



Information Leadership Networking Connection

LINC Notes

May 2022



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1. ARMY COMMUNITY SERVICE (ACS)

ACS Director:

(334) 255-9888

- Check out the virtual SFRG on the Army Family Web Portal. This is your source for great information, updates, and happenings: <https://vsfrg.armyfamilywebportal.com/>
- DYK? – The Army Community Service still offers Spousal Employment Readiness services through our ACS Specialists in room 177 and 373.
- One of several reasons people cite for not getting hired is - gaps in their résumé. Consider volunteering with any agency or entity on the installation to fill that gap. See ACS Specialists for help getting signed up!
- Successful Army living starts with Army Community Service.

Army Emergency Relief:

(334) 255-2341

After Hours Military American Red Cross

(877) 272-7337

You can make a difference in a Soldier's, Family Members or Survivor's life!

Do you know an Active Duty or Retired Army Family who is struggling with the cost of special needs equipment, not covered by Tricare? **Did you know?** AER assistance may be available for the purchase of special equipment such as prosthetic devices, orthotics, respirators, daily living aids, vision aids, communication or education aids, safety aids, walking aids, wheeled mobility aids, or lift modifications for transport vehicles. Contact AER for more information at 334-255-2341.

Army Emergency Relief provides no interest loans and in certain circumstances grants for Active Duty and Retired Soldiers, their Family members and Survivors of the Fallen experiencing unexpected financial hardship. Broad categories of assistance include: emergency travel, vehicle repair, rent, utilities, medical/dental expenses, funerals, minor home repairs, repair or replacement of stove, refrigerators, washer and/or dryer for primary home, basic furniture needs, food and gas.

- Additional information on AER assistance for emergency situations or for the AER scholarship application process, may be obtained by contacting AER at 334.255.2341.

Army Volunteer Corps: Now located with DHR, 2nd floor, bldg. 5700!

(334) 255-3318

- Volunteers are reminded to use the **AFWP VMIS** to register their hours!

Employment Readiness Program:

(334) 255-3161/3735/9639

- Are you “searching” for meaningful employment but just can’t seem to crack the hiring code to get that job? Perhaps you’re unsure about the quality of your professional résumé, cover letter, or interviewing skills. The Employment Readiness Program (ERP) can serve as your catalyst for landing the job that you want at the pay you deserve!

- For more information on the program contact an ACS Specialist at (334) 255-3161/3765/9639.

Information and Referral Program:

(334) 255-3161/3670



Exceptional Family Member Program: (ACS) (334) 255-9277/3643 and (Medical EFMP) (334) 255-7431

- The Exceptional Family Member Program (EFMP) is a mandatory enrollment program that works with other military and civilian agencies to provide comprehensive and coordinated medical care, special education, community support, and personal services to families with special needs.

An exceptional family member is a family member, child or adult, with any physical, emotional, developmental, or intellectual disability that requires special treatment, therapy, education, training or counseling.

- Enrollment allows the assignment managers at Army personnel agencies to consider the documented medical and special education needs of exceptional family members in the assignment process. When possible, soldiers are assigned to an area where the medical and special education needs of their exceptional family member can be met.

FAP-Family Advocacy Program:

(334) 255-3246

Victim Advocates: 24/7- HotLine: (334) 379-7947

- **Domestic Violence/Victim Advocacy Program**
- **Family Advocacy Program Classes:** Active Parenting/Cooperative Parenting and Divorce/Anger Management/Stress Management/ contact the Family Advocacy Program at 334-255-3898.

New Parent's Support Program:

- **Mom & Me, Dad Too! Playgroup**-Monday 0930-1100, Bldg 8946- ages birth to 16 months
- **Tot Time Playgroup**-Wednesday 0930-1100, Bldg 8946-ages 17 to 36 months

For assistance or questions about the New Parent Support Program, contact NPSP at 334-255-9647, 334-255-9805 or 334-255- 3359

Financial Readiness (FRP):

(334) 255-9631/3765

You have the power to gain Financial Freedom – it is up to you to learn about and work for it! No better date to start than today!

