**Cadet Health Care**

TRICARE is the military health system. Cadets receive health care at the Mologne Cadet Health Clinic (MCHC), Keller Army Community Hospital (KACH), or in the TRICARE East civilian network. Routine primary care must be obtained at Mologne Cadet Health Clinic (MCHC). Specialty care requires a referral from MCHC.

**Traveling with TRICARE**

While away from West Point, cadets are entitled to access urgent or emergency care only. Urgent care in the U.S. should be coordinated through Humana Military, who identify Tricare authorized urgent care facilities. Outside the U.S., cadets contact International SOS (ISOS) to arrange care (and ambulance transport if needed).

Emergency care does not require referral or authorization. Emergency inpatient admissions must be reported to HNFS within 48 hours. Outside the U.S., report emergency admissions to ISOS.

**Cadet Dental Care**

Dental care is provided at the Saunders Dental Clinic located in Building 606. At a minimum, cadets must obtain an annual dental exam at the dental clinic.

**Advice and Assistance**

- **Mologne Cadet Health Clinic (MCHC)**
  - Speak with clinic staff: 845-938-3003
  - 845-938-3006

- **Keller Army Community Hospital (KACH)**
  - General Information: 845-938-5169

- **Keller Appointment Center**
  - www.tricareonline.com: 800-552-2907

- **Keller Health Benefits Advisors**
  - 845-938-4838

- **Keller Patient Advocate**
  - Concerns/complaints about MCHC or KACH: 845-938-5874

- **Keller Referral Center**
  - Assistance with referrals to civilian care: 845-938-5373

- **Saunders Dental Clinic**
  - See Keller Website/Healthcare Services
  - Dental Appointments: 845-938-2106
  - Civilian referrals: 845-938-3121

- **United Concordia**
  - 866-984-2337

- **Nurse Advice Line**
  - 800-874-2273
  - Self-care advice/information
  - Help with deciding to access health care

- **Humana Military**
  - www.humanamilitary.com
  - Tricare Regional Contractor
  - Authorizations for referred civilian health care
  - Report emergency inpatient admissions

- **International SOS**
  - www.tricare-overseas.com: 877-451-8659
  - 215-942-8393
  - www.mytricare.com
  - Follow civilian claims through to payment

**Military Medical and Dental Information**

Keller Army Community Hospital
West Point, New York
Keller Army Community Hospital (KACH) offers most of the medical specialties a young person might need: Internal Medicine, Dermatology, General Surgery, Gynecology, Orthopedics, Sports Medicine, Podiatry, Physical Therapy, ENT, Radiology, Pharmacy, and Lab. Physical Therapy is also provided at Arvin Gym located in the academic area.

Other KACH specialties are located in the same building as the Mologne Cadet Health Clinic (MCHC). Optometry, Ophthalmology, Behavioral Health, Preventive Medicine and Community Health Nursing are all located upstairs from MCHC in Building 606.

When specialty care is needed, the cadet’s primary care manager enters a referral in the hospital system and the cadet makes an appointment at KACH.

If the specialty care is not available at KACH, the referral is routed to Humana Military for authorization and the cadet receives the care from a TRICARE civilian network provider and/or facility.

The military medical system at West Point is designed to make it easier for cadets to obtain health care and return to normal academic activities as soon as possible.

Cadets receive primary health care at the Mologne Cadet Health Clinic (MCHC). Located in the academic area in Building 606, MCHC is easily accessible and is staffed with doctors, nurses, soldier-medics, and other health care professionals.

MCHC also provides Pharmacy and Lab services. Special immunization clinics are held 3 or 4 times per year as needed.

Sick Call is held from 6:00 am to 6:30 am Monday through Friday at MCHC, with walk-in service available to cadets who are too sick to attend class. All others make appointments as outlined below.

To make appointments at MCHC via the Internet, cadets first register at www.tricareonline.com. Appointments can be booked as soon as access is granted. TRICARE Online also allows access to a modified personal health record and other useful features such as medication refill requests and secure messaging with the MHCH primary care team via Relay Health.

Appointments can also be made at MCHC or Keller Army Community Hospital by calling the Appointment Center at 845-938-7992 or 800-552-2907.

Cadets contact MCHC staff by calling 845-938-3003 or 845-938-3806.

Keller Army Community Hospital
900 Washington Road
West Point, New York 10996-

TRICARE meets the Minimum Essential Coverage requirement of the Affordable Care Act. However, we advise you to retain medical insurance for your cadet so that coverage is immediately available if the cadet leaves USMA before graduation and commissioning. As Active duty service members, cadets are required to get all medical care within the military health system and use TRICARE for payment of civilian claims. Claims for care denied by your health insurance will be denied by TRICARE for lack of proper referral and authorization. Some benefits under your plan may not be benefits under TRICARE and cannot be paid. You can avoid claims problems by encouraging your cadet to get all routine care while at West Point. Please see the section entitled "Other Health Insurance."