



23D MEDICAL GROUP

Moody Air Force Base, Georgia

Resources Document



Mission

Tiger Medics are **resilient, adaptable, ready Airmen** delivering **ready, reliable care** to our Warfighters, families & generating combat forces capable of leading the fight...**anytime, anywhere**



3278 Mitchell Blvd, Moody AFB, GA 31605



(229) 257-2778



<https://moody.tricare.mil>



www.facebook.com/23MDG/



Coming soon...

Goals

*Our goal is to **provide optimal patient-centered care for empaneled patients using evidence-based clinical practice grounded in established population health principles.***

- We provide **outpatient primary care** services and **wellness education** to patients utilizing ancillary services.
- **Consultation** and **referral** are utilized when clinically needed and are coordinated through the Managed Care Support Contractor.
- Specific services provided are based on the individual provider's credentialed capability.

Hours of Operation

| | |
|-----------|-----------------|
| MONDAY | 7:30AM - 4:30PM |
| TUESDAY | 7:30AM - 4:30PM |
| WEDNESDAY | 7:30AM - 4:30PM |
| THURSDAY | 7:30AM - 4:30PM |
| FRIDAY | 7:30AM - 4:30PM |
| SATURDAY | CLOSED |
| SUNDAY | CLOSED |

Every **Wing Training Day** and **4th Wednesday** of the month we will have **decreased services** and are **closed from 07:30-13:00**

Connect With Us

| | |
|----------------------|----------------|
| APPT LINE | (229) 257-2778 |
| BENEFITS (BCAC) | (229) 257-4355 |
| PATIENT REGISTRATION | (229) 257-2917 |
| REFERRAL MANAGEMENT | (229) 257-3041 |
| HUMANA MILITARY | (800) 444-5445 |

If you need assistance with a service or want to provide feedback, please text or call the **Patient Advocate** at **229-251-4866**

If a text is received after hours, you will receive a response the next day.

Services

Appointments

Schedule by calling the Appointment Line

(229) 257- APPT (2778)

OR through your MHS GENESIS Patient Portal

<https://patientportal.mhsgenesis.health.mil>

Nurse Advice Line

Call **1-800-TRICARE** (1-800-874-2273)

Select option 1 to talk to a registered nurse

24/7. Get health care advice, ask questions, or find out if you should get care.



Mental Health

Mental health is just as important as physical.

<https://moody.tricare.mil/Health-Services/Mental-Health> for **additional mental health resources**.

ICE Survey

Let us know how we are doing.

<https://ice.disa.mil/> to take a quick survey.



MHS GENESIS & Humana Patient Portal

You can **contact your healthcare team anytime**, day or night, to ask questions or provide information by sending us a Message via:

<https://patientportal.mhsgenesis.health.mil>

MHS GENESIS Patient Portal allows patients to:

- Request/cancel/reschedule appointments.
- View laboratory and test results.
- Request medication renewals.
- Exchange messages with health care team.
- Request a copy of immunization records.
- Access patient education materials.
- View/download Electronic Health Record.



The Humana portal allows you to view referrals, claims, and explanation of benefits. Learn more about accessing your care by visiting

humanamilitary.com/beneficiary,

downloading the **Humana App**,

or calling **(800) 444-5445**.

TRICARE EAST REGION

- **Plans & Eligibility**
- **Types of Care**
- **What's Covered**

Visit <https://tricare.mil/> or call **1-800-444-5445** to learn more about your health care resources.



Phone Numbers

| | |
|---|----------------------------------|
| Referral Questions | (229) 257-3041 |
| Benefits & Debt | (229) 257-4355 |
| Health Promotions | (229) 257-9271 |
| Health Promotions Nutrition | (229) 257-1470 |
| Smoking Cessations | (800) 548-8252 |
| Veterinary Clinic | (229) 257-3312 |
| EFMP | (229) 257-2892 |
| SAPR/SARC | (229) 257-7272 |
| Family Advocacy | (229) 257-4805 |
| Pharmacy Activation | (229) 257-2337 |
| Pharmacy Refill | (229) 257-3455 |
| Chaplain | (229) 257-3211 |
| Military and Family Life Counselor | (229) 444-8977 (229) 296-0320 |
| Military & Family Readiness Center | (229) 257-3333 |
| MilitaryOneSource.mil | (800) 342-9647 |
|  Suicide & Crisis Lifeline | 988 |

Accessing Care

Who We Serve

Routine healthcare is provided for **AD military** members, **TRICARE Prime dependents** and **limited Retirees**

Acute Care

Active Duty Personnel will be scheduled at the 23d Medical Group for **all acute care within 24 hours**. Acute care is for a **non-emergency illness or injury** occurring within the last 72 hours.

Acute care is typically to treat a condition that:

- Doesn't threaten life, limb, or eyesight.
- Needs attention before it becomes a serious risk to your health.
- Examples: high fever or sprained ankle.

If **no appointments** for acute conditions are **available**, patients will be directed to the **team nurse** who will either provide **home-care instructions** or arrange **appropriate care as needed**.

Routine Care

Routine appointments will be scheduled for **all other conditions and concerns**.

Emergency Care

If you or a family member are experiencing a physical emergency, **call 911**.

For a Mental Health Emergency, **call 988**. Do not drive to the Emergency Department.

Examples of emergencies include:

- Chest pain
- Severe eye injury
- Broken bone
- Inability to breathe
- Spinal cord or severe back injury
- Thoughts of hurting yourself
- Thoughts of hurting others

TRICARE covers emergency care to include professional and institutional charges and services and supplies that are ordered or administered in an emergency department.

Maximizing Your Visit

- Review your notes from the last visit at <https://patientportal.mhsgenesis.health.mil>
- **Bring a current list of your medications.**
 - Don't forget over-the-counter (OTC) medications and herbals.
- Be prepared to **describe when, how, and how often** you take each of your medications/supplements.
- **Report all allergies** you may have.
- **Write down your questions and notes in advance.** When you're in the exam room, you may forget. Here are some questions to ask every time you talk with a doctor, nurse, or pharmacist:
 - *What is my main problem?*
 - *What do I need to do?*
 - *Why is it important for me to do this?*
- Remember, in-depth or multiple issues may require **several appointments.**
- **Bring a friend or family** member to your visit to help you remember answers to your questions or other details of the visit.
- **Paint a complete and honest evaluation of your situation** and concerns, even if it is difficult or potentially embarrassing to talk about. Your healthcare team needs to know the full picture!
- **Arrive on time.**
 - Appointments that are **canceled within 2 hours** and those where members are more than **10 minutes late** are considered a **no-show**.

Sick Status

In accordance with AFMAN 41-210, para 4.11.4., Unit Commanders and Supervisors of Active Duty can grant quarters up to **24 hours of sick status** at their discretion if a member's illness/injury does not require medical facility intervention.

Keep Your Information Up to Date

If seen off base, **bring a copy of your visit encounters to Outpatient Records** to keep your information up to date.