* The Financial Readiness Program, in the Soldier Service Center (Room 350) offers:

- Free Credit Analysis and CARFAXs.
- Tips for developing a working spending plan and alleviating debt
- Blended Retirement System touchpoint consulting/counseling.
- Investing through the Thrift Savings Plan or thinking of purchasing a home? Let a financial

counselor answer questions you may have. To schedule an appointment, please call (334) 255-9631

- HQDA has established a mandatory *Financial Readiness Common Military Training for Soldiers*.

Financial milestones occur throughout Military careers and having up-to-date relevant financial tools to address those touchpoints are the key to financial well-being. The Fort Rucker ACS FRP program is here to provide this essential training to include PCS move, Vesting in TSP, TSP Continuation Pay, Promotion, Marriage, Birth/adoption, Disabling Conditions, Divorce, and Pre/Post Deployment. Soldiers will receive a certificate of completion required for upload into their DTMS individual training record.

Relocation Readiness Program:

(334) 255-3735

May 20, 2022: Newcomers Welcome: Newcomers Welcome will no longer be available online as we have transitioned back to the live event at the Landing. Newcomer's is held the 3rd Friday of every month with the exception being December. There is no Newcomer's for December because of the holiday EXODUS. For more information, please call the Relocation Readiness Program at (334) 255-3735

Survivor Outreach Services (SOS) –Support Coordinator/ACS Specialist (334) 255-9639/ (334) 226-0979

- If you're a surviving Family member, **Survivor Outreach Services (SOS)** offers you access to support, information, and services, closest to where you live, when you need it and for as long as you need it.
- Survivor Outreach Services is part of the Army Casualty Continuum of Care. It's designed to provide long-term support to surviving Families of Fallen Soldiers. Our goal is to reassure Survivors that they remain valued members of the Army Family.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Twitter: @fortruckeracs

Webpage: <https://rucker.armymwr.com/us/rucker/programs/army-community-service>

Facebook: <https://www.facebook.com/pages/Fort-Rucker-Army-Community-Service/323789580072>

Instagram: fortruckeracs

2. CHILD & YOUTH SERVICES

Child & Youth Services Director

(334) 255-2375

School Liaison Officer

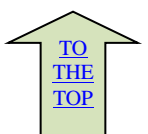
(334) 255-9812

- **Parent Central Services** is open Monday – Friday, 7:30 a.m. – 4:30 p.m. (334) 255-9638
- **The Child Development Center** is open Monday – Friday, 5:30 a.m. – 6:00 p.m. Hourly and Part-day programs are not available at this time. For more information please call the CDC at **255-2262**.
- **The School Age Center** is open for Before/After School Care. Hours of operations are 0530-1800. Hourly Care is not available at this time. For more information call the SAC at **255-9108**.
- **The Youth Center** offering **FREE After School Open Recreation** during the school year: Monday-Thursday 2:30-7:00pm, Friday 2:30-10:30pm. The 1st Tuesday of each month Open Rec opens at 1:30pm. This **FREE** Program is for youth age 11 **and** in the 6th grade -12th grade. Open Recreation is offered the 1st Saturday of each month 1:00–9:00 p.m. . **Youth must be a registered CYS patron to use the facility.** Call **255-2260/2271** for more information.
- **Instructional classes (SKIES)** Ongoing for Gymnastics, and Music (Piano, and Guitar). Registration is NOW OPEN on WebTrac and/or Parent Central Services.
- **Youth Fitness Center, Building 8950**, open, limit to 5 participants at a time and offers Functional Fitness program. Hours of operation are Monday - Thursday 1600 – 1800. COVID 19 guidelines will be followed throughout the facility. For more information call Youth Sports at **255-2254/9105**.
 1. **Youth Functional Fitness** – Extreme Strength & Conditioning: **FREE \$\$** for ages 8-18yrs old Monday-Friday 1500-1700
 2. **Home School PE**: FREE program offered every Wednesday from 9:00-9:55 for 6-10 year olds and 10:00 -11:00 for 11-12 year olds. Location: Bldg. 8950 on 7th Avenue (weather permitting-if not then in the Youth Center Gym, Bldg. 2800 on 7th Ave. Changes will be sent to your email prior to Homeschool and posted on CYS Rucker Facebook and the Homeschool Facebook page. Must register at Parent Central Services..
 3. **Home School Classes**: Tuesday and Thursday 0900-1000 Location: Bldg. 8950 on 7th Avenue. Must register at Parent Central Services.
 4. Spring Outdoor Sports are currently on-going. Volunteer coaches are needed for our upcoming sports. **Please call Youth Sports at 255-2254/9105 or stop by 8950 7th Avenue, Fort Rucker, AL if interested in coaching.**
- CYS bus transportation from Enterprise Schools is on-going. Please visit Parent Central Services, School Age Center, or the Youth Center to complete bus registration packet. Space is available on a first come first serve basis. All children and youth must register for bus transportation annually.

