

## **BACH**

Hospital Information 270-798-8400

Medical Emergency 9-1-1

Primary Care Appointment and COVID-19 Testing Line 270-798-4677 or 931-431-4677

Appointment Line business hours, Monday - Friday, 6 a.m. - 4 p.m.

To cancel an appointment after hours and on weekends, please call 270-798-VOID (8643). BACH Website <https://blanchfield.tricare.mil/>

## **BACH Social Media**

Facebook <https://www.facebook.com/BACH.Fort.Campbell>

Twitter [https://twitter.com/BACH\\_Healthcare](https://twitter.com/BACH_Healthcare)

Instagram [https://www.instagram.com/blanchfield\\_hospital](https://www.instagram.com/blanchfield_hospital)

YouTube <https://www.youtube.com/c/bachpao>

## **COVID-19 Vaccine and Testing**

TRICARE Family and Retiree prime enrolled beneficiaries should schedule appointments for the COVID-19 Vaccine at TOL Secure Messaging Portal at <https://www.TRICAREOnline.com> or call the Appointment Line at 270-798-4677 or 931-431-4677.

Beneficiaries enrolled to a network provider (off post) should schedule a COVID-19 vaccine appointment using the DHA Appointing Portal at <https://informatics-stage.health.mil/COVAX/>

Soldiers can walk in without an appointment to receive the COVID-19 or Flu vaccine at the Soldier Support Center, Soldier Readiness Processing 9 a.m. - 3 p.m., Monday - Friday.

COVID testing is available weekdays 8 a.m. - 3:30 p.m. and closed Saturday, Sunday and Federal holidays. Call 270-798-4677 or 931-431-4677 to schedule a COVID-19 test. For COVID related questions, contact the MHS Nurse Advice Line at 1-800-TRICARE (874-2273), option 1.

## **BACH Pharmacy Information**

Main Outpatient Pharmacy

650 Joel Drive (270-798-8075 or 270-798-8076);

Monday - Wednesday and Friday 8 a.m. - 4 p.m., Thursday 9 a.m. - 4 p.m.

Town Center Pharmacy

98 Michigan Ave.

270-798-8075

Monday - Wednesday and Friday 8 a.m. - 6 p.m., Thursday 9 a.m. - 6 p.m., Saturday 8 a.m. - 4 p.m., DONSA 8 a.m. - 5 p.m.

\*Open to all beneficiary categories

LaPointe Pharmacy

5979 Desert Storm Ave.

270-412-7455

Monday - Friday 7:45 a.m. to 4 p.m.

Available only to active duty

Byrd Pharmacy

7973 Thunder Blvd.

270-461-1145

Monday - Friday 7 a.m. to 4 p.m.

\*Available only to patients seen at Byrd

Screaming Eagle Pharmacy

647 Dunlop Lane, Suite 301, Clarksville, TN 37040

Monday - Wednesday and Friday 7:30 a.m. to 3:30 p.m. Closed on DONSA.

Available only to patients seen at Screaming Eagle Medical Home

***All pharmacies are closed on federal holidays. Last ticket is drawn 15 minutes before pharmacy closes.***

## **Frequently Asked Pharmacy Questions**

How do I request refills?

BACH Pharmacy asks patients to request refills two (2) business days in advance through TRICARE online ([www.TRICAREonline.com](http://www.TRICAREonline.com)) or by telephone at 270-798-DRUG (3784). Refills may be picked up at Town Center.

**NOTE:** When your doctor extends an existing prescription, it is a NEW prescription—even if you have been taking it and there are no changes.

What medications are available (formulary) at BACH pharmacies?

The BACH formulary can be found online at: <https://www.express-scripts.com/frontend/open-enrollment/tricare/fst/#/>

How can I drop off my request and return later?

Pharmacy waits can be long! Receive expedited drop off and return service at all BACH pharmacies by selecting the “D” Drop-off ticket. When your number is called, let us know exactly what you need - then you are free to go.

Upon return, pull the “R”=ready ticket. Same day pickup is available until 2 p.m.

Requests after 2 p.m. are ready the next business day after 10 a.m. Pharmacy holds prefilled medication requests for 14 calendar days.

### **Laboratory (Pathology)**

650 Joel Drive B Building, 2nd Floor

270-798-8114

Monday - Friday 7:30 a.m. - 4 p.m., Thursdays 8:30 a.m. - 4 p.m.

### **Marriage and Family Therapy**

650 Joel Drive E Building, 3rd Floor

270-798-8437

Monday - Friday 7:30 a.m. - 4 p.m., 2nd Thursday Monthly 1 - 4 p.m.

### **Child and Family Behavioral Health**

650 Joel Drive E Building, 3rd Floor  
270-798-8437  
Monday - Friday 7:30 a.m. - 4:30 p.m.

**Family Advocacy Program**

Building 2523, 22nd St.  
270-798-8601  
Fax: 270-798-8239  
Monday - Friday 7:30 a.m. - 4:30 p.m.

