

WBAMC Patient and Family Partnership Council (PFPC)



February 13, 2025 11:00 a.m. to 12:00 p.m.
Clinical Assembly Room (CAR) Room A1500B



Medically Ready Force... Ready Medical Force



➤ **DURAN GATE, off HWY LOOP 375**

Open 5 am to 9 pm, Monday-Friday

Closed after 9 pm, weekends, and federal holidays.



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➤ Joint Outpatient Experience Survey (JOES)

Scores still pending

➤ TRICARE Inpatient Satisfaction Survey (TRISS)

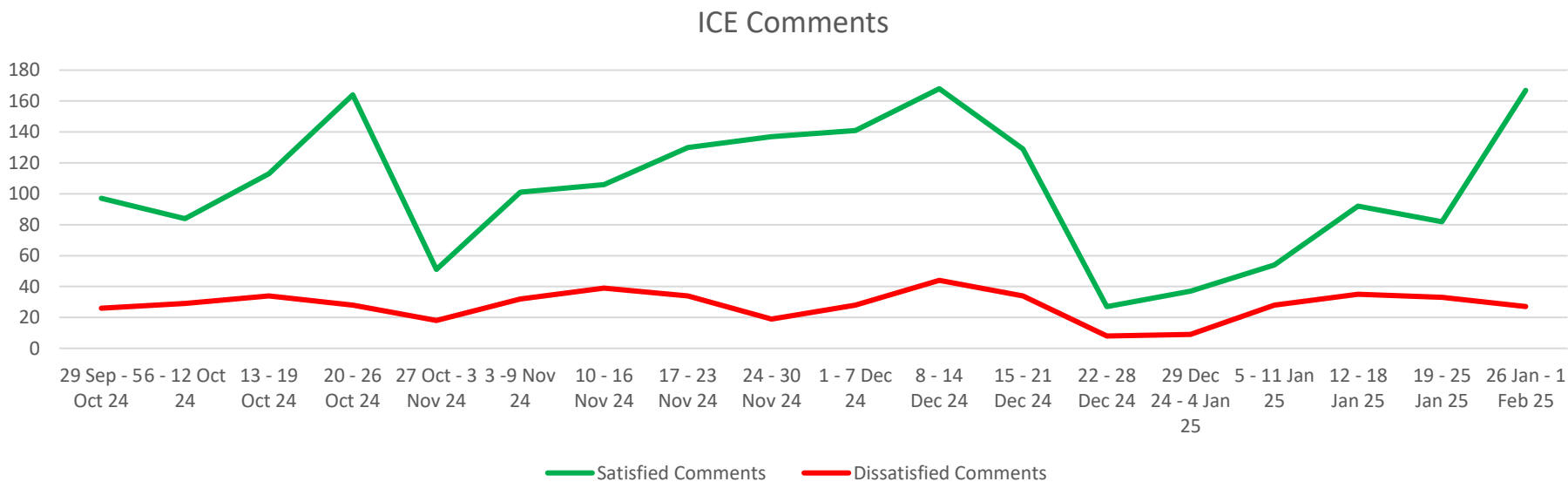
4th QTR FY 24:

Overall Hospital Rating – 83.5%/136 responses

Recommend the Hospital – 83.1%/136 responses

➤ Interactive Customer Evaluation (ICE) System:

1880 satisfied and 505 dissatisfied (September 29, 2024 to February 1, 2025)



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- Information Desk 915-742-7777 (Option #1) – Monday to Friday 7:00 a.m. to 5:00 (excluding Federal Holidays)
- Wheelchairs (regular and electric) can be signed out at the front desks in the East Clinic and Rotunda (Monday through Friday 7:00 a.m. to 5:00 p.m.). After hours, please use the Emergency Department entrance.
- MHS Genesis Portal navigation assistance – please contact the Patient Experience Department
915-742-2692