School Liaison:

(334) 255-9812

- Army Emergency Relief Program Home School and Remote Education Assistance Program is ongoing. Assistance for costs associated with traditional full-time home school education and remote education during COVID-19. Please see the flyer provided and for more information, please visit: www.ARMYEMERGENCYRELIEF.ORG
- The Military Child Education Coalition has designed an interactive tool, SchoolQuest, specially designed to support highly mobile military families and students. Making the best choices for your student before, during and after a PCS move increases the chance of academic success and social well being. Check out SchoolQuest at www.militarychild.org to help you manage an upcoming school transition.
- Tutor.com provides military affiliated learners of all ages with free online live tutoring, 24/7, throughout the year. Also, SAT/ACT test preparation with practice problems, drills and video lessons. For free tutoring and so much more, please visit www.tutor.com/military.
- If you are new or you know someone new to the Ft. Rucker community, please know that I will gladly arrange school tours before deciding where you'd like to live. Please contact me to better assist in making the school district of choice decision.



3. DEFENSE COMMISSARY AGENCY (FT RUCKER COMMISSARY): (334) 255-6671 EXT. 3300
Assistant Commissary Officer: (334) 255-6671 EXT. 3302

The following patrons have priority shopping during the first hour of operation Tuesday-Saturday (0900-1000).
Regular Hours 1000-1900: Sunday No Priority Shopping (1000-1700)

- Military in Uniform
- 62 Years or Older
- Immunocompromised
- Disabled
- Spouses of Deployed Soldiers with Young Children

✓ Click2Go – Online Shopping 24/7 up to 6 days ahead. NO SERVICE FEE. Pickup days and time are Tuesday-Friday 1100-1730

✓ Come Visit your Ft. Rucker grab-n-go Dietitian Approved Fueling Station which has been developed to demonstrate that the commissary is a great destination for an alternative to fast food where we provide quick meals and snacks that are also dietitian-approved.

4. DIRECTORATE OF PUBLIC WORKS / CORVIAS: (334) 255-2984 / (440) 8988/8992/8990

FOR ADDITIONAL INFORMATION:
Click the hyperlinks

Webpage: <https://rucker.corviaspm.com/>
Scholarship Information: <http://corviasfoundation.org/>

5. DIRECTORATE OF PUBLIC SAFETY

Director/Provost Marshal for Directorate of Public Safety (DPS): (334) 255-2511
Deputy Director, DPS (334) 255-0405
Provost Sergeant Major, DPS (334) 255-1922

Alligator Safety

Protect Yourself in Alabama Waters including Fort Rucker

You can prevent unpleasant encounters by following our tips:

Leave alligators alone. Alligators are shy and usually avoid human contact.

Pay attention. Keep an eye on your surroundings near fresh or brackish waters. Avoid vegetation-filled areas of rivers, lakes, and other bodies of water.

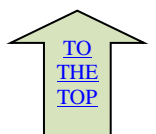
Do not feed alligators. Feeding alligators is illegal. Alligators that are fed will come to associate humans with food and will lose their natural fear. Do not discard fish scraps in the water at fish camps or boat ramps—you will unintentionally feed alligators.

Follow directions on signs. Do not swim outside of posted swimming areas.

Swim during daylight hours only. Alligators are most active at night.

Stay with children. Never allow small children to play unattended near water. Keep an eye on your pets. Dogs are in more danger from alligators than humans, because they resemble the reptiles' natural prey. Do not let your dog swim in waters where you know alligators live.