**Educational and Developmental Intervention Service (EDIS)**

2439 21st St.  
270-798-8997  
Monday - Friday 7 a.m. - 4 p.m.

**For After Hours Emergency Domestic Abuse Reporting**

270-798-8400 or 270-798-8388

**TRICARE**

Phone: 1-800-444-5445 Humana Military Health System  
TRICARE beneficiaries can go to the Humana website at [www.humana-military.com](http://www.humana-military.com) to get information on enrollments, referrals and authorizations, claims, behavioral health, TRICARE benefits, network provider information, and TRICARE forms and program materials. Services available online or by calling TRICARE include: enrollment, PCM changes, claims assistance, benefit counseling, assistance in finding a network provider, and referral and authorization assistance. Individuals wanting to enroll in TRICARE Prime may call 1-800-444-5445 or visit the Humana web site for information on the enrollment application process. Active duty Service members are automatically covered under TRICARE Prime but are still required to complete an enrollment form.

**Referral to an off-post provider**

## HOW DO I RECEIVE A REFERRAL?

Patients who receive care at BACH should speak with their Primacy Care Manager about submitting a referral for specialty care. Once the referral has been submitted, if the specialty is available within BACH, the clinic will contact you to make an appointment. If the specialty service is not available, your referral will be sent to a network provider. Patients receiving specialty care in the network may call 1-800-444-5445 for assistance.

For assistance with referral concerns, please call 270-798-8421 or 270-956-0613.

### **Births at BACH or in a network medical facility**

Vital Statistics (Birth and Death Certificates)

650 Joel Drive B Building, Room 2BK04B

270-798-8279

If your baby is born at BACH, the Vital Statistics team will send the Mother's Birth Certificate copy to DEERS and help register your newborn in TRICARE. The team will also submit for the original birth certificate to Nashville for you to receive your child's official birth certificate. The official birth certificate can be picked up at your county's health department at a later time.

If your baby is born at a network hospital, the Vital Statics team will assist you with registering in DEERS and TRICARE.

### **Patient Advocacy**

650 Joel Drive A Building 4th Floor, Rooms 4AA19/4AA21

270-798-8718 or 270-798-8091

Fax: 270-798-8822

Monday - Friday 7:30 a.m.-3:30 p.m.

### **Pre-Admissions to Same Day Surgery**

650 Joel Drive B Building, 2nd Floor, Room 2BE04, next to the General Surgery Clinic

270-798-8947

Monday - Friday 7:30 a.m. - 4 p.m.

### **Have You Moved Your Enrollment?**

Welcome to the Fort Campbell area. Whether you are moving here as part of a permanent change of station, moving here as a retiree, or recently married and new to TRICARE, you must call TRICARE and let them know you are here.

Fort Campbell is located within the TRICARE East Region. You can call TRICARE at 800-444- 5445 to facilitate the movement of your family's healthcare enrollment to Blanchfield Army Community Hospital. Non active-duty TRICARE Prime beneficiaries will receive a primary care manager at one of our five Army medical homes. Active-duty service members will be assigned a primary care manager based on their unit identification code in one of six Army medical homes.

### **Updating and Correcting the Defense Enrollment Eligibility Reporting System**

Moving your enrollment can be difficult if you and your family are not enrolled in the Defense Enrollment Eligibility Reporting System correctly. You can update your address, phone number and email on your DEERS record by going to "Update and View My Profile" in milConnect.

After you make changes on your personal information tab, scroll to the bottom and click Submit to make sure your updates are made in DEERS. If your personal contact information is not current and accurate, you might miss vital communications.

Therefore, you receive address verification notifications in milConnect if you have not edited or verified your personal contact information on file (or if you are a sponsor, for you and your family members) in the last 180 days.

If you need to add or remove family members or update name, gender, Social Security number or date of birth in your DEERS record, please visit the nearest military identification card issuing facility. You can visit the Real-Time Automated Personnel Identification System site locator online to locate the nearest ID card issuing facility. You may need to take specific documents with you to the ID/DEERS facility depending on

the change(s) needed. You can visit the milConnect website mentioned above to verify the necessary documents.

### **Humana Military**

We know you are not always near Blanchfield when you get sick, but it may not be easy to determine the best TRICARE network urgent care to visit. The Humana Military website and the Humana Military app for Apple and Android phones can provide the best options based on your location. You can also call the Nurse Advice Line (NAL) at 800-TRICARE (874-2273) for assistance in determining the best course of action to meet your healthcare needs while away from home.

### **How to Establish Obstetric Care if I Am Pregnant? Are you pregnant?**

A referral is not needed for OB care if you have received a positive pregnancy test at home or are transitioning from a location where you were receiving OB care for pregnancy.

### **Women's Health Department**

#### **OBGYN – Women's Health Clinic**

650 Joel Drive A Building, 3rd floor

270-798-4677, Option 5, or 270-798-8151

Monday - Friday 7:45 a.m. - 4 p.m., except on Thursdays 9:15 a.m. - 4 p.m.