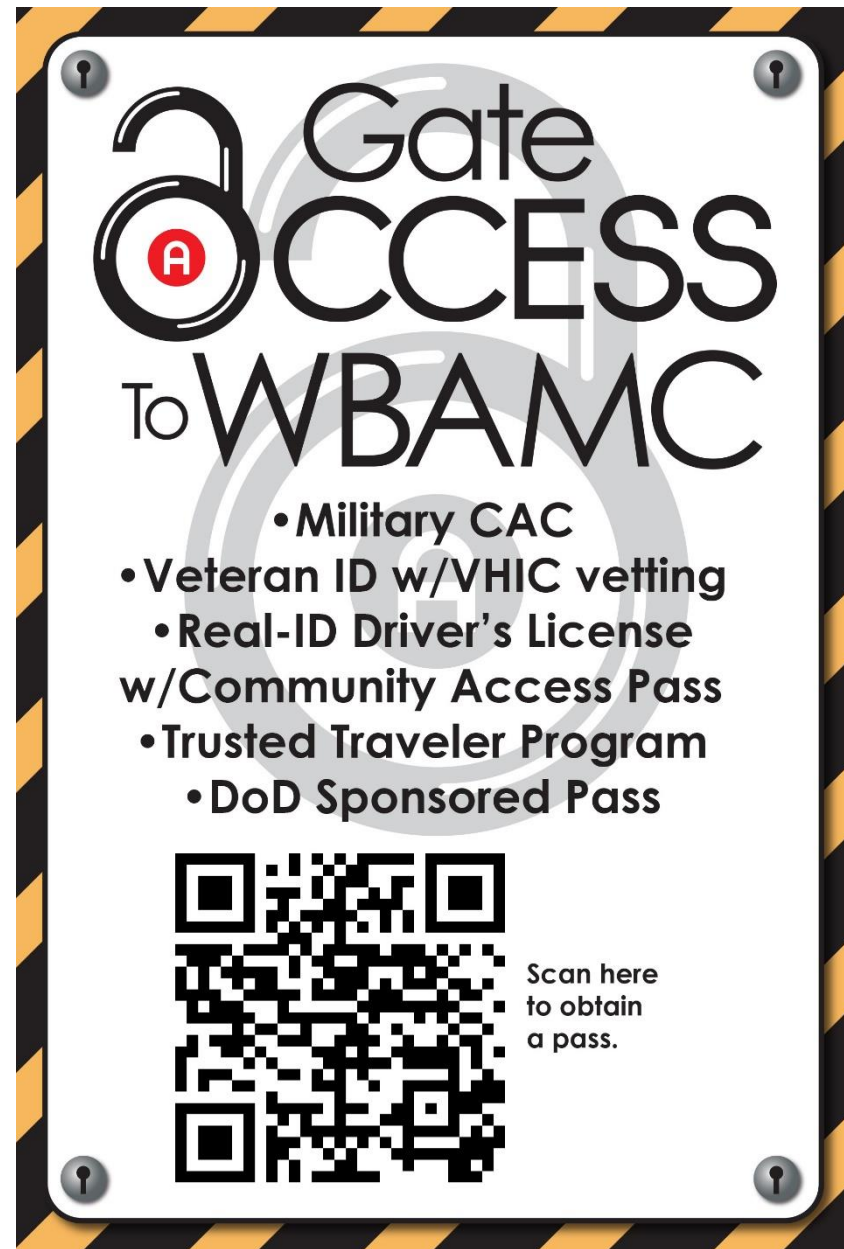
GATE ACCESS:

Veterans with a VHIC must present in person at a Visitor Center to obtain the 3-year pass.

The Fort Bliss Trusted Traveler Program allows DOD ID cardholders 18 or older to escort up to seven non-DoD ID cardholder visitors (except foreign nationals) within their own vehicle without completing sponsorship paperwork to obtain a pass. Those who exercise Trusted Traveler must escort their visitors while they are on Fort Bliss.

The TTP does not eliminate the requirement for all individuals 18 or older to provide authorized identification. All non-DoD ID guests will be required to produce a REAL ID Act compliant form of identification or U.S. passport when entering a gate.

TTP hours are 6 a.m. to 10 p.m. daily. After 10 p.m. all occupants of the vehicle must have an installation pass. **Note: E-7 (SFC) and above, CW2s and above, and O-3 (CPT) and above can escort 24/7 at all ACPs.**



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This very important brief is
brought to you by WBAMC's
Health Benefits Advisors.