Remember the odds. You are more likely to be struck by lightning than attacked by an alligator.



- **29 April - 12 May and 13 – 26 May:** PX Firearms Savings Events
- **26 April – 5 May:** PX Mother's Day Gift Basket Giveaway. Enter to win one (1) of three (3) gift baskets filled with goodies. Drawing held on 6 May 2022.
- **Until 8 May** – Shop our Mother's Day Gift Guidebook in-store and online at shopmyexchange.com.
- **5 May** - Class Six Cinco de Mayo Fiesta from 1300 – 1800.
 - Tequila & Corona Seltzer Tasting from 1300 -1700.
 - Huey's Walking Taco Food Truck will be onsite from 1600 – 1800.
- **6 May** – “Show Us Your Military Star Card Receipt” (name & number must be written on receipt) for a chance to win Centenario Gold Tequila 750ml at the Mini Mall Express. Must be 21 to enter.
- **13 May** – Enter to Win Free Hunt Brothers Pizza (one (1) of three (3) winners) – must ask associate for entry form at the Mini Mall Express.
- **20 May** – Rancho Gloria Margarita Tasting from 1500 – 1700 at the Mini Mall Express
- **1 – 23 May** – PX Cutest Pet Facebook Photo Contest. Win a \$25 Exchange gift card with the most “likes”!
- **21 May** – PX Pet Expo: Join us for door prizes and giveaways, shop on-site vendors and watch a Military Police K9 demo from 1100 -1300! S.O.S. Adopt-a-Pet Photo Board: Take a glimpse of your new pet! Pictures of cats and dogs available for adoption.
- **1 – 31 May** - AAFES Patriot Pet Photo Contest. Win up to \$500 Exchange gift cards! Submit your pet's photo entry at shopmyexchange.com/sweepstakes.
- **30 May (Memorial Day)** PX holiday hours: 1030-1800.
- **Advanced Tabloids & Sales Flyers:** Find low prices and great deals in our Digital Ads by clicking here: shopmyexchange.com.
- **We're Hiring!** If you know of anyone who is interested in a fun job in a safe on-post environment serving the greatest customers in the world, please let them know to apply at www.applymyexchange.com. Positions starting at \$15 per hour plus benefits!
- **Tax Season is here!** The Exchange is helping make the filing season less taxing by working with *H&R Block* to provide tax preparation services to military members at a 10% discount. Visit the Mini Mall location at the corner of Andrews and Dustoff in building 6600 or call (334) 406-7994 for an appointment. Open Mon – Fri 0900 - 1800hrs and Sat 0900 -1600hrs
- **Tax Free Shopping, Military Exclusive Pricing, and Military Star Card Rewards:**
 - **Tax Free** - On top of already great deals on clothing, electronics and more.
 - **Military Exclusive Pricing** - Military-exclusive pricing offered only to members of the military community.
 - **Military Star Card Rewards**
 - Support MWR with every purchase
 - Save 10% on food purchases at Exchange restaurants
 - Save 5% on fuel at the Exchange
 - Earn 2 points for every \$1 spent on installation and online
 - FREE shipping with online purchases
- **You Made the Grade Program:**
 - **Exchange Rewards High-Achieving Military Students** - For military children at Fort Rucker, good grades can earn great rewards and a chance at an Exchange Gift Card thanks to the Army & Air Force Exchange Service's You Made the Grade the program.
- **Main Exchange, Food Court and Mall Renovations Update:**
 - Subway and Popeye's work is in progress.

- Work in the upper portion of the Main Store is underway. As with the Four Seasons, the work will be done in phases to allow for maximum customer access to merchandise and services. This necessitates some shuffling of fixtures and merchandise, and we apologize for any shopping headaches this may cause.
- The Four Seasons entrance is nearing completion and the main/front entrance will be next, please monitor our Facebook page for updates.
- Thank you for your understanding and support during this major undertaking! We appreciate you!

