



**DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
IMCOM DIRECTORATE - TRAINING  
1 KARKER STREET, MCGINNIS-WICKAM HALL  
FORT BENNING, GEORGIA 31905-5000**

REPLY TO  
ATTENTION OF  
**AMIM-BEW-A (608)**

**MEMORANDUM FOR Directorate of Family and Morale, Welfare and Recreation,  
ATTN: AMIM-BEW-A, Fort Benning, GA 31905**

**SUBJECT: Minutes of the Fort Benning Garrison Community Activities and Resources  
Exchange Meeting**

- 1. The January Community Activities and Resources Exchange meeting minutes are approved/disapproved.**
- 2. POC: Mr. Leonard Andrews, Program Support Assistant, ACS, DFMWR, 706-626-0824.**

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**ALEXIS RIVERA ESPADA  
COL, AR  
Garrison Commander**

**CF:  
Each Member**



REPLY TO  
ATTENTION OF

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**US ARMY INSTALLATION MANAGEMENT COMMAND**  
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**1 KARKER STREET, MCGINNIS-WICKAM HALL**  
**FORT BENNING, GEORGIA 31905-5000**

AMIM-BEW-A (608)

11 January 2022

MEMORANDUM FOR Garrison Commander, Fort Benning, GA 31905

SUBJECT: Minutes of the Fort Benning Garrison Community Activities and Resources Exchange Meeting

1. The Fort Benning Garrison Community Activities and Resources Exchange (CARE) panel convened at 0930 on 11 January 2022 via Facebook Live from the Army Community Service (ACS) Auditorium, Building 7.

2. Panel Members Present:

COL Alexis Rivera Espada  
Ms. Patricia Lamson-Poeschel  
1LT Gregory Senft  
MAJ Matthew Woods  
Mr. Sam Shinault  
Ms. Heather Bearden  
Ms. Lillie Burns

Garrison Commander  
Deputy, Directorate of Family and MWR  
Executive Officer, DES  
Chief, Clinical Support Division, MACH  
Main Store Manager, AAFES  
Community Director, Villages of Benning  
Store Associate, DeCA

3. The CARE panel and briefers provide valuable information for senior spouses/leaders to share with their units. Today's topic: Community Wellness.

4. Community Forum:

a. Hospital Introduction – Mr. Jarvis Smith briefed that Martin Army Community Hospital (MACH) provides a full measure of Pediatrics, Primary Care, In-Patient, and Outpatient services to the community. Specialty services in MACH fluctuate due to staffing, but through TRICARE Partners, they can provide the needed care for patients. They provide relevant information on their Homepage to empower Families within the community. TRICARE Online (TOL) Web Portal enhances patients' experiences with appointment scheduling, pharmacy refills, and communication with their providers. The Nurse Advice Line is an essential tool for Families to address immediate health care concerns. The Interactive Customer Evaluation (ICE) gathers information on patients' experiences at MACH. MACH addresses ICE concerns within 3 - 5 business days. The Joint Outpatient Experience Survey (JOES) and TRICARE In-Patient Satisfaction Survey (TRISS) provide random feedback for performance improvement and staff recognition on

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positive comments. MACH uses Social Media platforms to communicate and discuss matters with patrons in a general forum. There is no Personally Identifiable Information (PII), or Personal Health Information (PHI) disclosed during this forum. For more information, visit <https://martin.amedd.army.mil/>.

b. Pharmacy Information – MAJ Shawn Bookwalter stated MACH Pharmacy wait time reduced over the past 2 years through hiring actions, revamped workflow processes, and implementation of new Prescription Service Options for patients. Patients that utilize the pre-coordination prescription service options will experience a less than 10-minute wait-time during prescription pick up at the pharmacy. Additional expanded services include ScriptCenter automated pharmacy kiosks and locker systems located in the central atrium of MACH that provides for the secure and controlled pick up of prescriptions and healthcare products 24 hours/7 days a week. GSL Text Messaging sends the patient a text when RXs are ready for pick up. Q-Anywhere enables remote pharmacy check-in for new or renewal prescriptions with real-time updates. There are price changes to TRICARE Pharmacy Service for in-network and non-network pharmacy use. For more information, visit <https://martin.tricare.mil/Health-Services/Pharmacy/>.

c. Medical Records and Third Party Insurance Information – Ms. Regina Holms briefed on accessing and requesting individual medical records through TRICARE Online. Medical Records Department, located in the basement of MACH, processes requests for inpatient, dependents over 18, and a deceased person's medical records. Allow 30-45 days for processing of complete medical records requests. Ms. Kertredia Davis briefed that Other Health Insurance (OHI) is any private or commercial insurance, excluding TRICARE, TRICARE Supplemental plans, and Medicaid. Beneficiaries (excluding active duty Soldiers and newborns) must fully disclose their OHI status and complete a DD Form 2569 OHI verification card annually. OHI may not cover subsistence costs related to inpatient care or co-pays for TRICARE services provided downtown. For more information, visit <https://martin.tricare.mil/Patient-Resources/Patient-Administration/>.

d. Referral Management Information – Ms. Reta Burkhart briefed that MACH's Referral Management section processes referrals entered by providers requesting additional specialty care services for patients. They review referrals based on the capability of needed, timeliness of care, and type of individual medical coverage and determine if referrals may remain within MACH, sent to a TRICARE In-network provider or other military Medical Treatment Facility. Ms. Connie Williams briefed that Humana Military TRICARE had launched a new self-service mobile app that enables patients to search for providers, view claims, and make payments. The Humana app is a resource for beneficiaries seeking medical care after hours or while traveling away from home. Registered Nurses are available 24/7. For more information, call 762-408-2589 or visit <https://martin.tricare.mil/Getting-Care/Appointments-Referrals/>.

