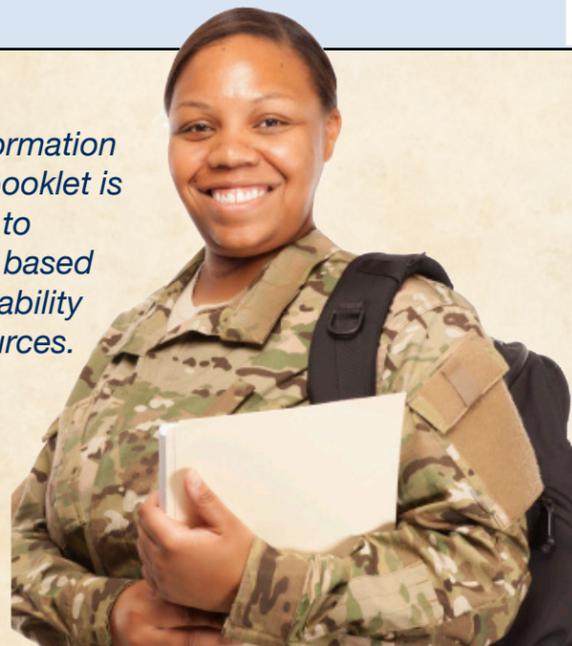


IMPORTANT NUMBERS

Appointment Schedule & Cancellations	(254) 288-8888	Primary Care Clinics:	
Appointments for all PCMs when traveling or calling out of area	(800) 305-6421	Bennett Health Clinic	(254) 618-8120
Beneficiary Services Branch	(254) 288-8155	Family Medicine	(254) 288-8280/1
DEERS Information	(800) 538-9552	Residency Center	
Emergency Room	(254) 288-8114	Internal Medicine Clinic	(254) 288-8090 Opt 6
Information Desk	(254) 288-8000	Monroe Health Clinic	(254) 618-8782
Military One Source	(800) 342-9647	Pediatric Clinic	(254) 553-3745
Nurse Advice Line	(800) 874-2273	Charles Thomas Moore Clinic (Blue)	(254) 285-6229/30
Pharmacy	(254) 288-8800	Charles Thomas Moore Clinic (Green)	(254) 285-6271/2
Pharmacy Refill <i>(inside area code 254)</i>	(254) 288-8911	Charles Thomas Moore Clinic (Orange 1)	(254) 618-7044
Pharmacy Refill <i>(outside area code 254)</i>	(800) 351-3636	Charles Thomas Moore Clinic (Orange 2)	(254) 285-6269
Radiology Scheduling	(254) 286-7178	Troop Medical Clinic #12	(254) 287-0588
			(254) 287-1967
		Referral Management Branch	(254) 286-7311
		TRICARE Service Center (HUMANA)	(254) 285-6803
		TRICARE on Line	(254) 553-1846
		Warrior in Transition Unit (WTU)	(800) 444-5445
		Women's Health Center	www.tricareonline.com
		Russell Collier Health Clinic (West Fort Hood)	(254) 553-4268/70
		Copperas Cove Medical Home	(254) 288-8109
		Fort Hood Medical Home	(254) 553-3146/ 81/80/3034
		Harker Heights Medical Home	(254) 553-5801
		Killeen Medical Home	(254) 285-6270 (254) 287-0683
			(254) 553-5901/5908
			(254) 553-6001/2



The Information in this booklet is subject to change based on availability of resources.



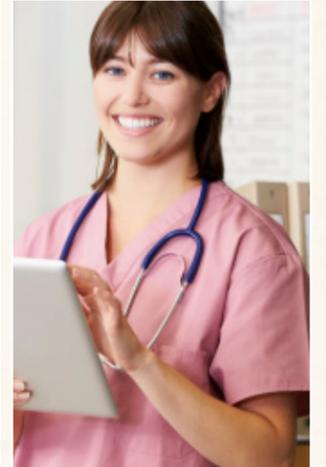
Carl R. Darnall Army Medical Center
Public Affairs & Marketing Office

CRDAMC HO 793 (Rev)
Feb 2018

www.crdamc.amedd.army.mil



Welcome TO



CARL R. DARNALL ARMY MEDICAL CENTER



DARNALL
ARMY MEDICAL CENTER

www.crdamc.amedd.army.mil



Welcome to Carl R. Darnall Army Medical Center (CRDAMC). Today marks the beginning of your journey within the CRDAMC System for Health, and we are honored to serve you.

