

WELCOME TO FORT NOVOSEL



FORT NOVOSEL IN-PROCESSING INSTRUCTIONS

"ABOVE THE BEST"



In-Processing Schedule

Please note that In-Processing starts at 0730 daily.

Day One: Bldg. 5700, Rm 282

- 0730-0740 Voting Assistance
- 0740-0750 Education Briefing
- 0750-0755 Tricare
- 0755-0815 Lyster Medical Clinic
- 0815-0820 Housing Service Office/Off Post
- 0820-0840 ACS Services/ Family Adv Prog
- 0840-0900 In-processing In-brief
- 0900-1145 **In-process Agencies**
- 1145-1300 Lunch
- 1130-1500 **In-process Agencies**
- 1500-1530 Accountability (**Bldg. 5700, Rm 280**) Only E-6 and below

***ACS Financial Readiness Briefings**

- 0930-1030 E4 and below, **Mandatory ACS Brief (Bldg. 5700, Rm 350 - Tuesday)**

Day Two:

- 0730-0800 Accountability (**Bldg. 5700, Rm 280**)/In-processing briefing(if applicable)
- 0800-1145 **In-Process Agencies**
- 0900-1000 Finance National Guard & Army Reserve (**Bldg. 5700, Rm 371B– Mon, Tue, Thu**)
- 1000-1100 Finance Regular Army (**Bldg. 5700, Rm 371B – Mon, Tue, Thu**)
- 1145-1300 Lunch
- 1300-1500 **In-Process Agencies**
- 1500-1530 Accountability (**Bldg. 5700, Rm 280**) Only E-6 and Below /Released for Sponsor pick-up

Medical In Processing

In Processing Instructions: Please read and follow the directions below. Steps 1 thru 6 are arranged in order to ensure a smooth process and the individual links or phone numbers have been included as well. **“IF”** you have questions after you complete all of the steps, please call 334-255-7732. **Or “IF”** you would like to talk with someone from Lyster, a representative will be at building 5700 every duty day, between 0745 and 0815 in room 282. **NOTE: For your safety**, the Virtual Medical In and Out Process has been established to limit face to face contact. Additionally, the Contact Information for a specific section is located to the right of this page or within other areas of the Lyster Army Health Clinic Website.

Step 1. Update DEERs: Ensure your record is updated and current; your local unit and home addresses, your phone and email addresses. If DEERs **does not** have the best contact information for you and your family, it will **delay your medical registration**. DEERs office is located at building 5700, DEERs/ID Card section, call 800-538-9522 or <https://milconnect.dmdc.osd.mil/milconnect>

Step 2. Assign Provider/Primary Care Manager (PCM): Call TRICARE at 800-444-5445, listen and follow the prompts, say “Beneficiary”, “Let’s continue how can I help you” state I would like a new Primary Care Manager or **PCM**, option 1, Enter SSN or DOD ID, birthdate, a TRICARE representative will answer. All **Active Duty**, including **“temp AD orders”** will be assigned to **Team Respect**, using last 2 of your last 4 (SSN): 00-25=Mr. **Hill.**; 26-50= MAJ Ball, D.; 51-75= Ms. Johnson, E.; 76-99= Mr. Sallis, W. **If your dependents relocated with you**, ask TRICARE to assign them too. Prime Beneficiaries will be assigned to Team Courage or Team Integrity at LAHC.

Step 3. Patient Registration for LAHC: You will be registered via telephonically, call 334-255-7835 or Alpha Roster sent from Unit or staff duty personnel. Service Member needs to ensure **name, DOD ID, LAST 4 OF SSN, DOB and telephone number** is clear and legible. If you received a DD form 877 or DD form 2138 from your previous duty station, please email to Medical Records at: usarmy.novosel.medcom-lahc.list.release-of-information@health.mil

Step 4. MHS Genesis: <https://patientportal.mhsgenesis.health.mil>; log in or create access using the **DS Logon** 24 hours, 7 days a week to schedule appointments, view health record, communicate securely with providers request prescription renewals and, so much more. **DS Logon:** Access to military websites without CAC or CAC card reader. Register (Need An Account), Activate, Upgrade, look up your Username or reset your Password at <https://myaccess.dmdc.osd.mil/>
For additional information about a DS Logon in visit <https://myaccess.dmdc.osd.mil/>

Step 5. Medical In Processing Email/Lyster Staff: Send a “valid” email to usarmy.novosel.medcom-lahc.list.mcd-virtual-in-out-processing@health.mil with your DOD ID and phone number in the body of the email and the Subject: In Processing, “Your Last Name”.