◆
Location:
5th Floor, East Clinic,
at WBAMC
Referral Management Dept.

◆
TIME: 2 p.m. (1400)

◆
The briefings will
be held on the
3rd Tuesday of
every month.

TRANSITIONING FROM ACTIVE DUTY TO RETIREE?

Please contact the
Health Benefits Advisors at
915-742-2828 to register.

Class size is limited, registration required.

*Date subject to change in Nov/Dec due to holidays.



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While You Attend Your Appointment!

FREE!
CHILD CARE!



C H I L D R E N ' S

Waiting Room/ASYMCA

William Beaumont Army Medical Center

Email: cwrelpaso@asymca.org

**This program is primarily for
Active-Duty families.**

By Appointment Only!

Call: 915-742-0975

Hours of Operation:

Monday - Friday

8:00 am - 12:00 pm



18511 Highlander Medics St.
East Clinic, 1st Floor - E1206
Fort Bliss, Texas 79918



While You Attend Your Appointment!

FREE!
CHILD CARE!



C H I L D R E N ' S

Waiting Room/ASYMCA

Hugo V. Mendoza Soldier Family Care Clinic

Email: cwrelpaso@asymca.org

**This program is primarily for
Active-Duty families.**

By Appointment Only!

Call: 915-742-9926

Hours of Operation:

Monday - Friday

1:00 pm - 4:30 pm




Mendoza Clinic
11355 SSG. Sims St.
Fort Bliss, TX 79918
Room A160
915-742-9926



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Registration is seamless – this form is all that is required:



**Children's Waiting Room (ASYMCA)
Registration Form**

Sponsor's Name: _____ Rank: _____ Last Four SNN: _____
(Same as ID)
Spouse's Name: _____

Address: _____
City _____ Zip Code _____

Cell Phone: _____ Email: _____

Emergency Contact Name: _____ Phone Number: _____

Clinic _____
Child's Name _____ Date of Birth _____

Special Comments: _____

GUIDELINES

1. Minimum age 6 months
2. No medication given
3. No food or drink
4. Maximum drop off time is limited to 2 hour appointment times
5. Please have child use the restroom and make sure diaper is clean

Children's Waiting Room and ASYMCA Staff reserves the right to refuse admittance of any child who:

1. Has a temperature of 101 degrees or higher
2. Shows any sign of illness
3. Does not have a current shot record

~~Children's Waiting Room does not accept diaper bags or any personal items.~~

Parent Signature/Date

Download the form on our webpage: <https://william-beaumont.tricare.mil/Patient-Resources/Childrens-Waiting-Room>



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Tracking Log

Task	Task/Action	status
Parking Concerns	Parking Policy	Policy signed; signage is posted
Shuttle	Consistent Parking Lot Shuttle Availability	Request is with Contracting



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Pharmacy Hours of Operation

Main Outpatient Pharmacy

7:30am-4:30pm

Monday-Friday

Closed Federal Holidays

Mendoza Clinic Pharmacy

7:00am-4:30pm

Monday-Friday

Closed Federal Holidays

Freedom Crossing Pharmacy

9:30am-6:00pm

Monday-Friday

Closed Federal Holidays

East Bliss Pharmacy

7:00am-3:30pm

Monday-Friday

Closed Federal Holidays



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Refill Request Line Change

- Pharmacy refill request phone number is changing but the pharmacy call in options will remain the same.
- Phone in refills can be picked up at either:
 - (1) The ScriptCenter Locker System at Freedom Crossing
 - (2) The ScriptCenter Locker System at Main Outpatient
 - (3) Mendoza/SFCC Pharmacy
 - (4) Freedom Crossing/PX Pharmacy
 - (5) Main Outpatient Pharmacy
- The new refill phone number is: (915) 666-7830
- Refills can also be requested through the patient portal



Patient Portal Medication Refills

Request a Refill

After confirming the patient is logged in to the Patient Portal (<https://my.mhsgenesis.health.mil>):