Our mission is to provide you quality, patient-centered care that promotes Soldier readiness as well as community health and resilience. Our priority is providing safe, evidenced-based care that supports the best possible clinical outcomes and patient satisfaction.

As a patient-centered organization, we believe that you have an active role in your healthcare decisions. Our commitment is to listen to you and understand your needs. We believe that establishing a partnership between providers, patients, and their families is beneficial to the overall patient experience. Studies also show that this partnership improves outcomes. Finally, we know information and communication are essential elements of patient satisfaction. We've developed this booklet to provide you information about your healthcare system and all it has to offer.

Every member of the CRDAMC team is committed to quality, safety, and customer service excellence. Whether you are an Active Duty Service member, Family Member, or Retiree, our goal is to ensure timely access to safe, quality care. Our mission is dependent upon a strong relationship. We encourage you to become familiar with all the resources, policies, and procedures of your healthcare system outlined in this book. The information it contains will be a key ingredient to successful collaboration in your care.

CRDAMC Command Team

Web Pages

CRDAMC:
www.crdamc.amedd.army.mil
TRICARE (HUMANA):
www.tricare-east.com

Nurse Advice Line

Available to active duty, retirees, and family members eligible for military healthcare.

- 1-800-874-2273 Option 1
- 24 hours a day
- Advice about urgent and non-emergent health issues/situations
- Able to make appointments
- Information about self-care for injuries and illnesses

Appointments

To make or cancel an appointment, call Patient Appointment Service, 288-8888 or (800) 305-6421 (7 a.m. to 4 p.m.) or go to TRICARE Online at www.tricareonline.com 24 hours a day to make and cancel appointments.

All TRICARE Prime members are assigned a Primary Care Manager (PCM). Your PCM provides routine and acute care as well as makes referrals for specialty care. Your patient care coordinator will always attempt to schedule appointments with your PCM; however, when your PCM is unavailable you may be offered an appointment with a member of your provider's team.

Defense Enrollment Eligibility Reporting System (DEERS) – Identification (ID) Cards

You must have an ID card to receive services at CRDAMC. Bldg. 18010, 1st Floor, Room B115, Battalion Ave. and T.J. Mills Blvd. For information, call 553-4444, or schedule an appointment online at <http://www.hood.army.mil/dhr/idcards/info.aspx>

Patient Comments

We would like to hear from you. Your ideas are important to us and we have implemented many of your suggestions. You may use any of the following forms to present your ideas and concerns:

- **Interactive Customer Evaluation (ICE):** ICE kiosks are located in various locations of the hospital and the primary care clinics. ICE comments may also be submitted online at <http://ice.disa.mil>
- **E-mail:** You may submit an e-mail via our website, www.crdamc.amedd.army.mil
- **Patient Advocate Office:** You may visit the patient advocate office, which is located on the 2nd floor of CRDAMC, Room 22-C08. Phone: 254-288-8156

Joint Outpatient Experience Survey (JOES)

The Military Health System has rolled out a unified outpatient survey system for all Military Treatment Facilities (MTFs) across all services. The Joint Outpatient Experience Survey (JOES) combines and standardizes long-standing methods used by the Army, Navy, Air Force and Defense Health Agency/National Capital Region to learn about beneficiary health care experiences with the goal of making them better at MTFs.

Take a few minutes to fill out the Joint Outpatient Experience Survey (JOES) when you get it by mail or email. JOES is a survey that asks questions about your military healthcare experience. It's secure and we won't share your personal information. Your JOES responses tell us what we're doing right and what we can do better.

Army Medicine Secure Messaging System (AMSMS)

You can now communicate with your Primary Care Clinic online using the Army Medicine Secure Messaging System (AMSMS). You can still call the clinic, or come in for a face-to-face office visit - this is just an added option for you. To learn more about this service, or for instructions on how to register, please read on.

“We look forward to serving you.”

Registration for Online Access:

The registration process is quick and easy - it should just take a few minutes. There is no fee to register for this service.

1. To get started, let the clinic know when you go for an appointment that you would like to be registered for Secure Messaging. You will need to provide your e-mail address and the clinic will send you an e-mail invitation to register. The e-mail will contain a temporary password and instructions.
2. Or, register yourself by going to <https://mil.relayhealth.com> and clicking **Register**. When prompted, select **your PCM** as one of your doctors.
3. To ensure security, the clinic must **Accept** your application before you can use the service. Please allow 48 hours following registration or the clinic to process your registration.

