

## URGENT CARE PROCEDURES FOR CADETS (updated Sept 15, 2023)

HOURS: Cadet Medicine operating hours are Monday - Friday from 7 a.m. to 4:30 p.m.. They are closed on weekends, Federal Holidays and Training days (2<sup>nd</sup> Thursday of the month).

EMERGENCIES: If an Emergency, an ER visit does **NOT** require prior authorization. DIAL 911 or access care at the closest ER available if private transportation is both practical and manageable.

URGENT CARE: For afterhours urgent medical needs that are not Emergencies, call the **Military Health System Nurse Advice Line (NAL) 719-524-CARE (2273), option 3**, or **national line at 1-800-TRICARE (874-2273), option 1**, for triage, advice, and if needing an authorization for Urgent Care.

- *Cadets should try to schedule an appointment with Cadet Medicine before attempting to utilize urgent care facilities.*

The Best Practice for Urgent Care Access should begin with a call to the Nurse Advise Line (NAL) 719-524-CARE (2273), select option 3.

- Cadets **can and should** request authorization to an urgent care near USAFA. Cadets do **NOT** have to go to EVANS Army Medical Center on Ft. Carson. A recent Policy was approved for the Colorado Springs Market providing blanket approval for any Tricare Beneficiaries living North of Research Parkway to be approved for Urgent Care on the North side of Colorado Springs.
- Cadets should be provided an authorization number from the NAL. They should copy that authorization number for future reference. Also, request and copy the name, location, and phone number for the Urgent Care Center (UCC) authorized.
- If the situation allows, the cadet should call the UCC PRIOR to departure to verify: 1) Authorization has been received by the UCC 2) Walk-in vs. Appointment procedures (some UCCs are walk-in only, some work on appointment only basis).
- If a UCC states that they do not have an authorization for the beneficiary, the UCC should be able to contact Tricare West/Healthnet Federal services (1-844-866-West (9378)) to request a "re-fax" or other method of verification. This should only take a couple minutes. The beneficiary can also call Tricare or login to their Tricare portal to verify their authorization.
- Cadets traveling outside the local area for leave, holidays, TDY, etc. can still use the NAL, who can also help with locating the nearest Urgent Care facility.
- Urgent Care options that are nearby and accept TRICARE BENEFICIARIES are listed below. Operating Hours are subject to change. \*This is not an all-inclusive list.
  - **UC HEALTH URGENT CARE-N.GATE AND VOYAGER. 719-365-3220. Urgent care walk-in clinic. Mon-Fri 8-8, Sat-Sun 8-6**
  - **COMPLETE CARE URGENT CARE-N.ACADEMY AND VOYAGER. 719-284-1141. Urgent care walk-in clinic ONLY. Mon-Sat 8-4. No Sunday urgent care hours. Their "ER" services are not authorized.**
  - **OPTUM URGENT CARE-BAPTIST ROAD to 15909 JACKSON CREEK PARKWAY. 719-488-9933. Urgent care walk-in clinic ONLY. Office stated that patient MUST possess NAL pre-authorization. Mon-Fri 730-730, Sat 730-430, Sun 730-230**

*For IC Athletes only:* Athletic Trainers are always encouraged to discuss options w/Team Physicians. Sports Medicine is working to resolve authorization and process issues. If there is trouble accessing care, please provide a detailed description of the issue to the assigned Athletic Trainer or to Mr. Middel at [cory.middel@afacademy.af.edu](mailto:cory.middel@afacademy.af.edu) or 333-0217.