- The Fort Rucker Exchange **BE FIT** program's holistic approach to health and well-being includes wellness services such as Optical and optometry services to help make life better for the community.
- **Anyone Can Dine**, everyone is eligible to dine our Exchange restaurants. Our food court offers Starbucks, Charley's Grilled Subs, and Qdoba. Burger King is conveniently located across the street from the PX.
- **Helping those in need is always in season!** Exchange shoppers can support military relief funds all year round by donating to **Army Emergency Relief** or the **Air Force Assistance Fund** on-line.
 - Shoppers have the option to donate in increments of **\$1, \$5 and \$10** or can enter in a custom amount. Online donations can be made in \$5 increments during checkout at shopmyexchange.com.
- **It Matters Where You Shop:** The Fort Rucker Exchange contributed **\$1,542,692.13** in earnings directly to the Fort Rucker MWR and their critical military Quality-of-Life programs in 2020.
- **Advanced Tabloids & Sales Flyers** – Find low prices and great deals here in these Digital Ads by clicking here: shopmyexchange.com.

FOR ADDITIONAL INFORMATION:
Click the hyperlinks

Webpage: www.shopmyexchange.com
Facebook: www.facebook.com/ruckerexchange

7. DIRECTORATE OF FAMILY AND MORALE, WELFARE AND RECREATION: (334) 255-2100

Derby Day @ the Clubhouse

Come celebrate the Kentucky Derby at the Riding Stables Saturday May 7th starting at 1:30pm. It's Derby Day at the clubhouse! Races on the big screen, food, drinks and fancy fun! Get creative with your fun, fancy or crazy derby day hat and enjoy an exciting day at the Riding Stables. Party is from 1:30 until 6:30 and the Kentucky Derby Race kicks off at 5:50pm. For more info, call the Riding Stables at 334-255-0021

Dash & Splash 5K

Come out for a morning of family fun and fitness! 5K run or walk with an exciting day at the lake to follow. All activities will be at West Beach Lake Tholocco swimming area, and all finishers will receive a medal. Choose your own 5K finish line or jump into the lake for your finish. Register FREE at either PFC. T-Shirt option also available for \$10 at PFC. It's the Splash & Dash 5K May 21st at 8:30am. For more info, call 255-2296/1951

Day At The Lake

Come out and Kick off the Summer Swimming Season at Lake Tholocco at Day at The Lake May 21st on West Beach! There will be FREE Hotdogs and Ice cream while supplies last, and paddleboards, canoes and kayaks will be available for rent. Tons of fun for the whole family at Day at the Lake Saturday May 21st on Lake Tholocco at West Beach. For more info, call 255-4305

2022 Swim-Bike-Run Triathlon

Get ready for the 2022 Fort Rucker Triathlon Saturday June 18th. This event is open to the public with proper gate access. Cash prizes for top overall finishes and top relay team to cross the finish line. Registration is now



open and available for individuals and teams. Stop by or contact either PFC for more information. 255-2296/1951/3794

Spring Job Fair

Great Jobs, Great People! Come see what its all about at the Fort Rucker MWR Job Fair Wednesday May 18th from 3:00pm-6:00pm at The Landing Ballroom on Fort Rucker. For Job Fair Info, Gate Access and additional information visit our website or check out the link on our Facebook page, or call 255-9801.

-Connect with MWR Today Via Social Media or our Website, Links for both are Below-

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.rucker.armymwr.com

Facebook: <https://www.facebook.com/fruckermwr>

8. FORT RUCKER COMMUNITY SPOUSES CLUB:

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.fortruckercsc.com

Email: presidentfrcsc@gmail.com

9. LEGAL ASSISTANCE OFFICE – OFFICE OF THE STAFF JUDGE ADVOCATE (334) 255-3482

Located in Building 5700 (Soldier Service Center), Suite 320

Open: M,T,W,F 0830-1630, Th 1300-1630 (closed Federal Holidays and DONSA's)

1. Did you know? *The Legal Assistance Office provides one-on-one legal advice to individual Service members, Dependents, and Retirees!*

a. This service is provided by licensed attorneys.

b. Best of all, legal assistance is FREE and CONFIDENTIAL (with very few exceptions)!