If you have any problems registering, contact RelayHealth Customer Support at - 1-866 RELAYME (866-735-2963), or support@relayhealth.com.

What Healthcare Services Can I Access Online with Secure Messaging?

Available services are listed below. Once you select the type of message you'd like to send, you simply compose the message and send it to us.

Consult Your Doctor (webVisit™)

Use a webVisit to consult us about non-urgent health conditions or symptoms. In a webVisit, you're presented with a series of questions about your symptoms and other important health information. Your answers help us determine the best course of treatment for you.

Request An Appointment

Request an appointment online and avoid waiting on hold or playing phone tag with our office.

Request Medication Refills

Request a prescription renewal when you need additional refills for a prescribed medication. Once we approve your request, we can electronically route it to your pharmacy for filing.

Request a Lab/Test Result

Ask us to forward information about recent lab results or diagnostic tests to you electronically.

<https://mil.relayhealth.com>



TRICARE Online (TOL)

TOL allows you to securely access your military hospital appointments, DoD Blue Button personal health data and prescription refill services using three different login methods. Access TOL with a Common Access Card (CAC), Defense Finance and Accounting Services (DFAS) myPay, and/or a Premium DoD Self Service (DS) Logon account.

Website: www.tricareonline.com

Customer Service: 800-600-9332

(For assistance with the website or obtaining log-on information)

If you do not have a DS Logon Account, it's easy to register:

1. Go to www.tricareonline.com
2. Select the More DS Logon Options (highlighted in blue on the lower left-hand corner of the logon page).
3. Follow the instructions provided to:
 - a. Establish a DS Logon
 - b. Activate My DS Logon
 - c. Upgrade My DS Logon
 - d. Manage My DS Logon

APPOINTMENTS:

Make, change, view past and future, and cancel military hospital or clinic appointments. Schedule email, phone or text appointment reminders to include earlier appointment notifications. Act on behalf of yourself and your family members.

BLUE BUTTON:

Securely view, print, or download your lab results, radiology results, medication profile, allergy profile, encounters, problem lists, immunizations, and vital sign data. Download your personal health data to PDF, text, or XML-formatted continuity of care document (CCD).

RX REFILL:

Refill up to six prescriptions for military hospital or clinic pick-up. Check the status of your prescriptions. Link to the TRICARE Mail Order Pharmacy (TMOP) to schedule home delivery. Act on behalf of yourself and your family members.

PROFILE:

Manage your account to include appointment notification and appointment reminder settings. View and change the MTF location for yourself and your family members. The list of family members is managed by DEERS.