1. Patient will click **Rx Refills**.



Medication Statuses that are displayed in the Rx Refills tab:

- Eligible for Refill medications are displayed with a check box and may be selected by the patient.
- Other statuses of medications that are displayed without a check box and cannot be refilled by the patient from the Patient Portal include:
 - In Process
 - On Hold
 - Too Early to Refill
 - Pending Patient Pick Up



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Patient Portal Medication Refills

2. Patient will check the boxes of medications for refill.

The screenshot shows a web browser window displaying the 'Patient Portal' interface. The top navigation bar includes links for Home, Health Record, Messages, Appointments, Medications, Rx Refills (highlighted), and More. The left sidebar has a 'Request Refills' button. The main content area is titled 'Rx Refills' and contains a disclaimer: 'This page is exclusively for prescription medication refills. Note that prescription data below may vary slightly from provider orders listed on the medications tab, and directions on the pharmacy label should be followed when taking medications. If a prescription is not listed, it may be unavailable, and your provider may need to renew your prescription OR the pharmacy may need to process the initial fill.'

Below the disclaimer is a blue banner with the text: 'To request a renewal of your prescription, please visit the medications page.'

The 'Viewing medications for' section shows a dropdown menu with a patient icon. Below this, two medication entries are listed, each with a red box icon and a 'Details' link:

- ImmunoBoostix 50mg Tablet**
FOUR : [redacted]
Status: Eligible for Refill | Refills Remaining: 4 | Last Refill Date: June 27, 2023 | Dispensing Quantity: 30 tablets
- CalmaVita 50mg Tablet**
FOUR : [redacted]
Status: Eligible for Refill | Refills Remaining: 4 | Last Refill Date: June 27, 2023 | Dispensing Quantity: 30 tablets

3. Patient will need to verify the medication details are correct.



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Patient Portal Medication Refills

4. Patient will click Close.

Medication Details

ImmunoBoostix 50mg oral tablet

Status	Refills Remaining	Dispensing Quantity
Eligible for Refill	4	30 tablets
Last Refill Date	Prescription Number	Expiration Date
June 27, 2023		September 21, 2024
Ordered By		
Instructions		
Take 1 capsule by mouth every night at bedtime		

Close

5. Patient will click Next.



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Patient Portal Medication Refills

6. Patient will need to verify the pickup location is correct.

- If the desired pickup location is displayed, then the patient will need to click **Submit** and proceed to Step 9.

Note: Patients only have the option to select a Department of Defense (DOD) or a U.S. Coast Guard (USCG) pickup location; however, prescriptions initially filled at Department of Veterans Affairs (VA)/USCG/DOD pharmacies are displayed for the patient.

The screenshot shows a web browser window displaying the MHS GENESIS Patient Portal. The top navigation bar includes links for Home, Health Record, Messages, Appointments, Medications, Rx Refills (highlighted), and More. The left sidebar shows 'Rx Refills' and 'Request Refills'. The main content area is titled 'Confirm Pharmacy' and includes a 'Back' link. Under 'Medications Requested', two items are listed: '1. ImmunoBoostix 50mg oral tablet' and '2. Calmaxia 50mg oral tablet'. The 'Last Pick Up Location' section shows a 'Ready By' date of 'Tuesday August 24, 2023 at 10:30 AM' and a 'Pharmacy Address' at 'Fort Belvoir Community Hospital, 9300 DeWitt Loop, Fort Belvoir, VA 22060-0900'. A 'Details' link is available. At the bottom, there are links for 'Find alternative pharmacy', 'Cancel', and a red-outlined 'Submit' button.

