

# SECTOR COLUMBIA RIVER MEDICAL ORIENTATION

## Important Phone Numbers

Medical Front Desk: 503-861-6240  
Dental: 503-861-6243  
Pharmacy: 503-861-6245  
After Hours Concerns (Duty Corpsman): 503-338-8751  
Clinic Administrator: 503-861-6244  
Clinic Supervisor: 503-861-6492  
Work-Life: 503-861-6242  
Sector OPCEN: 503-861-6211  
Emergency: 911  
Poison Control: 1-800-222-1222

## TRICARE Billing Issues or Trouble finding a provider:

- ❖ 1-800-9HBAHBA (1-800-942-2422). The number connects the member with a representative on the East coast and then in the afternoon switches and forwards the call to a POC on the West Coast. HSWL SC is encouraging us to have members utilize this service. It will also help HSWL SC better track cases and identify areas with more needs.

Clinic Website- <http://www.uscg.mil/d13/sectcolrvr/services/medical.asp>

1. Clinic Hours- 0730- 1600 Monday, Tuesday, Thursday, Friday. The clinic is closed on Wednesdays for Staff Training and Medical Administration. However, Acute Care patients will still be seen in the morning.
2. After Hours Medical and Dental concerns- Contact the Duty Corpsman at (503) 338-8751. For emergencies contact 911 or proceed to the nearest Emergency Room.  
Or  
Contact the Nurse Advice Line (Active Duty must still contact the Duty HS)  
1-800-874-8873
3. Scheduling Appointments:
  - For Medical Appointments call the Medical Front Desk at (503) 861-6240.
  - For Dental Appointments call 503-861-6243.
4. All Active Duty members must check-in with the medical front desk upon PCS arrival to complete registration. During your check-in you will also be scheduled for an appointment and your DEERS verified. This initial appointment allows you to have one-on-one time with our medical team to have any medical concerns addressed and your readiness reviewed. Some medical concerns may take longer than 20 minutes to address, and for these you will be scheduled for a separate appointment. Additionally, all Aviation personnel must make an appointment with the Flight Surgeon (FS) to receive their up chit.
5. All active duty members must update their dependent's TRICARE enrollment. Ensure your family's DEERS information is current/correct and then update their TRICARE Enrollment.
  - Defense Enrollment Eligibility Reporting System(DEERs)/Print Proof of Insurance/Update you Post 911 GI Bill

# SECTOR COLUMBIA RIVER MEDICAL ORIENTATION

[https://www.dmdc.osd.mil/milconnect/faces/index.jspx?\\_afzLoop=3519730801255886&\\_afzWindowMode=0&\\_afz.ctrl-state=tew15c71i\\_4](https://www.dmdc.osd.mil/milconnect/faces/index.jspx?_afzLoop=3519730801255886&_afzWindowMode=0&_afz.ctrl-state=tew15c71i_4)

- UnitedHealth (Our region's manager for Tricare)  
<https://www.uhcmilitarywest.com/>

6. All active Duty members will also meet with Ms. Kelly Smitherman from Work-Life. She is our direct representative for Work-Life subjects specializing in Child Development Services.  
Direct line: 503-861-6242

## 7. Dental:

- The dental clinic is staffed with a Dental Officer and a dental assistant. A dental hygienist is contracted to provide services three days a week. Dental Hygiene appointments may only be scheduled for patients who have had a dental exam in the past six months. Hygiene appointments are also scheduled through Dental (503-861-6243).
- Dental care is available to active duty or eligible reserve members only.

## 8. Pharmacy:

- All prescriptions will be filled by Tricare approved pharmacies in town.
- For chronic medications, you will be required to enroll in the mail order pharmacy program through this website: [www.express-scripts.com/tricare](http://www.express-scripts.com/tricare).
- Using Express-Scripts to receive your chronic medications significantly reduces the amount of co-pays for your dependents. Active duty does not have co-pays.
- We feature an Over-the-Counter drug program that entitles you, your dependents, reservists and eligible retirees to receive two over the counter medications per a week, per family.

## 9. Dependent Care:

- As of 1Apr13 TriWest region of Tricare is now being managed by United Health.
- No dependent care is offered at our clinic.
- Upon transfer to Sector Columbia River members will need to check in with our Tricare Service Center located within our clinic. Appointments are not required and the office is open during the same times as our clinic.
- Additional information regarding Tricare, setting up your own email notifications and finding a list of approved providers can be found at [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)

## 10. Dependent Dental Care:

- Tricare dental is provided by MetLife. The link below provides information on initial registration and choosing a new dentist. This page is extremely helpful and once your account is set up you can view your dental care and claims.
- <http://www.tricare.mil/Dental.aspx> Ph# 1-855-638-8371
- There is a registration fee upon enrollment for your dependents. You will need to set up an allotment to have your monthly dental fee deducted from your Pay Slip