2. Legal Assistance - Come see us! We see clients on a walk-in basis for Notarizations, Bills of Sale, Powers of Attorney, and Sworn Statements, but any other consultation requires an appointment. Call 334-255-3482 today!

a. Our office helps entitled personnel with personal legal matters, such as legal representation for Wills, Living Wills/Durable Healthcare Powers of Attorney, Servicemembers' Civil Relief Act, GOMORs, FLIPLs, as well as general legal assistance regarding Real Estate, Landlord/Tenant issues, Adoption, Divorce, Contracts, Debt Collection, Taxes, Claims and many other topics!

b. Our paralegals and legal assistants help with Notarizations, Bills of Sale, Powers of Attorney, and Sworn Statements.

3. Help us eliminate the Barracks Lawyer! Do you get your legal advice from random people on Facebook? Do you know that Soldier who claims to know everything about the law? Or would you rather ask a licensed JAG attorney?

a. Go to <https://www.facebook.com/RuckerLAO> and like our page.

b. Additionally, the page is frequently updated with useful legal information and resources.

4. Claims Office

a. Did you recently PCS? Were some of your household goods damaged? Did you know the Army has consolidated all personnel claims processing at Fort Knox?

b. Contact the Army's new Center for Personnel Claims Support (CPCS) at (502) 626-3000 to seek reimbursement for your damaged items.

c. Remember, transferring your claim on the DPS website does not allow CPCS to view it. You must also call CPCS!

5. Special Victim Counsel (SVC)

a. Are you a victim of sexual assault? If so, contact our SVC at 703-347-4297.

i. Purpose of SVC Program is to provide zealous advocacy for the victims of sexual assaults throughout the Military Justice process.



- ii. As a victim, you are **entitled to certain services and protections**. An SVC is YOUR attorney that can guide you through the entire process, from reporting to court-martial and beyond!
- b. Services Provided:
- i. Legal consultation regarding potential collateral misconduct;
 - ii. Legal consultation regarding the Victim Witness Assistance Program;
 - iii. Legal consultation regarding SARC and VA;
 - v. Legal consultation regarding the military justice system;
 - vi. Accompanying the victim to military prosecution proceedings;
 - vii. Assistance in obtaining emotional and mental health services; and
 - viii. Legal consultation and assistance regarding traditional legal assistance and MPO/CPOs.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <http://www.rucker.army.mil/sja/clientservices/>

Email: <https://www.facebook.com/RuckerLAO>

10. LYSTER ARMY HEALTH CLINIC:

(334) 255-7359

Lyster Patient Appointment System

(800) 261-7193

Tricare Online: www.tricareonline.com

Military Health System (MHS) Nurse Advice Line: 1-800-TRICARE (874-2273)

Lyster Website: <https://lyster.tricare.mil/>

Lyster Facebook page: <https://www.facebook.com/LysterArmyHealthClinic/>

Upcoming Closures/Adjusted Hours:

18 May: 3rd Wednesday Training Day, Closing at 1200

30 May: Memorial Day Holiday, Closed

Prior to Entering Clinic: We remind everyone of the importance of Reporting All Symptoms prior to entering the clinic. During the screening process prior to entering the clinic, staff will ensure you have a mask on and then ask if you are experiencing any COVID-like symptom(s) or if you have been exposed to someone positive. It is your duty to report any symptom or exposure at the time of screening. We are in a fight to stop the spread of COVID; we all play a role in ending this pandemic. Please be honest with your symptoms so we can best direct your care to the appropriate clinic (Primary Care Clinic, COVID Clinic, or Virtual/Telehealth Appointment). If you fail to disclose COVID-like symptoms or exposure, you could lose access to care at Lyster. COVID-like symptoms include: Fever or Chills, Cough, Shortness of Breath or Difficulty Breathing, Fatigue, Muscle or Body Aches, Headache, New Loss of Taste or Smell, Sore Throat, Congestion or Runny Nose, Nausea or Vomiting, Diarrhea. If you are experiencing a COVID like symptom, we encourage you to call the clinic prior to coming to an already scheduled appointment (such as well baby, routine health appointment, etc.) Lyster Army Health Clinic Appointment Line 800-261-7193. TRICARE Nurse Advice Line (NAL) at 800-874-2273. The COVID Clinic is located at Lyster. An appointment is required to be seen in the COVID Clinic, you will receive instructions on how to access the clinic if required to be seen there. You do not enter the COVID Clinic through the front clinic entrance. The COVID Clinic is located on the left side entrance/near Behavior Health/MRI.

