but more importantly it robbed you of available primary care appointments! A 5% loss

to you, our beneficiaries. Every appointment that is a "No-Show" is one where a fellow soldier, child, or spouse, could have received care. The Hohenfels Health Clinic is dedicated to improving

your access to our facilities and the services that they provide. By decreasing "No-Shows" and using established programs, we as a team can win in the battle to increase your access to health care!

Army Provider-Level Satisfaction Survey

(APLSS)



Army Provider Level Satisfaction Surveys (APLSS) are sent to beneficiaries after they receive care in the Clinic. The survey helps assess the **quality of care** you, the beneficiary, received, as well as assess the **customer service** you experienced from our corresponding staff. If you receive an APLSS in the mail, help us help you by simply returning the completed survey (either on-line or by mail).

Every survey we receive with **90%** or greater for “**Overall Satisfaction**” (Q 21), directly gives **your** Hohenfels Health Clinic resources to **improve** our services for **you**. So the bottom line is that by filling out your **APLSS**, our team can better serve your needs.

3 Ways to Logon to Tri-Care On-Line

1

DOD Common Access Card (CAC)

The DoD CAC is a smartcard issued as standard identification for active duty military personnel, reserve personnel, civilian employees, and eligible contractor personnel. The CAC is used as a general identification card as well as for authentication to enable access to DoD computers, networks, and certain DoD facilities.



2

DoD Self-Service Logon

The DoD Self-Service Logon (DS Logon) allows beneficiaries to access features on TRICARE Online, e.g. the Personal Health Record, as well as other DoD websites. DS Logon accounts are available to all DoD sponsors who do not have a Common Access Card (CAC), spouses of sponsors, and other dependents at least 18 years old that are eligible for DoD benefits. Visit www.tricare.mil for a DS Logon.

3

MHS iAS User Account (Current and New TOL Users)

Identity Authentication Services (iAS) provides a Single Sign-on (SSO) capability that allows you to easily create and manage one user account (one username and one password) at the enterprise level. Once the iAS user account is created, you can access multiple applications through this account. Currently the only participating application is TRICARE Online (TOL). Visit www.tricare.mil for an iAS Logon.

Logon to www.tricareonline.com to make appointments now!