

# Naval Branch Health Clinic MCAS Yuma

**Hours of Operation:** Monday through Friday 0730-1630. Wednesday Primary Care is open until 1830. The Clinic is closed on Weekends and all Federal Holidays.

**Primary Patient-Centered Care:** Appointments with your Primary Care Provider (PCM) can be made by calling 928-269-2700 or scheduled on line @ [www.tricareonline.com](http://www.tricareonline.com). Tricare Online can also be used to view laboratory results and request medication refills. If you do not already have a Tricare Online account, simply go to the website, click on "Register Now" and then select the "Blue Button." Enrolled patients may also be seen by our new *Integrated Behavioral Health Provider* (Psychologist) for a variety of behavioral, chronic disease or lifestyle modification concerns. Appointments with a Nutritionist or Diabetes Educator can also be made.

**Optometry appointments @ 928-269-2733. Physical Therapy appointments @ 928-269-6577.**

**Relay Health:** Relay Health is a secure messaging system designed to offer our patients a venue for communicating with their PCM on a wide variety of health related questions and concerns that would not otherwise require an appointment. Examples include obtaining laboratory or other test results, requesting prescription refills or simply inquiring about general health related questions. If you do not already have a Relay Health account, PLEASE register @ [www.relayhealth.com](http://www.relayhealth.com)! Relay Health inquiries will normally be responded to within one business day.

**Referrals for Specialty Care:** If your PCM requests a referral for you to see a specialist, you should receive an *authorization letter* from Tricare/United Healthcare in the mail within *7-10 business days*. You can also view/receive the authorization on your MyTricare account within 3 business days ([www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)). Once you receive the authorization you may call the provider's office directly to schedule your initial appointment. If there is a concern with the provider on the referral you may call United/Tricare at 1-877/988-9378 to have the provider switched to another Tricare Network-approved provider of your choice.

**Behavioral Health:** Non-Active Duty Tricare Prime enrolled beneficiaries may seek network psychiatric or behavioral health care for up to 8 visits annually *without a referral*. Active Duty members are required to be seen by one of our behavioral Health Providers in the clinic. Several other DoD approved resources also exist *free of charge*, including Marine Corps Community Services (MCCS) Counseling Center and Marriage and Family Therapists. These services are offered at Bldg 598, Tel# 928-269-2561 and 928-245-6057/6591 respectively. Military OneSource may also be used at Tel# 1-800-342-9647. All beneficiaries may utilize these services.

**Immunizations:** A wide variety of age and travel specific immunizations/vaccines are offered in our clinic. Simply report to the Immunizations Desk located in the Main Lobby to the left of Main Check-in Desk. Patients enrolled in Tricare Standard MUST have a valid prescription/order from their provider in order to receive vaccinations at Branch Health Clinic Yuma.

**Pharmacy:** Prescriptions ordered by your PCM or by a network provider can be filled and picked up at our pharmacy. Prescription *refills* MUST be ordered by calling 1-866-286-8249 or online at [www.Tricareonline.com](http://www.Tricareonline.com). All refills will be available for pick up within 3 business days.

**Radiology and Laboratory Services:** Your PCM may order Xrays and/or Laboratory studies to be performed in our clinic. Simply report to these areas after the Xray and/or labs are ordered and the technicians will assist you. MRIs, CT Scans, Ultrasounds and other studies are ordered in accordance with the referral process outlined above.

**Occupational Health:** 928-269-2557. **Audiograms:** 928-269-3187. **Industrial Hygiene:** 928-269-5777 (Bldg. 460)

**After Hours Care:** For emergencies, please call 911 or report to the nearest Emergency Room. For non-emergent care, please call the Tricare Nurse Advice Line at 1-800-874-2273 (1-800-TRICARE) and select option #1 for nursing advice. Non-active duty members are now authorized up to two (2) Urgent Care visits annually *without prior authorization*. Active duty members will still require prior authorization to utilize Urgent Care. After visiting an Emergency Room or Urgent Care center, please schedule a follow up appointment with your PCM or utilize Relay Health to ensure your PCM is able to assist in coordinating appropriate continuity of care.

**Medical Records:** Please utilize a formal *Records Request Form* obtained from the front desk in the Main Lobby to request medical records from other military treatment facilities (MTFs) or outside providers. Allow up to 30 days for processing and receipt of these records.

**Important Telephone Numbers:** Clinic Appointment Line: 928-269-2700 Front Desk: 928-269-2416.

Nurse Advice Line: 1-800-874-2273. United Healthcare: 1-877-988-9378. Tricare: 1-877-988-WEST (9378)

**Important Reminder:** For All Clinic Services, Patients 10 Years of Age and Older Must Present with a Valid and Current Military or Dependent ID Card in Order to Receive Care and Services. DEERS verification is also Required.