

## Cadet Health Care

TRICARE is the military health system. Cadets receive health care at the Mologne Cadet Health Clinic (MCHC), Keller Army Community Hospital (KACH), or in the TRICARE East civilian network. Routine primary care must be obtained at Mologne Cadet Health Clinic (MCHC). Specialty care requires a referral from MCHC.

## Traveling with TRICARE

While away from West Point, cadets are entitled to access urgent or emergency care only. Urgent care in the U.S. should be coordinated through Humana Military, who identify Tricare authorized urgent care facilities. Outside the U.S., cadets contact International SOS (ISOS) to arrange care (and ambulance transport if needed).

Emergency care does not require referral or authorization. Emergency inpatient admissions must be reported to HNFS within 48 hours. Outside the U.S., report emergency admissions to ISOS.

## Cadet Dental Care



Dental care is provided at the Saunders Dental Clinic located in Building 606. At a minimum, cadets must obtain an annual dental exam at the dental clinic.

## Advice and Assistance

Mologne Cadet Health Clinic (MCHC)  
Speak with clinic staff 845-938-3003  
845-938-3806

Keller Army Community Hospital (KACH)  
<https://keller.tricare.mil/>  
Front Desk/AOD 845-938-5169

Keller Appointment Center 315-774-8200  
<https://keller.tricare.mil/>, CLICK "Getting-Care"

Keller Health Benefits Advisors 845-938-4838  
TRICARE benefit questions, claims issues, etc..

Keller Patient Advocate 845-938-5874  
Concerns/complaints about MCHC or KACH

Keller Referral Center 315-774-8200  
Assistance with referrals to civilian care

Saunders Dental Clinic  
<https://keller.tricare.mil/Health-Services/Dental-Dental-Clinics>

Dental Appointments 845-938-3121

United Concordia 866-984-2337

MHS Nurse Advice Line 800-874-2273

<https://mhsnurseadvice.com/home>  
Self-care advice/information  
Help with deciding to access health care

Humana Military 800-444-5445

<https://www.humanamilitary.com>  
Tricare Regional Contractor  
Authorizations for referred civilian health care  
Report emergency inpatient admissions

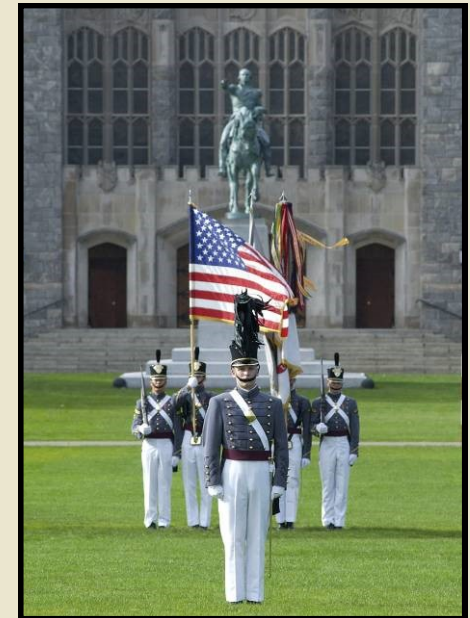
International SOS  
<https://www.tricare-overseas.com/contact-us>  
877-451-8659

<https://www.humanamilitary.com/beneficiary>  
Follow civilian claims through to payment

## To the Parents of New Cadets



## Military Medical and Dental Information



## Keller Army Community Hospital West Point, New York

## Mologne Cadet Health Clinic Building 606

The military medical system at West Point is designed to make it easier for Cadets to obtain health care and



return to normal academic activities as soon as possible.

Cadets receive primary health care at the Mologne Cadet Health Clinic (MCHC).

Located in the academic area in Building 606, MCHC is easily accessible and is staffed with doctors, nurses, soldier-medics, and other health care professionals. MCHC also provides

Pharmacy and Lab services. Special immunization clinics are held 3 or 4 times per year as needed.

Sick Call is held from 6:00 am to 6:30 am Monday through Friday at MCHC, with walk-in service available to cadets who are too sick to attend class. All others make appointments as outlined below.

To make appointments at MCHC via the Internet, Cadets first register at [www.tricareonline.com](http://www.tricareonline.com). Appointments can be booked as soon as access is granted. TRICARE Online also allows access to a modified personal health record and other useful features such as medication refill requests and secure messaging with the MHCH primary care team via Relay Health.

Appointments can also be made at MCHC or Keller Army Community Hospital by calling the Appointment Call Center at 315-774-8200.

Cadets contact MCHC staff by calling 845-938-3003 or 845-938-3806.

## Keller Army Community Hospital 900 Washington Road West Point, New York 10996-

Keller Army Community Hospital (KACH) offers most of the medical specialties a young person might need: Internal Medicine, Dermatology, General Surgery, Gynecology, Orthopedics, Sports Medicine, Podiatry, Physical Therapy, ENT, Radiology, Pharmacy, and Lab. Physical Therapy is also provided at Arvin Gym located in the academic area.

Other KACH specialties are located in the same building as the Mologne Cadet Health Clinic (MCHC). Preventive Medicine and Community Health Nursing are all located in Building 606.

When specialty care is needed, the Cadet's primary care manager enters a referral in the hospital system and the Cadet makes an appointment at KACH.

If the specialty care is not available at KACH, the referral is routed to Humana Military for authorization and the cadet receives the care from a TRICARE civilian network provider and/or facility.



## TRICARE and Civilian Health Care

The TRICARE Military Health System is a partnership of regional military and civilian medical systems. West Point is located in the TRICARE East Region. Our civilian partner, Humana Military, can be reached at 800-444-5445. Information on other regions can be found at the official Department of Defense TRICARE website: [www.tricare.mil](http://www.tricare.mil).

As active duty service members, Cadets are enrolled in the benefit option called TRICARE Prime. This is a managed health care model that requires referral and authorization before receiving specialty care.

Cadets referred to the TRICARE civilian network are contacted via email by the Keller Referral Center staff. Complete instructions on how to make an appointment and arrange transportation are provided. No matter where civilian medical care is received, all claims for TRICARE East enrollees are submitted for payment to: TRICARE East Region Claims Department, P.O. Box 7981, Madison, WI 53707-7981.

## Other Health Insurance

TRICARE meets the Minimum Essential Coverage requirement of the Affordable Care Act. However, we advise you to retain medical insurance for your cadet so that coverage is immediately available if the cadet leaves USMA before graduation and commissioning. As Active duty service members, cadets are required to get all medical care within the military health system and use TRICARE for payment of civilian claims. Claims for care denied by your health insurance will be denied by TRICARE for lack of proper referral and authorization. Some benefits under your plan may not be benefits under TRICARE and cannot be paid. You can avoid claims problems by encouraging your cadet to get all routine care while at West Point. Please see the section entitled