Step 6. Completing your Virtual Medical In Processing: **After** you have completed **Steps 1-5** (see above), MEDPROs/Medical Facility; Medical Records/PAD, TRICARE, Behavioral Health, SUDCC, FAP and EFMP will complete your in processing virtually. **Step 5 - you MUST create and send an email to the Lyster Staff and the Lyster Staff will return that email back to you.** **NOTE:** You can use a military or

civilian email, please ensure the email address is “valid/turned on”. The Lyster Staff will reply to your email, stating your Medical In Processing is completed within 3 business days, you are checked in and/or give instructions for “signing off” your post checklist. Please “PRINT ALL” returned emails pertaining to Step 5. You are required to turn in the printed emails with your Post In Processing Checklist. The printed emails from the Lyster Staff will be used to verify/confirm that you have completed every step of the Virtual Medical In Processing and will take the place of a signature. NOTE: You may receive more than one email from a Lyster Staff member(s), confirming completion or further instructions that will assist with your Medical In Processing. **IF** you DO NOT hear from anyone with 24 hours after you send the email for Step 5, please resend by using the instructions in the first paragraph, see above.

*****Advisory***** For Service Members; upon completion of steps required, you may require a mandatory medical appointment and will be notified by a phone call or email from an LAHC Team Member.



To leave feedback or recommendations to the process, feel free to contact us via email at usarmy.novosel.medcom-lahc.list.mcd-virtual-in-out-processing@health.mil

Contact Information

Clinic Hours: Monday-Friday, 0730-1615; closed weekends, holidays, and every 3rd Wednesday at noon. **NOTE: Lyster is NOT an ER/Urgent Care facility.**

TRICARE Nurse Advice Line (NAL): 1-800-874-2273, **if the clinic is closed or you are out of the Lyster area, traveling or on leave.** The NAL will determine your place of care; ER, Urgent Care (UC) or schedule appointment at Lyster. ***** (Mandatory for Active Duty Service Members to call 800-261-7193, option 1 and report ER or Urgent Care visits.**

Sick Call (Active Duty Service Members with Acute Issues Only): Monday-Friday, 0600 - 0630; closed weekends and holidays. **NOTE:** Acute injuries and illnesses ONLY. Anything older than 72 hours, please make an appointment with your provider.

Central Appointment Line: 800-261-7193, option 1 for virtual, face to face or specialty appointment requests, telephone consultations or Provider messages. Monday – Friday from 0700 to 1600.

Medical Records and Medical Release of Information: If your **dependents are 14 and older**, they must have a signed DD Form 2870, Medical Release of Information on file with LAHC Patient Administration/Medical Records for spouses, parents, or guardians to access medical record or appointments for their dependents. For additional Information, please visit the LAHC website, at <https://lyster.tricare.mil/Getting-Care/Patient-Administration> or call 334-255-7835. Monday – Friday from 0730 to 1600.

Medical Records Request, Patient Administration: To request a copy of your medical record please visit <https://lyster.tricare.mil/Getting-Care/Patient-Administration> complete the form provided on the site then fax or email to the address/number shown and we will virtually assist you obtaining what your need.

Patient Administration, REGISTRATION and REGISTRATION UPDATES: If you and or your family members need to register and/or update your registration for LAHC, please call 334-255-7835 for virtual registration. Monday-Friday, 0730-1600.

Pharmacy Services: All prescriptions and Over The Counter (OTC) requests should be submitted to the pharmacy by filling out a drop off form. Please see our website and [FaceBook](#) page for instructions and up to date information. Drop off forms can be found on the Lyster website or inside of the clinic. Prescription pick up hours are Monday-Friday from 0730-1615.

Referral information: <https://www.humanamilitary.com> Track and print your referrals after TRIACRE has approved and assigned the Network Provider with **Beneficiary self-service log in/DS log in**.