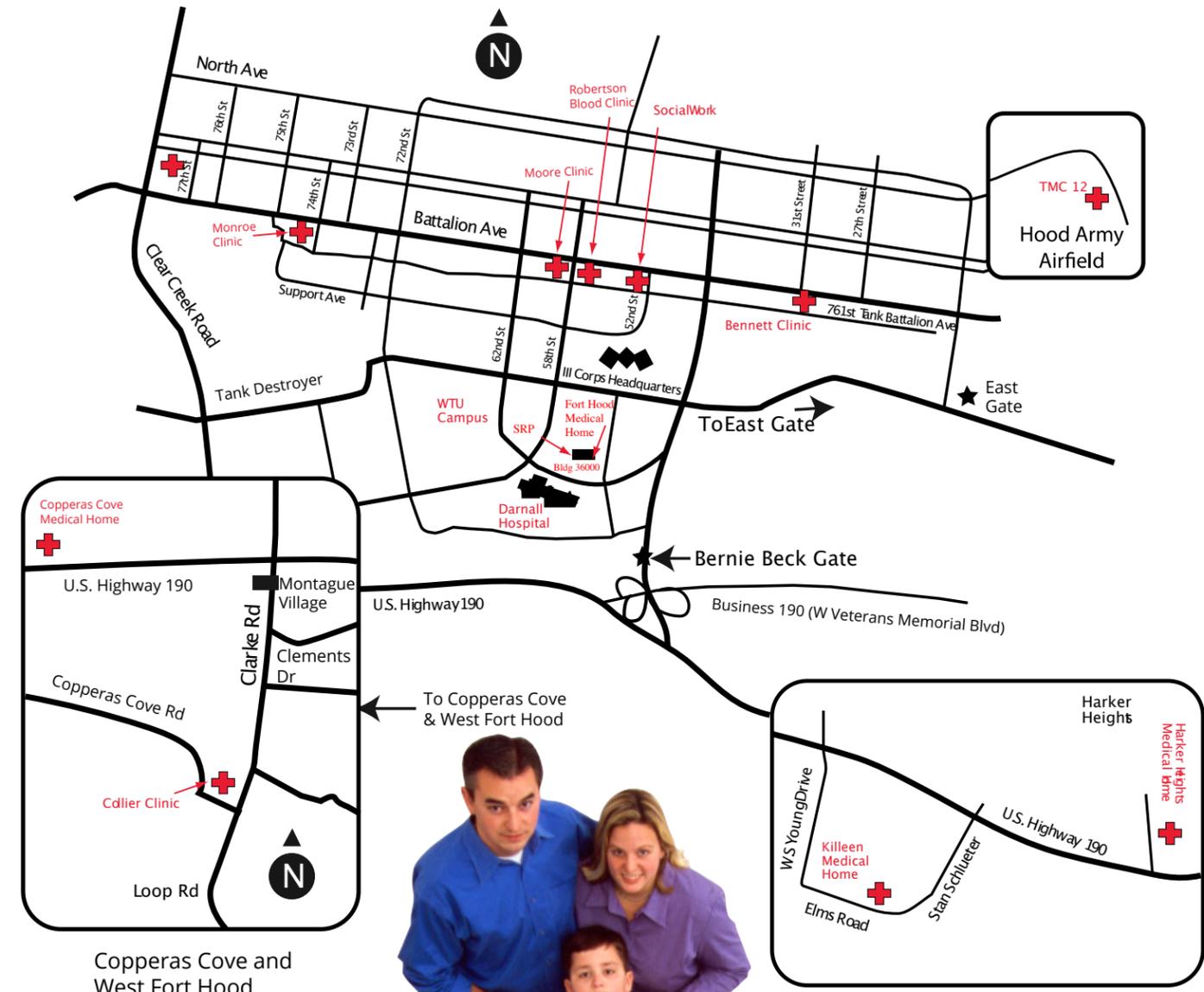
RESOURCES:

Access TOL educational brochures with step-by-step instructions on how to use the capabilities within TOL, TRICARE.mil resources with benefits information, DoD and VA health services, and other general health and wellness resources.

SERVICE SEPARATION:

Access medical information and services designed for Service Members separating from active duty or the reserves. Information includes how to file a pre-separation claim, schedule your Separation History and Physical Examination (SHPE), and more.

Facilities Map*



* Map is not to scale



Family Medicine Residency Clinic, Pediatrics & Internal Medicine located inside Darnall

PATIENT CENTERED MEDICAL HOMES (PCMH)

You will receive most of your health care in our PCMH's. When they cannot provide the appropriate care, you may be referred to hospitals in the TRICARE network. Our PCMH's offer the following services:

- Well Baby, Well Child exams
- Well Women Exams
- Physicals
- Minor Illness, Injury
- Radiology, Laboratory, and Pharmacy
- Management of Limited Chronic Illnesses

Patient Appointment Services

To schedule an appointment for any of the following, call Patient Appointment Services, 288-8888:

- Active Duty Periodic Health Assessments
- Appointment Cancellations
- Immunizations
- OB/GYN
- Overseas Screening
- Pap Smear
- Physical Exams
- Primary Care Appointments (sick, routine, follow-up and wellness exams)
- School Physicals
- Specialty Care Appointments
- Well Baby exams

Family Medicine Residency Clinic (FMRC)

Bldg 36065, Grasslands Clinic, 1st Floor Santa Fe Ave.

Active Duty Sick Call on weekdays: 7:30 – 8:00 a.m. (Soldiers Only)
Clinic on weekdays: 7:30 a.m. - 4:30 p.m.
Closed weekends and holidays
Phone: 288-8280/8281

Fort Hood Medical Home

Bldg. 36000 Darnall Loop, at the intersection of Darnall Loop and Wratten Drive.

Clinic Hours: 7:30 a.m. - 4:30 p.m. M-F
Phone: 287-0683/285-6270

Internal Medicine Clinic

Bldg. 36065, Wetlands Clinic, 2nd Floor Santa Fe Ave.