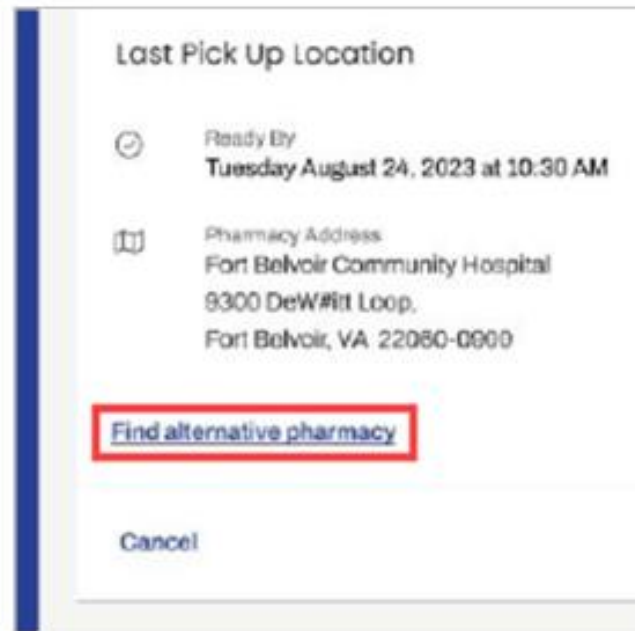


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Patient Portal Medication Refills

7. If an alternative pickup location is desired, then the patient will need to click the **Find alternative pharmacy** link.
 - After the patient clicks the link, a Pharmacy Search section is displayed that enables the patient to search by Country, State, and Military Treatment Facility (MTF).



Last Pick Up Location

Ready By
Tuesday August 24, 2023 at 10:30 AM

Pharmacy Address
Fort Belvoir Community Hospital
9300 DeWitt Loop,
Fort Belvoir, VA 22060-0000

[Find alternative pharmacy](#)

Cancel

8. Patient will need to select the appropriate pickup location.
 - MTFs may have multiple pickup locations.



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Patient Portal Medication Refills

9. After the patient selects a pickup location, they will need to click **Submit**.

The screenshot displays the 'Rx Refills' section of a patient portal. The 'Pharmacy Search' form has been completed with 'United States' for Country, 'Search by State' for the search method, and 'Naval Health Clinic Quantico' for the location. The 'Search' button is highlighted. The results show two options: 'Naval Health Clinic Quantico Pharmacy' and 'Branch Health Clinic Washington Navy Yard Pharmacy'. The first option is highlighted with a red box. Below it, a blue banner states: 'Pharmacy will be closed for inventory 01/23/24. Refill prescriptions in advance for uninterrupted service.' The 'Ready By' date is 'Monday August 24, 2023 at 10:30 AM'. The 'Pharmacy Address' is 'MCB2 Building 24008, Quantico, Virginia 22134-6060'. The second option is also highlighted with a red box. The 'Submit' button is highlighted with a red box.

Country: United States X Search by State

Naval Health Clinic Quantico

Search

2 results

Naval Health Clinic Quantico Pharmacy Details

Pharmacy will be closed for inventory 01/23/24. Refill prescriptions in advance for uninterrupted service.