DS Logon: Access to military websites without CAC or CAC card reader. Register (Need An Account), Activate, Upgrade, look up your Username or reset your Password at <https://myaccess.dmdc.osd.mil>
For additional information about a DS Log in visit <https://myaccess.dmdc.osd.mil>

In-Processing Installation Activity Guide

<p>4a.(1) WORK CENTER: <u>VOTING ASSISTANCE</u> LOCATION: BLDG 5700, 2ND FLOOR N. RM 229 OFFICE HOURS: MON-FRI: 0900-1130/1300-1500 PHONE: (334) 255-1839</p> <p>Voting Assistance In-Processing brief is conducted every M-F at 0730-0740 (BLDG 5700/CLASSROOM 282)</p>
<p>4a.(2) WORK CENTER: <u>EDUCATION CENTER</u> LOCATION: BLDG 4502, RM 153 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: (334) 255-2378</p>
<p>4a.(3) WORK CENTER: <u>Medical Virtual In Processing</u> LOCATION: Medical Virtual In Processing OFFICE HOURS: 0800-1400 PHONE: (334) 255-7038 (334) 255-7109 To In Process: Virtual - https://lyster.tricare.mil/Getting-Care/Medical-In-Out-Processing</p>
<p>4a.(4) WORK CENTER: <u>HOUSING/BILLETING</u> LOCATION: BLDG 5700 RM 160 OFFICE HOURS: MON-FRI: 0730-1630 PHONE: (334) 255-3705</p>
<p>4a.(5) WORK CENTER: <u>ARMY COMMUNITY SERVICE/FAMILY ADVOCACY PROGRAM</u> LOCATION: BLDG 5700, RM 177/373 OFFICE HOURS: MON-FRI: 0730-1615 PHONE: (334) 255-3735/2887</p> <p>Permanent Party E4 and Below Brief every Tuesday from 0930-1100 (BLDG 5700/RM 350)</p>
<p>4a.(6) WORK CENTER: <u>SECURITY OFFICE</u> LOCATION: BLDG 5700 RM 280 OFFICE HOURS: MON-FRI 0730-1600 CLOSED THURSDAYS 1300-1600 This block is completed during the in-brief</p>
<p>4a.(7) WORK CENTER: <u>DEERS/RAPIDS/ID CARDS/ID TAGS</u> LOCATION: BLDG 5700, RM 130 OFFICE HOURS: MON-FRI: 0730-1610 PHONE: (334) 255-2182</p> <p>** FOR INFORMATION PURPOSES ONLY – NON APPLICABLE FOR IN-PROCESSING**</p>
<p>4a.(8) WORK CENTER: <u>AUDIT READINESS</u> LOCATION: BLDG 5700 RM 280 OFFICE HOURS: MON-FRI 0730-1130/1300-1600 CLOSED THURSDAYS 1300-1600 EMAIL: Ft_NovoseI_MPD_Audit_Readiness@army.mil</p> <p>ALL REGULAR ARMY SOLDIERS MUST HAVE A RECORDS REVIEW COMPLETED WITH THE LAST 12 MONTHS.</p>

