



# Keller Army Community Hospital

## *West Point, New York*

Sir/Ma'am,

Our process has become more streamlined. Please follow the guidance below:

1. Please have your treating provider complete the attached packet. He/She will need to do this EVERY 90 DAYS if you need profile extensions. This can be your primary care manager or specialist...whomever is providing your CURRENT (face to face) care and understands your physical limitations. FUNCAP paperwork submitted **must be no more than 30 days old**. Can be found on the MILSUITE website.
2. Service Member gathers ALL supporting medical documentation.
3. Service Member will notify Ms Danielle Sarich and Ms Alyssa Graziano that you are ready to submit your completed packet with supporting documents. Do NOT send anything until one of them sends you a **DOD safe link** to use to safely upload your medical records.

I have attached them to this correspondence.

[Danielle.e.sarich2.civ@health.mil](mailto:Danielle.e.sarich2.civ@health.mil) (315) 774-8613

[Alyssa.n.graziano.civ@health.mil](mailto:Alyssa.n.graziano.civ@health.mil) (315) 774-8614

4. You will need to register as a patient at our facility...**one time task**...call Ms Sarich or Ms Graziano to do this.
5. Once you hear back from us that your records have been uploaded, you will be directed to call and schedule an appointment with our appointment center: (315)774-8200.

You can request either a PHONE CALL/VIRTUAL appointment or come face to face if that is what you prefer to do. Discuss options with the appointment center at the time of your call.

6. If after your initial 90-day temporary profile, you need it continued, you must follow steps 1,2,3 and 5 again with a **NEW FUNCAP** and **NEW/CURRENT** medical records advising our team of your recovery progressing or worsening.

Step 4 is a ONE TIME TASK.

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**Following your visit with our Profiling Medical Provider:**

If the Military provider needs assistance from a Nurse Case Manager (complex cases or questions regarding clinical conditions or care coordination), he/she will place a REFERRAL for CM services in Genesis.

NCM picks up the referral, reviews chart and consults with military provider if needed, speaks with patient and opens episodic CM note; documenting needs, coordination and instruction to the TPR SM.

**NCM POC's:**

Primary: Katherine Dichairo, RN, NCM: [katherine.m.dichairo.civ@health.mil](mailto:katherine.m.dichairo.civ@health.mil) (315) 774-8636

Secondary: Lianne Pritchard, RN, NCM: [lianne.f.pritchard.civ@health.mil](mailto:lianne.f.pritchard.civ@health.mil) (315) 774-8786

If a TPR needs full CM services, they should not be TPR. TPR is for healthy self-sufficient soldiers that can be remotely managed. For discovered complex SM, NCM can contact their unit to discuss the issue and let them decide if they would like to start a SRU packet or consider reassignment based on their need for higher level of medical care or access to care.