



# Fort Carson-MEDDAC News

## Your guide to the MEDDAC Access to Care Line

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There's more to the Access to Care Line than you might think. Many people believe 719-526-2273 is just there to make or change an appointment at one of the local military installations' medical treatment facilities.

Although it is used for appointments, it can also be used for much more. Beneficiaries who call the Access to Care line will also find options to order medication refills, find out more about the status of a referral, or get questions answered about TRICARE benefits. In addition, callers can use the phone number to get connected to various MEDDAC clinics.

"The Access to Care is really the only number you need to remember," said Maj. Chris Sloan, Chief of Clinical Operations.

Started in 2005, the phone service now serves more than 172,000 beneficiaries enrolled at Evans Army Community Hospital, Peterson Air Force Base and the U.S. Air Force Academy and is contracted out by the Colorado Springs Multi-Service Market Office. The standard is for phone calls to be answered within seven seconds. If personnel at the Access to Care Line cannot help with an issue, they can transfer you to someone for additional assistance.

Sloan added, "The goal is to facilitate patient centered care by creating a singular point of access. We want beneficiaries to feel like they can access everything they need in a direct and easy manner."

The Access to Care Line is staffed during weekdays from 6 a.m. to 4:30 p.m. at 719-526-2273 or 719-524-2273. Beneficiaries must be fully enrolled with TRICARE before calling the service. Families eligible for TRICARE benefits but not enrolled locally can contact UnitedHealthcare Military & Veterans. Visit [www.uhcmilitarywest.com](http://www.uhcmilitarywest.com) for more information.