Weekdays: 7:30 a.m. - 4:30 p.m.
2nd and 4th Thursday: 7:30 a.m. - 12:00 p.m.
Phone: 254-288-8090 Opt 6

Russell Collier Health Clinic

Corner of Clarke and Loop Rd.

Active Duty Sick Call: M-F
7:15 a.m. – 7:45 a.m.
Clinic Hours: M-F
7:15 a.m. - 4:30 p.m.

Front Desk Phone: 553-3146
Chinook Pediatrics: 553-3180
Apache Active Duty: 553-3673
Cobra: 553-3181
Blackhawk: 553-3034
Flight physicals: 553-3673
Pharmacy: 553-3019/3007

Pediatric Clinic

Bldg 36065, Wetlands Clinic, 1st Floor Santa Fe Ave.

Children from birth to 18 years of age. Children with special health needs are usually enrolled in the Pediatric Clinic.
Weekdays: 7:30 a.m. - 4:30 p.m.
Closed weekends and federal holidays

Phone: (254) 553-3745

COMMUNITY BASED MEDICAL HOMES

Copperas Cove

458 Town Square
Copperas Cove, Texas 76522
Clinic Hours: 8 a.m. - 5 p.m.
Lab and Pharmacy Available
Phone: 553-5801

Harker Heights

201 E. Central Expressway, Suite 200
Harker Heights, TX 76548
Clinic Hours: M-F 8 a.m. - 5 p.m.
Lab and Pharmacy Available
Phone: 553-5901-5908

Killeen Medical Home

3404 Kaydence Court
Killeen, Texas 76542
(Located off Elms Road in between WS Young Dr & Stan Schlueter Loop)
Clinic Hours: M-F 8 a.m. - 5 p.m.
Lab and Pharmacy Available
Phone: 553-6001/6002

Exceptional Family Member Program

Active-duty Family members with chronic medical conditions or medical equipment, and children with special educational needs are required to be enrolled in the Exceptional Family Member Program to help ensure appropriate PCS assignments for the sponsor.

The EFMP office is located on the 1st Floor of Clinic Building 1, Wetlands, at the Main Hospital. Hours are from 8:00 a.m. to 4:00 p.m., closed from 11:30 to 12:00 p.m., for lunch. Please call (254) 288-8099 for more information.

Immunizations

Routine immunizations for Active Duty Family Members, Retirees, and Retiree Family Members are done at the Allergy and Immunization Clinic located in Charles Thomas Moore Health Clinic 285-6335/6.

- 17 and under, call Patient Appointment Service, 288-8888, to book an appointment.
- 18 and over may walk-in Monday and Friday, 1 p.m. - 4 p.m., please bring immunization records.

Active Duty immunizations are done at the Soldier Medical Readiness Center located in Charles Thomas Moore Health Clinic.

- Walk-in: Monday - Thursday 7:00 - 11:45 & 1 - 3:00 p.m.
Friday 7 a.m. - 12 p.m.
- Units may schedule immunizations for large groups of Soldiers may call 254-285-6268.

Health Care for Pregnant Women

Women receive prenatal care in the Women's Health Center and the Family Medicine Residency Center. If you have a positive, clinical confirmed, pregnancy test, you may schedule your prenatal education appointment by calling the Women's Health Center, 288-8109, or Patient Appointment Service, 288-8888. Women's Health Clinic hours: Weekdays, between 7:30 a.m. and 4:30 p.m., M-F. To call from out of the area please use (800) 305-6421.

Health Care for Children

Well Baby and Well Child Exams: Pediatric care for children from birth to 18 years of age is available from your primary care manager. Children receive comprehensive examinations and immunizations during well child visits. For an appointment, call 288-8888. Bring the child's medical records as well as all of their shot records to the appointment.

Dental Care

Soldiers receive dental care at unit-designated dental clinics on Fort Hood.

Active Duty Family members may enroll on the TRICARE Dental website at www.tricare.mil/bwe. For additional information visit www.uccitdp.com or call 844-653-4061.

Retirees and their families members may enroll on the TRICARE Retiree Dental Program website at www.trdp.org or call 888-838-8737.



