



**JB MDL Remote & Network Medical Care Guidance
for
Retirees and Retiree Family Members enrolled to 87 MDG
(Prime or TRICARE for Life)**



Nurse Advice Line

- **TRICARE's after hours service**
 - Speak to a registered nurse who can
 - ◆ Answer your urgent care or general health questions
 - ◆ Help you find a doctor or direct you to an urgent care center
 - ◆ The Nurse Advice Line is available to all TRICARE beneficiaries in the U.S. except those enrolled in the US Family Health Plan
 - **Call 1-800-TRICARE (874-2273) AND Select Option 1 or go to <https://tricare.mil/ContactUs/CallUs/NAL> for more information**



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Emergency Room

- **EMERGENCY CARE** (no pulse, no breathing, difficulty breathing, severe bleeding, eye/back injury, chest pain, broken bone, etc.)
 - Call 911 or Go to the Emergency Room
 - Contact your PCM within 24 hours post ER visit via <http://www.tolsecuremessaging.com/> (TOL Support: 1-866-309-4138)

- **Emergency Care Cost**
 - Prime
 - ♦ \$62 copay (TRICARE covers emergency care)
 - ♦ \$41 Ambulance Services cost to Network or Non-network facilities
 - TRICARE For Life
 - ♦ \$0 copay (if covered by both Medicare and TRICARE)
 - ♦ \$0 Ambulance Services cost to Network or Non-network facilities (if covered by both Medicare and TRICARE)

- **If your Emergency Room visit results in hospitalization to inpatient care, the following costs relate to your visit**
 - Prime
 - ♦ Network: \$156/admission
 - ♦ Non-network: Point of Service Fee
 - TRICARE for Life
 - ♦ \$0 (if covered by both Medicare and TRICARE)

“Joint Base Medics ... Innovative, Mission-focused & Ready ... Health Yeah!”



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Urgent Care

- **URGENT CARE** (non-emergency illness or injury/needs attention before it becomes a serious risk to health)
 - Go to Urgent Care near you (call 1-800-TRICARE (874-2273), option 1 to ensure they are a TRICARE authorized facility)
 - No referral needed
- **Urgent Care Cost**
 - Prime
 - ♦ \$31 co-pay (only at TRICARE authorized Urgent Care Centers/network providers)
 - ♦ A Point-of-Service fee will occur if you go to a non-network provider
 - TRICARE for Life
 - ♦ \$0 (if covered by both Medicare and TRICARE)
- **If your Urgent Care Visit results in hospitalization to inpatient care, the following costs relate to your visit**
 - Prime
 - ♦ Network: \$156/admission
 - ♦ Non-network: Point of Service Fee
 - TRICARE for Life
 - ♦ \$0 (if covered by both Medicare and TRICARE)

Additional Info/All Central Jersey Urgent Care Centers- <https://cjurgentcare.com/>

- *Page displays location, who is testing, and times*
- *Browns Mills, NJ testing NOT available at this time*
- *Eatontown, NJ testing available at this time*
- *Ocean, NJ testing NOT available at this time*
- *Somerset, NJ testing NOT available at this time*

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■ Specialty Appointments/Laboratory/Radiology

- The majority of the specialty/routine care appointments are re-scheduled to minimize COVID-19 impact
 - ◆ If your PCM feels that you still need to see a specialist, they will generate a referral. If the network provider is still taking patients you will continue with your specialty appointment.
- **IMPORTANT! If you do see off base Primary Care or Specialists, etc. without a referral from your on-base PCM, you will be charged the POS (Point Of Service) which starts with a \$300 deductible plus 50% TRICARE allowable charge**

• Laboratory and Radiology

- ◆ Prime Costs
 - Network: \$0
 - Non-network: Point of Service Fee
- ◆ TRICARE for Life Costs:
 - 25% of TRICARE allowable Charge



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Additional Information regarding our Network Partners:

PENN Medicine

■ Access to Care

- Non-essential appointments and elective procedures are eight weeks out
- Care is provided for patients with life-threatening conditions or whose care cannot be deferred
- Urgent and emergency surgeries, procedures, and treatments will continue
- The Laboratory Patient Service Centers are only seeing patients with urgent or STAT orders at this time
- *Penn Medicine has in-house, send-out, and drive-thru testing for patients suspected of the COVID-19 infection*
 - ♦ *“Penn Medicine’s drive-thru testing sites are accessible to anyone who is experiencing coronavirus-like symptoms. You do not need to be a Penn Medicine patient to be tested. If you are not a patient and are experiencing symptoms, we encourage you to call our toll-free coronavirus hotline at 833-983-1350. All non-Penn community patients can be screened at our testing sites. Once your referrals are checked or you’re registered in the Penn system, you’ll speak with a physician or nurse.”*
- Updates regarding appointments can be found at: <https://www.pennmedicine.org/coronavirus>

■ Locations

West Philadelphia

4122 Market St. Parking Lot - West Philadelphia
Monday through Friday/10 A.M. to 4 P.M.
Drive Thru & Walk-in / Walk-up patients

Radnor

250 King of Prussia Road
Monday through Friday/10 A.M. to 4 P.M.
Drive Thru Only

To Schedule Testing / Register as a Penn Patient: 267-414-2303

- Age Limits: ages 14 and up ONLY
- Screening requirements: travel to a level 3 county within 2 weeks of presentation OR contact with a known COVID patient + 1 symptom (fever*, cough, shortness of breath) OR two symptoms (cough, shortness of breath, fever (cut off for fever is 100.0 degrees))

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Additional Information regarding our Network Partners:

Cooper University

- COVID-19 testing updates found here: <https://www.cooperhealth.org/patients-visitors/coronavirus-covid-19-information/covid-19-testing>
- Cooper University Health Care opened an off-site collection center for COVID-19 testing at its ambulatory care center at [1210 Brace Road in Cherry Hill](#). The collection site is open to Cooper patients who have symptoms or meet other criteria, and who receive an order from a Cooper provider for testing. The collected specimens are being sent to private laboratories for testing. To schedule an appointment with a Cooper primary care provider, call [800-826-6737](tel:800-826-6737) or [request an appointment online](#).
- Please be advised we are unable to perform coronavirus testing at Cooper Urgent Care
- Cooper Urgent Care in Chery Hill is Temporarily closed during the COVID-19 pandemic

Deborah, Capital Health ER

- Test kits are reserved for patients that are hemodynamically unstable and being admitted

Chester County Hospital

- Chester County Hospital is offering COVID-19 testing for community members who have valid orders from their medical providers. For more information, please call [267-758-4408](tel:267-758-4408).

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Additional Information regarding our Network Partners

Virtua

- Virtua e-Visits is an easy-to-use communication tool that allows you to securely see and talk to a provider. Using the app, a clinician can evaluate many medical issues and discuss your care without requiring you to come into the office. Additional info: <https://www.virtua.org/patient-tools/evisits> REFERRALS ARE REQUIRED FOR PRIME BENES. Weekdays: 9 a.m. to 9 p.m. Weekends/Holidays: 9 a.m. to 5 p.m.
- **Virtua Health Urgent Care Centers cannot offer Coronavirus (COVID-19) testing**
 - All our testing is being done at a referral only testing center in Voorhees. The rx must come from a Virtua doctor.
- Effective March 23, 2020: Virtua Urgent Care - Cherry Hill and Virtua Urgent Care - Westmont are temporarily closed. They are open for Occupational Health visits only at this time.
- Postpone elective procedures beginning Monday, March 16
- ER wait times can be found here <https://www.virtua.org/patient-tools/er-wait-times>
 - Voorhees Pediatric ER is exceeding 2 hour wait times
- Updates found here <https://www.virtua.org/coronavirus>