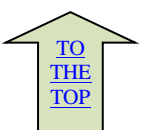
Know Before You Go:

To ensure our Service Members do not experience out of pocket expenses when utilizing off post medical care – Know Before You Go.

If you get care without seeing your PCM first, you may be responsible to pay for the care out-of-pocket.

- Routine COVID-19 test as a preventive service for any TRICARE beneficiary is NOT a covered benefit.
- **COVID-19 Testing off post requires a referral and authorization for Service Members.**

Referrals and Authorization for Active Duty Service Members:



- You need a referral from your primary care manager (PCM) for any care he/she doesn't provide. This includes urgent, routine, preventive, and specialty care services.
- Your PCM works with your regional contractor for the referral and authorization.
- Your regional contractor will try to refer you to a military hospital or clinic first. If not available, you're referred to a network provider (in your region).

Emergencies, and after hours care: For life, limb, or eyesight Call 911 or go to the nearest Emergency Room. For Active Duty pre-authorization to Urgent Care Centers, please call the TRICARE Nurse Advice Line (NAL) at 800-874-2273.

Contact the MHS Nurse Advice Line for care advice at any hour or day of the week. We can assist you in finding local care services as necessary. The MHS Nurse Advice Line is available 24/7 by phone, web chat, and video chat. <https://tricare.mil/ContactUs/CallUs/NAL>

COVID Vaccinations: COVID-19 Moderna vaccinations including boosters are available to Active Duty, DoD civilians, and TRICARE beneficiaries ages 18 and over. Schedule online at <https://informatics-stage.health.mil/LysterCOVIDApp/>

Beneficiaries can also visit vaccines.gov to find a COVID-19 vaccine within the local community.

USPS Free At-Home COVID Tests: Residential households in the U.S. can order one set of #4 free at-home tests from USPS.com. Visit <https://www.covidtests.gov/> to learn more.

COVID Vaccination Card: Lost your Vaccine Card and need proof of vaccination? Print your record from TRICARE Online or MEDPROS!

TRICARE online: Click on Health Record, then Immunizations. Select “Download/Share my data” and open pdf file to print.

MEDPROS: Click for Electronic Immunization Record, COVID vaccine does not show on Immunization Dashboard.

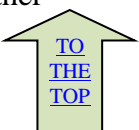
Become a Patient and Family Partnership Council Member: Patient and Family Partnership Council members provide a voice that represents all patients and families of patients who receive care at Lyster Army Health Clinic. They partner with clinic doctors, nurses, and administrators to help improve the quality of our clinic’s care for all patients and families.

A patient and family partnership council member is someone who:

- Wants to help improve the quality of our clinic’s care for all patients and family members.
- Gives feedback to the clinic based on his or her own experiences as a patient or family member.
- Helps us plan changes to improve how we take care of patients.
- Works with the clinic for either short or long term commitments, depending on the project.
- Volunteers his or her time usually at least 1 hour and not more than 4 hours a month.
- Listen and share their opinions respectfully.
- Think about ways to improve health care.
- Work well with others.

Committee Members are composed of Active Duty, Family Members, Retirees, and TRICARE for Life members. For more information about becoming an advisor, please contact the Patient Advocate in room E113 near the Coffee Zone or call 334-255-7229 or email usarmy.rucker.medcom-lahc.list.patient-rep@mail.mil

Yellow Card: Please remember to bring your Yellow Card and present it when utilizing all clinic services including pharmacy pick up. For the convenience of our Beneficiaries, the latest version of the Lyster Yellow card is now a “Family Friendly” Card that lists all family members on the back of the card that have a completed DD2569 Form. See your clinic staff, pharmacy staff, or contact Lyster’s Third Party Collection in the Resource Management Division to receive your Yellow Card. Completion of a DD2569 Form is an annual regulatory requirement that each beneficiary (except Active Component) must complete. You do not have to fill out a DD2569 each visit. If you do not bring your current Yellow Card, you will be asked to complete another



DD2569 form, so please bring your card to all clinic visits including pharmacy pick up. Any questions please call Third Party Collection at (334) 255-7139/7689/7241. The team is happy to assist.