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e. Access to Care/Behavioral Health– MAJ Woods briefed that MACH's Medical Health System Goals for Primary Care Acute care appointments remain at 92 percent within 24 hours and 94 percent for follow-up appointments within 7 days. There are three ways to make appointments--book on [www.tricareonline.com](http://www.tricareonline.com)--call the Nurse Advice Line 24/7 for follow-up appointments (1-800-874-2273, Option 1), or call BMACH Appointment Line (762-408-2273) 0700-1600 Monday - Friday (Thursday 0800). LTC Shin briefed access to Behavior Health care through Military Family Life Counselors, Chaplains, Military One Source, Embedded Behavioral Health Consultants, Telemetry, and BMACH Department of Behavioral Health. BMACH Department of Behavioral Health provides active duty, and adult/child dependents care on a walk-in for crisis and appointment. No referral required to access care through TRICARE Telemental Health Service or Military OneSource. For more information, visit <https://martin.tricare.mil/Patient-Resources/Access-to-Care/>.

f. Fort Benning Ready and Resilient (R2) Performance Center - Mr. Matthew Halliday briefed that R2 Performance Center employs 19 Master Resilience Trainers and Performance Experts. These experts provide skills to cope with adversity, adapt to change, and thrive under new conditions. Services are free to Soldiers, DA Civilians, and their Family members, with pre-packaged training offered for individuals or organizations and one-on-one customized training. The R2 Performance Center provides leadership and academic performance skills. For more information, call 706-626-8563.

g. DFMWR Sports and Fitness Center - Ms. Lori Smith briefed Fort Benning's Sports, Fitness, and Aquatics. Smith Fitness Center offers a variety of fitness activities and 24/7 access. Audie Murphy, Kefurt, and Whittington Fitness centers operate as functional fitness centers for vaccinated-only patrons. Santiago Fitness center, located on Sand Hill, offers traditional equipment with a basketball court. Smith and Bryant Wells offer indoor pools, with Bryant Wells operating primarily as mission swim. Breezeway and Carey outdoor pools are open only during the summer season due to limited lifeguard staffing. They host the Commander's Cup program for active-duty Soldiers and units, along with the 5K running series available to everyone. For more information, call 706-527-2393 and visit <https://benning.armymwr.com/categories/sports-and-fitness>.

## 5. Panel Updates:

a. Directorate of Emergency Services (DES) – 1LT Gregory Senft briefed that DES conducted 419 total traffic stops during December, resulting in 295 issued citations. He reported increased gang related violence occurring on the post and surrounding areas and advised caution during late-night outings. He highlighted the Cooper color code and threat assessment developed by LTC t. Col Jeff Cooper, Marine Corps retired. The system includes four stages or colors that denote a person's mental state during a dangerous event. The sequence of these colors or levels of awareness are white, yellow, orange, and

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red. Each represents a process and can enable a positive or negative outcome depending on its application to the circumstances. For more information, visit <https://benning.army.mil/Garrison/DES/>.

b. Martin Army Community Hospital (MACH) – CPT Darnell Mauricio briefed the Military Health System (MHS) transformation to MHS GENESIS Electronic Health Record System. This system will replace the beneficiaries' legacy medical records and provide global access to their inpatient and outpatient records. Beneficiaries must create a premium account in TOL to access the Patient portal in MHS GENESIS. For more information, visit <https://martin.amedd.army.mil/>.

c. Villages of Benning – Ms. Heather Bearden briefed Christmas tree disposals are collected during weekly bulk trash pickup. The annual CEL Survey begins 11 January to analyze services provided to military Families. It is highly encouraged that all Families complete their surveys to voice their opinions. Villages of Benning is hosting a 2022 Slam Dunk event with sporting events and games on 14 January. Self-Help moved to Edwards Street in Building 280. She reiterated to change air filters monthly, and that free filters are available upon request. When there is a freeze warning, they recommend setting your heat to auto with a preferred temperature of 65 to 68 degrees. For more information, visit <https://villagesofbenning.com/>.

d. Commissary – Ms. Lillie Burns stated the Commissary offers more opportunities to save in January with special in-store promotions and coupons. Applications are now open for the Scholarships for Military Children Program for 2022 - 2023. Application deadline is 17 February. Save money when buying Commissary store brands to include an assortment of items. Commissary hours for the Martin Luther King holiday is 0900 - 1700, 17 February. For more information, visit <https://www.commissaries.com>.

e. Army & Air Force Exchange Service (AAFES) Mr. Sam Shinault briefed that AAFES stores are participating in the Family Fitness Lifestyle Campaign for January. AAFES hours will curtail during January due to ongoing inventories. The AAFES Main Store closes 24 January for stocks inventories. For more information, visit <https://www.facebook.com/FortBenningExchange/>.

f. Directorate of Family and Morale, Welfare and Recreation (DFMWR) – Ms. Patricia Lamson-Poeschel briefed the upcoming A Better Benning Army Family Action Plan (AFAP) Forum tentatively scheduled for February 2022. This forum provides an opportunity to collect the community's collective voice and ideas for streamlining processes and presentation to senior military leadership on current concerns, to prioritize critical issues, work resolutions, and give updates on the progress of matters submitted affecting Benning's quality of life. For more information of upcoming events, visit <https://www.benning.armymwr.com>.

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g. Garrison Commander- COL Rivera thanked everyone for attending today's CARE meeting.

6. For more information, see CARE slides on the MWR Website at <https://benning.armymwr.com/programs/care-community-activities-resource-exchange>.

7. Meeting adjourned at 1035. The next CARE meeting is 1 February at 0930.

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LEONARD ANDREWS  
Program Support Assistant

CF: Panel members