Ready By: Monday August 24, 2023 at 10:30 AM

Pharmacy Address: MCB2 Building 24008, Quantico, Virginia 22134-6060

Branch Health Clinic Washington Navy Yard Pharmacy Details

Ready By: Tuesday August 24, 2023 at 1:30 PM

Cancel Submit



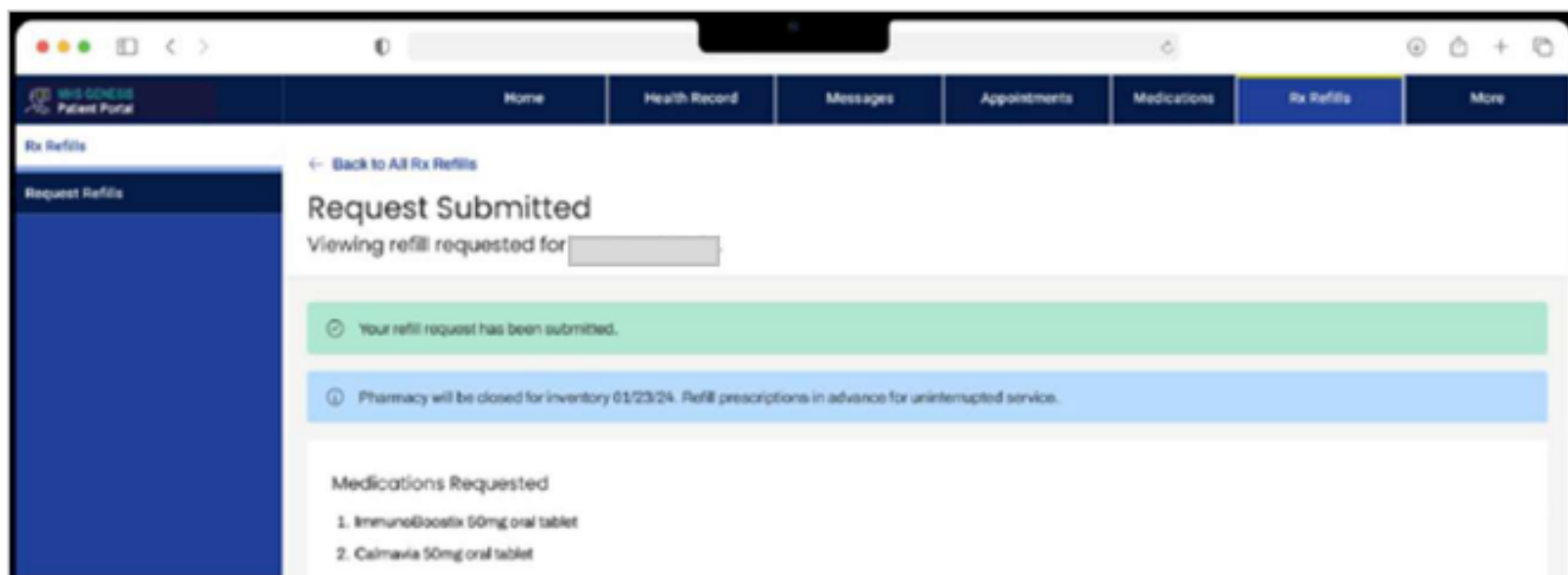
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Patient Portal Medication Refills

10. After the patient clicks **Submit**, the **Request Submitted** section is displayed.

Note: If the selected information is inaccurate, the patient will need to click **Cancel** and search for the correct location.



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Flu Vaccine Walk-In Availability

Department of Primary Care



Flu vaccine administration is available from all clinics by scheduling:

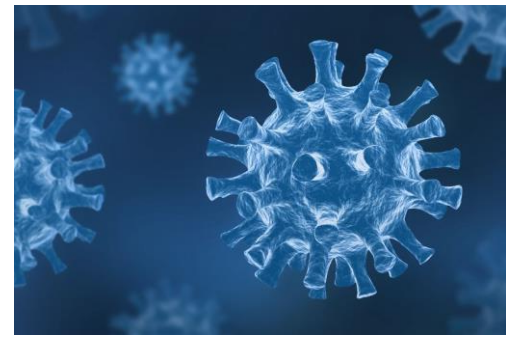
- An appointment by calling **915-742-2273** or via the following walk-in times
- **Mendoza FCC, SCC, and SFMC**
 - Walk in available Monday - Friday daily from 8:00 a.m. - 11:00 a.m. and 1:00 a.m. – 3:00 p.m.
 - Closed 2nd and 4th Thursday of the month after noon due to training
 - Soldier Care Clinic preference is for ADSMs to receive flu vaccine during unit planned mass administration; if not able, walk-in clinic is available
- **East Bliss**
 - Walk-in available Monday – Friday daily from 1:00 p.m. – 3:00 p.m. Closed 2nd and 4th Thursday of the month after noon due to training
 -
- **Mendoza Peds**
 - By appointment only
 - Flu vaccines are available for children ages 6 months and up
 - Vaccines can also be given if at clinic for another appointment



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COVID-19 Vaccine Availability



- COVID Vaccination supply is available, however in limited quantities
- Request that you schedule an appointment for COVID vaccine to ensure ready supply
- If there is an increase in desire for the vaccine, walk-in clinics will evaluate readiness and capability to complete mass administration



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Exceptional Family Member Program & MHS Genesis Patient Portal Reminders