SOLDIER CENTERED MEDICAL HOMES (SCMH)

Soldiers receive their health care at troop medical clinics and health clinics designated by their units. On a yearly basis, Soldiers update their medical information at the Soldier Medical Readiness Center in the Charles Thomas Moore Health Clinic on 58th St. Services include physical examinations, medical processing, unit annual medical reviews, and Soldier Readiness Processing for deployment.

Appointment Scheduling: Call your health clinic for information on how to schedule appointments or call (254) 288-8888

Bennett Health Clinic

Building, 420, corner of 31st St. & Battalion Ave.
Sick Call on weekdays: 6:30 - 7:00 a.m.
Clinic on weekdays: 6:30 a.m. - 4:00 p.m.
Closed weekends and holidays/training holidays

Phone: 618-8040
Pharmacy: 618-8123 Hours: 7:00 a.m. - 3:30 p.m.
(Some areas closed from 12-1 for lunch)

Charles Thomas Moore Health Clinic

Bldg. 2245, corner of 58th St., between Battalion Ave. and 761st Tank Battalion Ave.

Active Duty Sick Call on M-F: 7 – 7:30 a.m.
Clinic Hours: 7 a.m. - 4:30 p.m.
Phones:
Green Banner: 285-6271/6272
Orange Banner 1: 618-7044/285-6269
Orange Banner 2: 287-0588/1967
Pharmacy: 285-6350 Hours: 7:00 a.m. 4:00 p.m.

Monroe Health Clinic

Bldg. 33003 Battalion Ave.
Hours of Operation M-F
Clinic Hours: 0630-1600
Sick Call: 0630-0730
Pharmacy: 0700-1530
Medical Records: 0700-1530
X-Ray: 0700-1600
Lab: 0630-1150 & 1300 - 1530
Optometry: 0730-1600

Front Desk & Appointment Phones:
1st CAV/1st BDE & HHBN: 254-618-8812
1st CAV/2nd BDE: 254-618-8767
Pharmacy: 254-618-8781

Closed weekends, holidays, and 1st CAV training holidays. Optometry clinic most training holidays.

Troop Medical Clinic #12

Bldg. 7015, Hood Army Airfield
Sick Call: 6:30 – 7:00 a.m., and by appointment. Closed weekends, holidays, and training holidays.
Phone: 286-7311/285-6803
For Part One Flight Physicals, please contact Russell Collier Health Clinic at 553-3673.

Active-Duty Sick Call

Sick call is for acute or urgent illness. A military ID and an Individual Sick Slip (DD Form 689) are required. Hours are posted and dictated by unit medical staff; therefore, see your unit chain-of-command for location and times.

Periodic Health Assessments (PHA):

If you are active duty and have not had your annual Periodic Health Assessment, call for an appointment at 288-8888. It is important that you complete all of your required preappointment documentation on AKO (<https://apps.mods.army.mil/PHANew>) before you come to your appointment.

Flight Physicals: To schedule flight physicals, call Troop Medical Clinic #12, 286-7311/285-6803, or the Collier Health Clinic (West Fort Hood), 553-3673.

SPECIALTY CARE SERVICES AVAILABLE AT CRDAMC

Surgery

- General Surgery/Urology
- Otolaryngology
- Anesthesia/Pain
- Ophthalmology/Lasik
- Audiology/Hearing Conservation
- Speech
- Oral/Maxillofacial

Orthopedics & Rehabilitative Medicine

- Orthopedics (hand/spine)
- Physical Medicine
- Chiropractic Service
- Occupational/Physical Therapy
- Interdisciplinary Pain Management
- Sports Medicine

Medicine

- Internal Medicine
- Pulmonology
- Allergy
- Dermatology
- Neurology
- Gastroenterology
- Endocrinology
- Coumadin Clinic
- Sleep Disorders Clinic
- Traumatic Brain Injury
- Infectious Disease
- Cardiology
- Rheumatology

Women's Health

- Maternal/Fetal Medicine
- Obstetrics (OB)
- Gynecology (GYN)

Behavioral Health

- Psychiatry/Psychology
- Social Work
- Addiction Medicine
- Embedded Behavioral Health
- School-Based Behavioral Health
- Substance Abuse

Pediatrics

- General Pediatrics
- Neonatology
- Cardiology (San Antonio Staff)
- Oncology (San Antonio Staff)
- Urology (San Antonio Staff)
- Endocrinology



Women's Health

The primary care clinics within the Department of Family and Community Medicine have routine appointments for Pap smears, well women exams, gynecological problems, and contraceptive counseling. For an appointment, call 288-8888.

