

## **MEDICAL RECORDS**

Health records are the property of the U.S. Government. Their maintenance and availability at the Medical Treatment Facility (MTF) is the key to appropriate medical care. As our valued patients, your records will only be released to the individual to whom they pertain, or a parent of children under 18 years of age, unless approved written authorization has been filed in the record. The form is available at the OPR Customer Service window during posted hours.

### **Request of Medical Records for an Off-base Appointment**

The off-base provider's office must fax a request to the Release of Information (ROI) office when the request is for more than 10 pages. Requests for fewer than 10 pages will be provided by the clinical staff. Medical record requests from another Military Treatment Facility (MTF) require completion of a DD Form 877 prior to delivery. Request forms are located at the Customer Service window of the Outpatient Records section.

### **Requesting Copies of Medical Records**

- Separation/Retirement: Member can request copies of their medical records at any time before their retirement or separation date.
- For personal copies of medical records, please complete a medical record copy request form located at the Outpatient Records (OPR) window.
- When copies are complete, patients will be notified by phone/e-mail. If your wait time exceeds 30 business days, you can contact OPR at (609) 754-9056.
  - The first copy of your medical records will be complimentary. Additional copies will be billed in accordance with AFI 33-332. The standard fee is \$0.15 per page plus a onetime charge of \$8.30 if processing takes under one hour. Additional processing time is billed at \$13.25 per hour. This pays for the hours spent researching, copying and the postage.
- Obtaining Medical Records for PCS, Retirement or separation. Please report to the OPR customer service window no earlier than five duty days prior to your final out processing appointment date. Members that are separating or retiring must visit Outpatient Medical Records and complete an intent or non-intent form to file a VA claim.
  - AF Member's medical records will be requested by AFPC 30 days after your retirement or separation date. If the member intends to file a VA claim, then AFPC will forward their medical records to the VA Regional Office. NOTE: The 30 day time period does not start during your terminal leave. A copy of your orders will be needed before we seal the record
- Military members and dependents are no longer eligible to hand carry their medical records.
- Medical records will be mailed to your next duty station.

### **Authorizing Another Individual to Access Your Medical Record**

The individual authorizing another family member access to his/her medical record must have a Medical Power of Attorney placed inside their medical record.

For more information, please contact Outpatient Records at 609-754-9056, facsimile (or FAX) 609-754-9052. The mailing address is Bldg 3458 Neely Road, McGuire AFB, NJ 08641-5312, Attn: Release of Medical Information.

**Beneficiary Counseling and Assistance Coordinator**

A Beneficiary Counseling and Assistance Coordinator (BCAC) serves as the beneficiary advocate and problem-solver for TRICARE issues related to benefits received outside the Military Health System/MHS or Military Treatment Facility/MTF as well as assisting with issues regarding benefits received within the MHS/MTF for all beneficiaries. They interface with MTF staff, and all Managed Care Support Contractors (MCSC) such as Health Net Federal Services, Humana, and Tri-West. In order to create uniformity within the Military Health System, BCACs are the primary customer service resource for beneficiaries.

Your BCACs at the 87th Medical Group can be reached at (609)754-9082 or (609)754-9083. You may also visit our TRICARE Service Center and sign in on the computer outside the TRICARE waiting area.