

WELCOME TO AHC SOUTHCOM

To properly in-process into our clinic, please follow the steps in order.

1. DEERS (305) 437-0900

Update your orders/ demographics/ eligibility.

Tricare will not transfer you from your previous Duty Station or process referrals/ prescriptions if your information is not updated!

2. Tricare 1(800)-444-5445

Inform them that you need to Enroll into SOUTHCOM Army Health clinic and that our Clinic DMIS is 7239.

They need to assign you one of the following Primary care managers:

Angel Guerra, MD/ Javier Ditas, PA/ Hilda Funez- Escobar, NP

3. Medical Records (305) 437-2334

Call to Complete New Patient Clinic Registration

If you hand carried your Service Treatment Record from your previous duty station, you MUST turn them in, or they will be marked unaccounted for.

Newer members are not always issued an STR. We can confirm if you have one or determine if your medical records are solely electronic.

4. Dental (305) 437-1765

Meet with our Dental Representative. Failure to do so will put you at risk of receiving a Dental bill.

If you hand carried your Dental Treatment Record from your previous duty station, you MUST turn them in, or they will be marked unaccounted for.

More information can be found on our website: <https://southcomclinic.tricare.mil/>

APPOINTMENTS/ GENESIS PATIENT PORTAL

Our clinic is open from 0700-1600 MTWF, H 0700- 1200

The front desk can assist with scheduling appointments and directing your calls to different departments.

MHS GENESIS Patient Portal is a secure website that allows you to access your health information, schedule appointments, and exchange messages with your care team anytime and anywhere. To access the MHS GENESIS Patient Portal, visit patientportal.mhsgenesis.health.mil

REFERRALS

Referrals take 5-7 business days to process after the order has been entered in.

You can view the status of your referral through:

<https://www.humanamilitary.com/>

Referrals must be scheduled within 28 days. If not, Humana needs to schedule you with a different provider.

Referral changes can be made by calling 1800-444-5445.

Please remind the outside provider to fax reports back to your Primary Care Manager (706) 787-0344

MEDICAL RECORDS

To request or upload Records, please visit our website, and download our guide on how to request records.

<https://southcomclinic.tricare.mil/Patient-Resources/Medical-Records>

VIRTUAL PHA FOR ACTIVE DUTY

Please visit the following website for information on how to book a virtual PHA:

<https://southcomclinic.tricare.mil/health-services/virtual-pha>

Part 1 online portion must be completed prior to booking virtual PHA Appointment.

DENTAL

Access all Active-Duty Dental Benefit Information at www.addp-ucci.com

Here you can also download all Dental Forms. Please submit completed forms to the e-mail below.

Usarmy.gordon.medcom-eamc.mbx.southcom-dental@health.mil

INDIVIDUAL MEDICAL READINESS (IMR)

Access the MHS GENESIS Patient Portal and send a message to: *Ft. Gordon SOUTHCOM Medical Records*

Attach Proof of immunization

Subject: INDIVIDUAL MEDICAL READINESS

Body: Please request for your IMR to be updated and include the following. Type of Vaccine, Lot number, Date Administered.