Laboratory Services

Basic laboratory services are available at Bennett, Charles Thomas Moore, Collier (West Fort Hood), Killeen, Harker Heights, Copperas Cove, and Monroe Health Clinics. The Family Medicine Residency Center uses CRDAMC's laboratory. Special tests are done in CRDAMC's laboratory

Radiology Services

Bennett, Charles Thomas Moore, Collier Health Clinic, and Monroe Health Clinics all offer basic radiology services. Special tests are done at CRDAMC's Department of Radiology to include MRI, CT, Ultrasound,

Mammography, and Nuclear Medicine. To schedule at CRDAMC, call Radiology Scheduling, 254-286-7178.

Emergency Department

Patients are seen according to the seriousness or severity of their medical problems in CRDAMC's Emergency Department.

Dependent Parents and Parents-in-law of Active Duty Soldiers and Retirees

We recommend that you provide civilian health insurance for dependent parents. By law, dependent parents and parents-in-law (ID card holders) of active duty Soldiers and military retirees have some healthcare benefits.

TRICARE allows these beneficiaries access to emergency centers for emergencies and urgent cases.

However, because there is a very limited space available, if dependent parents are admitted to CRDAMC and stabilized, they may be transferred to

a civilian provider for further care. It is your responsibility as the sponsor to provide them with a civilian care provider.

Referral Services

Referral management is the process for managing and tracking patient referrals, both internal and external to the medical treatment facility. The Referral Management Branch is responsible for the referral management operations between the medical treatment facility and the TRICARE contractor, HUMANA Military Health Systems. The Referral Management Branch is an important component to patient-centered-care. Call the Patient Appointing Service at 288-8888 or Humana at 800-444-5445 to inquire about the status of referrals.

PHARMACY SERVICES

CRDAMC has outpatient pharmacies located in the hospital and throughout the Fort Hood and surrounding communities. Bennett, Charles Thomas Moore, Collier (West Fort Hood), Killeen, Harker Heights, Copperas Cove, and Monroe Health Clinics all offer pharmacy services. The Family Medicine Residency Center uses CRDAMC's main pharmacy. A current military ID card (or a copy of the front and back of the ID Card) is required to fill prescriptions for individuals 10 years of age and older. See the paragraph, Refill Pharmacy, for details concerning refills.

Main Outpatient Pharmacy and Outlying Clinic Pharmacies

Pharmacy services include filling prescriptions and over-the-counter medications stocked at CRDAMC. Prescriptions are dispensed from CRDAMC facilities without charge to military ID card holders (Soldiers, retirees, and their family members). To serve our patients in an orderly fashion, the pharmacy uses the Q-Flow queuing system to monitor each patient as they enter each pharmacy to have their medications processed.

Refill Pharmacy

The Refill Pharmacy is located in the Main PX on Clear Creek Rd. inside the Customer Service area. Because of the large number of beneficiaries, patients must request refills in advance. To request refills, call 254-288-8911. You may also go online (www.tricareonline.com) to make your request. Medications not claimed after seven days from designated pick up date are returned to stock. Contact the pharmacy staff (254-618-7024) if you expect a delay in picking up your refilled prescription and request that your medications be held until a specific date.

Mail Order Pharmacy

The mail order pharmacy is your least expensive option when not using a military treatment facility pharmacy.

With the mail order pharmacy, you

enjoy the convenience of having your medications delivered directly to your home with free standard shipping. Mail order is best suited for medications taken on a regular basis. You may receive up to a 90-day supply of medications for minimal out-of-pocket costs. With the mail order pharmacy, there may be a copayment for each prescription filled (up to a 90 day supply). Refills can be ordered online, by phone, or by mail. The mail order pharmacy also provides you with convenient notifications about your order status, refill reminders, and assistance in renewing expired prescriptions. If you have questions about your prescriptions, pharmacists are available 24 hours a day, 7 days a week. For more information, visit www.express-scripts.com/TRICARE or call (877) 363-1303.

TRICARE Retail Network Pharmacy

Another option for filling your prescriptions is through a TRICARE retail network pharmacy. You may fill prescriptions (one copayment for each 30-day supply) when you present your written prescription along with your military ID card to the pharmacist. All TRICARE eligible beneficiaries registered in DEERS are automatically eligible for the retail network pharmacy option. This option allows you to fill your prescriptions at network pharmacies across the country without having to submit a claim. To find the nearest TRICARE retail network pharmacy, visit www.express-scripts.com/tricare/TRICARE or call (877) 363-1303.

