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
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

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

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](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))

“Joint Base Medics … Innovative, Mission-focused & Ready … Health Yeah!”
Additional Information regarding our Network Partners:

Cooper University

- 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 or request an appointment online.
- Please be advised we are unable to perform coronavirus testing at Cooper Urgent Care
- Cooper Urgent Care in Cherry 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.
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](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](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](https://www.virtua.org/coronavirus)