In-Processing Installation Activity Guide

4a.(9) WORK CENTER: <u>FLIGHT STUDENTS</u>
LOCATION: BLDG 5911 RM 113/DAY 1 REPORT TO START IN-PROCESSING FLIGHT SCHOOL
4a.(10) WORK CENTER: <u>ALL SOLDIERS Report to Gaining Command for Arrival in IPPS-A</u>
LOCATION: FORT NOVOSEL GAINING COMMAND OFFICE HOURS: VARIED Please Contact you SPONSOR for additional information
4a.(11) WORK CENTER: <u>TRANSPORTATION OFFICE</u>
LOCATION: BLDG 5700, 2 ND FLOOR S. RM 270 OFFICE HOURS: MON-FRI: 0730-1615 PHONE: (334) 225-2343 This station will schedule receipt of your inbound household goods.
4a.(12) WORK CENTER: <u>PROVOST MARSHAL OFFICE</u>
LOCATION: BLDG 5001 OFFICE HOURS: MON-FRI 24 Hours at Front MP Desk PHONE: (334) 255-3215 THIS STATION IS ONLY FOR INPROCESSING SOLDIERS WHO ARE REGISTERING WEAPONS.
4a.(13) WORK CENTER: <u>G-1 (Permanent Party Only)</u>
LOCATION: BLDG 5700, 2nd FLOOR S. RM 220 OFFICE HOURS: MON-FRI: 0900-1130/1300-1630 PHONE: (334) 255-0952/1856 ALL PERMANENT PARTY OFFICERS ASSIGNED TO USAACE (1ST AB OR 110TH AB) MUST INPROCESS G-1. FOR ALL AVIATORS: To get an up-slip. Schedule Appointments with Lyster Clinic @ 1-800-261-7193
4A.(14) WORK CENTER: <u>CHILD & YOUTH SERVICES/SCHOOL LIAISON OFFICER</u>
LOCATION: BLDG 8946 OFFICE HOURS: MON-FRI: 0730-1600 PHONE: (334) 255-9638
4A.(15) WORK CENTER: <u>LODGING OFFICE (IHG)</u> <i>(Only If You Stayed in the IHG)</i>
LOCATION: BLDG 308 OFFICE HOURS: MON- FRI 24 Hours Daily PHONE: (334) 255-5216
4A.(16) WORK CENTER: <u>MILITARY PAY OFFICE (FINANCE)</u> Virtual In Processing
LOCATION: BLDG 5700, 3 RD FLOOR N. 371B INPROCESING: REGULAR ARMY Briefing in RM 317B @ 1000, MON/TUES/THU NG / ARMY RESERVE Briefing in RM 317B @ 0900, MON/TUES/THU
4A.(17) WORK CENTER: <u>ARMY WELLNESS CENTER</u>
LOCATION: BLDG 4102, Gladiator Street OFFICE HOURS: MONDAY –THURSDAY: 0730-1200 & 1300-1530 (CLOSED FRIDAY) PHONE: (334) 255-3991
4A.(18) WORK CENTER: <u>DENTAL FACILITY</u>
LOCATION: Brown Dental Clinic BLDG 4405, Innkeeper Street OFFICE HOURS: Mon-Fri 1230-1500 for in/out processing. Closed every other Wednesday PHONE: (334) 255-3393/2367

In-Processing Installation Activity Guide

4A.(19) WORK CENTER: **ACADEMIC/FLIGHT RECORDS**

LOCATION: BLDG 5700, 2ND FLOOR S. RM 210

OFFICE HOURS: MON-FRI: 0730-1530

PHONE: (334) 255-2792/3438/3681

IAW AR 95-1 In processing is required within 14 calendar days of assignments.

Only permanent party Air-Crewmembers assigned to USAACE G3, USAARL, or ACLC will in process this station. All other permanent party Air-Crewmembers will in process through their unit's flight records section.

ALL Air-Crew members: To get an up-slip, schedule Appointments with Lyster 1-800-261-7193.

4a.(20) WORK CENTER: **CASUALTY ASSISTANCE OFFICE (Permanent Party Only)**

LOCATION: BLDG 5700, 1ST FLOOR RM 185

OFFICE HOURS: MON-FRI: 0730-1615

PHONE: (334) 255-0788

NOTE: Unit S-3 will schedule Soldier for training and Casualty will sign DA Form 5123-1

4a.(21) WORK CENTER: **ARMY SUBSTANCE ABUSE**

PROGRAM LOCATION: BLDG 8939

OFFICE HOURS: TUESDAY/THURSDAY: 1100-1145

PHONE: (334) 255-7678

4a.(22) WORK CENTER: **SHARP**

LOCATION: BLDG 6902

OFFICE HOURS: TUESDAY/THURSDAY: 1330 -1500

4a.(23) WORK CENTER: **CENTRAL ISSUE FACILITY**

LOCATION: BLDG 6002

OFFICE HOURS: MON-FRI 0730-1415

PHONE: (334) 255-1261

4a.(24) WORK CENTER: **PROCESSING CONTROL STATION/LAST STOP**

LOCATION: BLDG 5700 RM 280

OFFICE HOURS: MON-FRI 0730-1600 CLOSED THURSDAYS 1300-1600

PHONE: (334) 255-1814/2869.

MUST HAVE ALL SIGNATURES AND MEDICAL EMAILS