Self-Care Program

Self-care is an educational program open to all TRICARE Prime and TRICARE for Life beneficiaries. Upon completion of one-time, online class, participants can print a card which enables them to receive limited quantities of over-the-counter medications without a provider's prescription, along with guidance for use from a staff pharmacist. Link the class: <https://www.crdamc.amedd.army.mil/pharm/self-care.aspx>. For questions about the Self-Care Program, call Health Promotions, 254-288-8488.

Main Outpatient Pharmacy Hours of Operation	
Monday, Tuesday, Wednesday, Friday	8 a.m. - 5:30 p.m.
Thursday	9 a.m. - 5:30 p.m.
Saturday/Sunday	Closed
Federal Holidays	Closed
Located on the 1st floor of Bldg 36065	

Clear Creek Pharmacy

Because of the large number of beneficiaries, patients must request refills in advance. Please use the Clear Creek Pharmacy located in the Fort Hood Main PX to refill any medications initially filled at any of the CRDAMC Pharmacies.

Call 24 hours a day:
(254) 288-8911

Outside local calling area:
(800) 351-3636

Online: www.tricareonline.com

Hours: Monday – Saturday, 9:00 a.m. – 6 p.m.

Refill Pick-up Schedule			
In by noon on:	Mon	Pick up after noon on:	Thurs
	Tues		Fri
	Wed		Sat
	Thurs		Mon
	Fri		Mon
	Sat/Sun		Tue/Wed

Clear Creek Pharmacy Closed
Sundays Holidays

TRICARE Prime Travel Benefits

The National Defense Authorization Act for FY2001 authorized the payment of transportation expenses for TRICARE Prime enrollees who travel for medically necessary, nonemergent outpatient specialty care greater than 100 miles (one way) from their primary care manager's office (Joint Federal Travel Regulations 033007).

The following year, the National Defense Authorization Act for FY2002 authorized a nonmedical attendant to accompany a nonactive duty TRICARE Prime patient meeting certain criteria.

Who may qualify: TRICARE Prime beneficiaries (active duty family members, retirees, and retiree family members) enrolled in Prime and that have been referred over 100 miles (one way) may qualify for some reimbursement for travel expenses. Active duty personnel are not covered by the TRICARE Prime Travel Benefit Program. For more information, call the CRDAMC Beneficiary Services Branch, 288-8155, or visit their office in Bldg. 36001, Room 113. Office hours available from 7:30 a.m. to 4:15 p.m. on weekdays (closed holidays).

Active Duty

Your ID card validates eligibility for emergency medical care to a civilian facility. Contact the nearest DOD military treatment facility, your unit, or CRDAMC, (254) 288-8000, as soon as possible. If you are traveling out of the local area and need urgent care, visit the nearest military treatment facility. If there is no military treatment facility nearby, call HUMANA at 1-800-444-5445 or 1-800-305-6421 option #4 for medical care instructions. The fax number is (254) 553-1819. **Routine care will not be authorized while traveling.**

Family Members and Retirees

Newborns must be registered in DEERS and TRICARE within 60 days of birth. If you are traveling outside the local area and need urgent care, call HUMANA at 1-800-444-5445 for medical care authorization or call the Nurse Advice Line at 1-800-874-2273 Option 1. A military ID card validates eligibility for emergency care. Emergency care in a hospital that does not result in an admission does not require preauthorization. **Routine care will be authorized while traveling.**

Additional Information for All Sponsors and Dependents

Medical claims for care or services received before 1 January 2018 must be submitted to TRICARE South Region, Claims Department, P.O. Box 7031, Camden, SC 29020-7031.

Medical claims for care or services received on or after 1 January 2018 must be submitted to TRICARE East Region Claims, New Claims, P.O. Box 7981, Madison, WI 53707-7981.

If your emergent or urgent care visit generated a prescription, it can be filled at a military treatment facility pharmacy or any TRICARE network pharmacy. If you need assistance, call Express Scripts (877) 363-1303.

Your
Partner
in Health



MISSION

Enabling Phantom Readiness

by partnering to Improve

Health and Save Lives

VISION

The Premier Medical Readiness Center,
An Exceptional Experience - Every Single Time

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