

**Tripler Army Medical Center
Public Affairs Office News Release**

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News You Can Use for Your Health

Triage Your Healthcare

**Managed Care Division
Tripler Army Medical Center**

HONOLULU -- Military beneficiaries on Oahu should notice very few changes July 1 when a new TRICARE contractor - TriWest Healthcare Alliance - takes over. The new TRICARE contract will leave the basic benefit structure (TRICARE Prime, Extra, Standard, and Plus) and enrollment unchanged. However, the national Health Care Information Line (HCIL) will not be available under the new regional TRICARE contracts.

Instead of the HCIL, TRICARE offers many options for you to better manage your health care and to take responsibility for your own health. Active management of your health care contributes to a higher quality of life for your entire family.

In every case, if you believe it is an emergency, call 911 first. If it is NOT an emergency, you have a number of options available to access health care information and assistance:

When you are looking for *general information* and want to educate yourself or learn more about a health care issue that affects your family, TRICARE has these general information options available 24 hours a day, every day of the week:

- TRICARE Online (TOL) at <http://www.tricareonline.com/>. Go to "General Health Information" on the second page
- WebMD through the TriWest website at <http://www.triwest.com/>
- Call TriWest at 1-888-TRIWEST (874-9378) to access the audio library

When you need more in-depth information or assistance in finding information visit the Health Information Resource Center located on the 1st floor, Oceanside entrance of Tripler Army Medical Center. Staff is available to assist you with researching medical topics during normal duty hours.

TRICARE Prime enrollees that need to speak to their Primary Care Manager (PCM) during the day or the on-call provider after duty hours for specific advice on symptoms you are experiencing at that point can contact their PCM in the following manner:

Enrolled at TAMC or Schofield Barracks:

- Call 433-2778 or your assigned clinic to schedule a same day appointment or leave a message for your PCM or on-call provider.
- Family Practice: 433-3300
- Adult Medicine: 433-6641
- Pediatrics: 433-6697

- Schofield Barracks Family Practice: 433-2778
- Schofield Barracks Tropic Lightning Clinic: 433-8225

Enrolled at Hickam AFB, 15th Medical Group:

- Call 448-6000 to schedule a same day appointment, request a call back from your primary care team nurse, or contact the on-call provider after duty hours.

Enrolled at Makalapa BMC:

- Call 473-1880/1510 and select option #1 to contact your PCM during normal working hours or option #4 after duty hours.

Enrolled at KBay BMC:

- Call 257-3365/5041 to contact your PCM during normal working hours or call 473-1880/1510 after duty hours and select option #4.

Enrolled at Wahiawa Medical Annex:

- Call 653-5340 to contact your PCM during normal working hours or call 473-1880/1510 after duty hours and select option #4.

Enrolled at Camp Smith Medical Annex:

- Call 477-3773 to contact your PCM during normal working hours or call 473-1880/1510 after duty hours and select option #4.

Enrolled to a civilian Network PCM:

- Contact your PCM as directed by the PCM.

Enrolled to any other military medical clinic:

- Contact your PCM or clinic appointment line as directed by your PCM

Beneficiaries not enrolled in TRICARE Prime should contact their civilian provider. For assistance in finding a PCM or learning about your TRICARE benefits, call TriWest at 1-888-TRIWEST (874-9378) or visit your local TRICARE Service Center.



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Comments or suggestions to the [Public Affairs Officer](#)

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