

Temporarily Waive TRICARE Mail Order Campaign

Military Treatment Facility (MTF) pharmacies are high-traffic areas. They are often congested with beneficiaries that include active-duty service members, retirees, and their TRICARE-eligible family members, as well as staff. With patients coming to pharmacies to obtain refills of prescriptions amid the COVID-19 pandemic, MTF pharmacies are becoming even busier and more congested than normal. This is exactly the opposite of effective social distancing.

The TRICARE pharmacy co-pay structure strongly incentivizes beneficiaries to fill prescriptions in-person at MTF pharmacies, rather than through mail-order options that reduce the risk of coronavirus exposure. There is no copay to fill prescriptions in-person at the MTF pharmacy, while many beneficiaries pay between \$10 and \$60 for each medication filled through TRICARE's mail-order pharmacy service. This copayment structure creates a strong incentive for patients to visit an MTF pharmacy, potentially exposing themselves, their families, members of our active-duty military, as well as military health personnel, to coronavirus. This exposure could be avoided by eliminating copayments for use of TRICARE's mail-order pharmacy during the public health emergency.

Please use Action Center to contact your legislators and Vice President Mike Pence to temporarily waive TRICARE mail order copays today!! (VP Pence is Chairman of President's Taskforce on Corona).

Members are strongly urged to use the [Action Center](https://www.fra.org/FRA/Web/Content/VoterveoiceFullInfo.aspx?vvsrc=%2Fcampaigns%2F73200%2Frespond) (<https://www.fra.org/FRA/Web/Content/VoterveoiceFullInfo.aspx?vvsrc=%2Fcampaigns%2F73200%2Frespond>) to contact their legislators to ask them to oppose these restrictions on retirees and dependents.

Beware of COVID-19 Testing Scams Targeting TRICARE Beneficiaries

The Defense Health Agency has issued a warning that while medical professionals in the U.S. and overseas are working hard to combat the novel coronavirus, some people are using this as an opportunity to take advantage of others. If you receive a call from someone offering to send you a COVID-19 testing kit, you could be the target of a scam. According to the Centers for Disease Control and Prevention, your medical provider is the only one who can determine if you need testing. Be sure you talk to your physician if you're experiencing symptoms. These symptoms include:

- A fever.
- A cough.
- Shortness of breath.

Other risk factors include:

- If you've come into contact with someone known to have COVID-19.
- If you recently traveled to a CDC confirmed infected region.

The people involved in the COVID-19 testing scam are looking to steal personal information from beneficiaries. This could include your social security information, credit card or bank account numbers. Don't provide them the opportunity to do it. Anyone receiving a call about COVID-19 testing, should submit a fraud report online to the DHA [Program Integrity Office](#). Also, report it to the TRICARE regional contractor. (<https://www.tricare.mil/About/Regions>)

For more information about TRICARE and COVID-19, visit the [TRICARE coronavirus page](#). For the latest news on COVID-19, go to www.cdc.gov and www.fema.gov.

Submitted by AGCS Lloyd Corbett, USN RET

Self-Service Options for Veterans

The VA Sunshine Healthcare Network's (VISN 8) strives to meet your health care needs where and when you need them. We have several self-service resources that can help so you don't have to make extra telephone calls or come in to the medical center to have many of your questions answered.

Self Service Option	What is It?	Additional Information/Resources
VISN 8 Clinical Contact Center (CCC)	<ul style="list-style-type: none"> • Around the Clock Support • No Co-Pays • Nurse Triage • Connect with a Provider • Pharmacy Refills 	<p>1-877-741-3400</p> <p>www.visn8.va.gov/ccc.asp</p>  <p>1-877-741-3400</p>
My HealtheVet (MHV)	MHV allows you to manage your health care by providing access to your medical records, ability to refill VA prescriptions, view some of your VA appointments, and a link to Online Scheduling Manager to make some of your appointments. You can also use Secure Messages to connect with your health care team through a safe and secure email setting. A premium account gives you the highest level to access these MHV features.	<p>Use this link to set up a basic MHV account:</p> <p>https://www.myhealth.va.gov/mhv-portal-web/user-registration</p> <p>To upgrade your basic account to premium visit the MHV Office at your local VA Medical Center.</p> <p>Contact your local facility MHV Office for help or for more information.</p>
Appointment Email Reminders	My HealtheVet allows users to receive appointments reminders in their personal email accounts (Yahoo, GMAIL, etc.)	<p>MHV Frequently Asked Questions (FAQs):</p> <p>https://www.myhealth.va.gov/mhv-portal-web/faqs#Appointments</p>
VEText (Appointment Reminders)	Appointment reminders sent as cellphone text messages. Confirm or Cancel by responding to the text. Veterans may also be offered an earlier appointment date/time through the system should an appointment become available.	<p>Registration is automatic with an active cellphone on in your healthcare record. Users can opt out by replying "STOP".</p>



Self-Service Options for Veterans

Self Service Option	What is It?	Additional Information/Resources
Medication Refills/Renewals	<p>When you have available prescription refills remaining, you can refill medications using the automated telephone medication system. You can also request a renewal of a prescription that has no refills using this system. You do not need to speak to your healthcare team.</p> <p>My HealtheVet users can also refill any prescription with refills remaining. If no refills are left, you can contact your healthcare team via Secure Message to request a renewal of your prescription.</p>	<p>To refill or request a renewal of your VA medications with your prescription number, dial your local facility's main line and select the medication refill option.</p> <p>MHV FAQs: https://www.myhealth.va.gov/mhv-portal-web/faqs#PrescriptionRefill</p>
VA Online Scheduling Manager (VAOS)	<p>This allows you to view and cancel appointments. Schedule appointments with Primary Care, Mental Health, and some specialty clinics. You may also request appointments in Primary Care and/or Mental Health and select specialty clinics.</p>	<p>You can access the Online Scheduling Manager after logging in to My HealtheVet.</p>
VetLink Kiosk	<p>VetLink Kiosks allow you to complete the following self-service options:</p> <ul style="list-style-type: none"> • Check-in to your scheduled appointments. • View or print future appointments. • Submit Beneficiary Travel Claims. • Request medical records. • Update demographics. 	<p>For more information, ask your health care team during your next visit to your VA Medical Center.</p>
VA.GOV	<p>Is your Residential Address updated? Used to determine Beneficiary Travel pay mileage for eligible Veterans, appointment reminder or prescription mailings, as well as, used for determining MISSION Act eligibility.</p>	<p>Update your residential address and other demographics on VA.GOV using the below web address: https://www.va.gov/change-address/</p>