

Cadets can make appointments by calling 719-524-2273, or send a secure message to their provider via MHS Genesis Patient Portal (see Patient Portal link below). If it's after hours and they are unsure if they need to see a doctor, they should call the TRICARE's Nurse Advice Line by calling 1-800-TRICARE (874-2273) and choose Option 1, 24 hours per day seven days per week.

Patient Portal Link:

<https://myaccess.dmdc.osd.mil/identitymanagement/authenticate.do?execution=e1s1>

Failure to receive a referral and prior authorization could result in a Point of Service charge, where the Cadet is responsible for the bill. Authorization approval can be found on the TRICARE-West portal <https://www.tricare-west.com/>.

For emergency situations (risk of loss of life, limb, or eyesight) Cadets should go to the nearest emergency room for care (or call an ambulance if the situation supports it).

For emergency dental care or to alleviate or prevent undue pain and suffering, Cadets must call the Cadet Dental Clinic (719-333-5359). If a Cadet requires emergent care outside the local area they will require pre-authorization by calling (719-333-5359). Cadets will use the nearest military medical treatment facility for non-emergent dental care.

Contact our Beneficiary Counseling & Assistance Coordinator (719-333-5281) for benefit questions and insurance claim issues and any billing issues. If the Cadet paid for a medication or a hospital bill, please keep all receipts and any other documentation that shows payment proof.

POC: Mariene Gerald

If you need additional information about your Cadet's medical coverage, please contact our Beneficiary Counseling & Assistance Coordinator at (719) 333-5281.

We look forward to caring for your son/daughter at the 10th Medical Group.

Sincerely,

GRUSSENDORF.C

CHRISTOPHER.M.12

37670988

CHRIS GRUSSENDORF, Col, USAF, MC, SFS  
Commander

Digitally signed by  
GRUSSENDORF.CHRISTOPHER.  
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