- Request that you plan your EFMP update well in advance to avoid any issues with transition
 - **Submit EFMP updates NLT 4 months out from projected RFOs for CONUS and NLT 6-months for OCONUS to avoid delays in PCS**
 - Review the need for updates and screen for any enrollable conditions (**any condition requiring more than once a year visit with a provider**) with the above timelines in consideration
 - **OCONUS PCS requires a review of family members for potential enrollable conditions.** Identified enrollable conditions that have not been enrolled could delay or stop PCS until addressed.
 - Ensure to continually check in E-EFMP to ensure that packet is not waiting on additional action from service member
- **MHS Genesis Portal**
 - Can review lab work, clinical history, and current medication list
 - Able to send a secure message to your provider
 - Schedule an appointment for your provider or the provider team

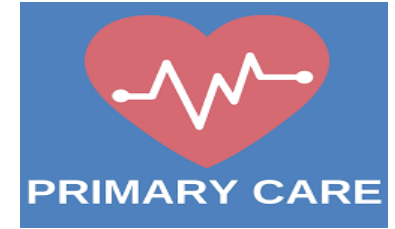


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WBAMC Department of Primary Care Community Based Medical Homes Services



Desert Sage will transition services beginning April 1, 2025. Beneficiaries have the option to stay with their currently assigned primary care provider at their new location or choose a provider based on preferred location.

- Flu vaccinations.
 - 8:00 a.m. – 11:00 a.m. and 1:30 p.m. – 2:30 p.m. Mondays, Wednesdays and Fridays at Rio Bravo
 - 8:00 a.m. – 11:00 a.m. and 1:00 p.m. – 3:00 p.m. Monday through Friday at Desert Sage



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WBAMC Department of Primary Care Community Based Medical Homes Services



Dr Showery our Pharm D. provider from Mendoza Family Care Clinic has been providing support to the CBMHs once a week. It has gone so well; that starting April 3, 2025, we are adding a virtual option every Thursday for beneficiaries at Mendoza Family Care, Rio Bravo and Desert Sage Clinics.

Pharm D Services:

- polypharmacy
- prediabetes
- diabetes
- hypertension
- hyperlipidemia
- asthma
- tobacco cessation counseling
- weight management:
- BFA
- Travel immunizations



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Referral Management Current Process

- As of January 27, 2025, TriWest announced a waiver period for referrals.
- Waiver period covers referrals written January 1 thru March 31, 2025. Referrals written prior to January 1, 2025 are not covered under the TriWest waiver.
- Starting January 27, 2025, Referral Management stopped sending referrals to TriWest for authorization.
- We are only sending these 5 referral categories:
 - 1- Inpatient Care
 - 2- ABA; Applied Behavioral Health
 - 3- Global OB care
 - 4-LBT: Laboratory Developed Tests
 - 5- ECHO: Extended Care Health Option



Referral Management

- Where can I find my referral?
- Referrals written between January 1 thru January 27, 2025 can either be found in the TriWest portal or GENESIS.
- Some referrals during this time frame were approved by TriWest.
- Referral Management is going back and checking all referrals during this time to ensure they were processed. If they were sent to TriWest and not approved, we will follow the TriWest waiver referral process (Next slide).



Referral Management Waiver Process

Your Provider Submitted A Referral... What's Next?



HERE ARE THE STEPS:

1. Referral will be reviewed by the Referral team to determine MTF care or network care.
2. If MTF Care is determined, then you will be contacted to schedule an appointment.
3. If Network care is determined, you will receive a copy of your referral and the TRICARE West Region Referral Waiver Approval Letter in the following method:
 - ☒ Through MHS GENESIS Patient Portal within referral guidelines of 3-5 days. You may access your MHS Genesis Patient Portal at: <https://myaccess.dmdc.osd.mil/>
Once in your portal, the referral will be listed under Network Referral or Provider Letter.
4. With the two documents, you can go to any TRICARE authorized provider. To search for authorized providers, you may search under "Find my Provider" at <https://tricare.triwest.com>

For additional questions please contact or visit

For questions regarding your referral you may contact referral management at (915)742-2273 option 3, option 2. For questions regarding the waiver, please contact TriWest at 888-874-9378.

*****Patients need to have their
GENESIS patient portal AND
their TriWest portal set up to
track their referrals**



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TRICARE Updates FEB 2025

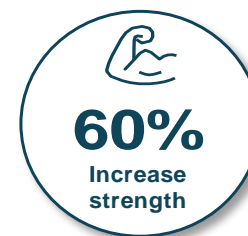
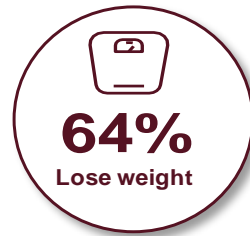
- New Managed Care Support Contractor for the West Region is TriWest Health Care Alliance beginning 1 JAN 2025
- Phone number is 1-888-874-9378
- Website is www.tricare.mil/west



Mission

Armed Forces Wellness Centers provide platforms to support healthy behavior change through evidence-based health education, health coaching and advanced fitness testing technology for Active-Duty Service Members, Family Members, Retirees, and DoD Civilians.

AFWC Clients' top goals for seeking services:





Health Assessment Review

ACSM Risk Stratification

PAR-Q

PSS Scale

Biometric Screening



Physical Fitness

Exercise Testing

Exercise Prescription



Healthy Nutrition

Metabolic Testing

Weight Management

Healthy Nutrition Education



Stress Management

Biofeedback

Stress Relief Techniques

Good Sleep Hygiene



General Wellness Education

Self Care

Health Lifestyle Habits

Health Fairs



Tobacco Education

Tobacco Cessation
(partnered with APHN/PCM)

Tobacco Awareness

Who We Serve



- Active Duty (ALL Branches)

- **Self-referral***

- Medical referral

- Unit Referral

- ACFT failure

- ABCP flag and/or enrollment

- At-risk for ABCP***

- Family Members

- **Self-referral***

- Medical referral**

- Retirees

- **Self-referral***

- Medical referral

- DoD Civilians

**Self-referral (No medical referral required)*

***Medical referral required for dependents ages 5-17 years*

****At-risk for ABCP are Soldiers who may be within Army height/weight and/or Army tape standards, but are close to their max allowance, usually determined by their Command*



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Location & Contact Info



Bldg 2415 Carrington Rd
Fort Bliss, TX 79916

+1.915.742.9566

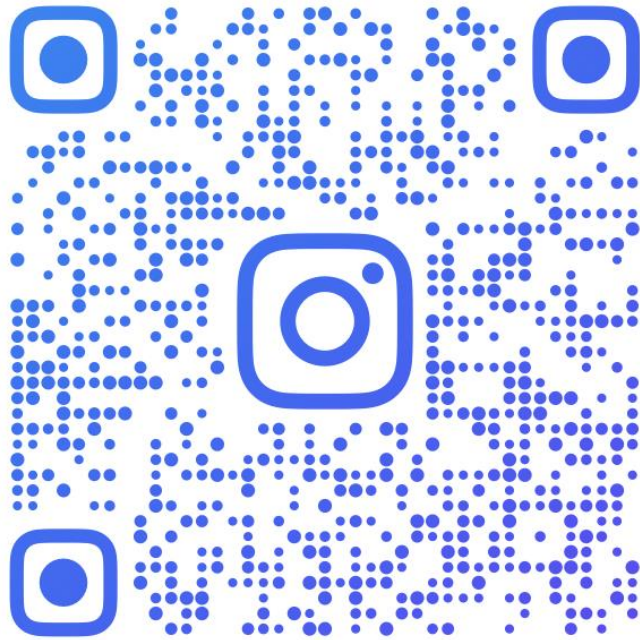
dha.bliss.William-Beaumont-AMC.mbx.afwc@health.mil



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Social Media



@FORTBLISSAFWC



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- Next meeting will be May 21, 2025 at 10:00 a.m.
- Please follow us on Facebook, Instagram and our website (william-beaumont.tricare.mil/) for the latest news and updates.
- Please contact the Patient Experience Department at 915-742-2692/2508 for recommendations or questions or if you require assistance