Educational and Developmental Intervention Services (EDIS): Why would a family need EDIS?

- Your baby starts learning the day he or she is born. This learning happens through everyday activities and interactions, such as getting dressed, eating meals, playing with toys and being part of family activities.
- During the first three years, your baby will learn many important skills needed for future learning and getting ready for school
- Every child learns differently. Some will reach certain milestones faster than others. Some will need a little help.
- Because you know your child best, you might notice that he or she is growing or developing differently than other children the same age.
- If you have questions, concerns or think your baby needs a little help to learn, it is very important to ask for it as early as possible to be sure your baby has the best outcome and is better prepared for school.

Who is eligible?

The Army EDIS provides early intervention services to military families in the Department of Defense (DoD) who:

- Have a child less than three years of age who has a developmental delay or a diagnosed medical condition that places the child at high risk for developmental delay.
- Live on a military installation in the United States with a Department of Defense Education Activity (DoDEA) elementary school.

What services does EDIS provide?

- Developmental Screenings to assist you with determining if your child is meeting his/her developmental milestones.
- Developmental Evaluations to determine if your child has delays in development and is eligible for early intervention services (EDIS).
- Individualized Family Service Plan (IFSP) for eligible children to identify your goals and needs with regard to your child's development.
- Early Intervention Services to support you with reaching the goals you have for your child and family.
- Transition assistance to help you and your child move on to another program if needed as he/she turns three years of age. Or to help you access services at your next duty location.

Where are services delivered?

- Services are provided in the natural environment (on post children and families only). The natural environment includes home visits, the base Child Development Center (CDC), playgrounds on base, base library New Parent Support Program (NPSP) playgroups, and at the EDIS office at LAHC. We have other hybrid services that include telephone and email.

How do families access services?

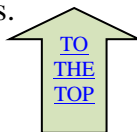
- Families may request developmental screening or evaluations directly from EDIS.
- Health care providers in military treatment facilities (MTF) may refer families directly to EDIS.
- All services the Army EDIS teams provide are free of charge to eligible families.
- **Fort Rucker Educational and Developmental Intervention Services (334)255-7237 or email**

usarmy.rucker.medcom-lahc.list.edis@mail.mil

Pharmacy: How to Initiate Getting Your *NEW* Prescriptions Filled at Your Lyster Pharmacy

Because prescription labels do not print automatically when a prescription is sent by your doctor, you will need to let us know that you have a medication that needs to be filled by completing a Drop-Off Pharmacy Form.

The form notifies us to fill the prescription, you have the following options available to initiate that process.



1. You may visit the clinic and fill out a Pharmacy Drop-Off Form. This is the only option for physical/hard copy prescriptions.

2. Fill out the form & submit through <https://app.tolsecuremessaging.com>

If using Secure Messaging, <https://app.tolsecuremessaging.com>

Complete the form, save to your device or take a photo of the completed form, and then upload, using the paperclip icon after you start “Compose a Message”.

Note: “Pharmacy New Prescription Drop-Off” must be added to your Provider list to send your request to the pharmacy, same as messaging your PCM.

If you need assistance setting up your TOL or Secure Messaging, please contact the 24/7 Customer Service at 866-309-4138. Once your account is set up, if you have additional questions you can also reach out Lyster Patient Educator at 334-255-7038.

Call the pharmacy at: (334) 255-7178 and (334) 255-7175, regarding questions about your prescriptions/medications.

Park and Pick Up times are 0730-1615, Monday through Friday, except on 3rd Wednesday Training Days (0730-1200)

Prescriptions/drop off forms are accepted 0730-1530, Monday through Friday.

Additional Pharmacy Options:

Did you know TRICARE offers Pharmacy Home Delivery?

- Get up to a 90-day supply of most maintenance drugs
- Never leave the comfort of your home

How to Switch to Home Delivery:

- Ask your military pharmacist to transfer your prescription to home delivery.
- Call 1-877-363-1303 and have your prescription bottle ready.
- Transfer an existing prescription using the Express Scripts mobile app.
- Switch online at <https://militaryrx.express-scripts.com/home-delivery>.
- Ask your doctor to submit your prescription electronically (e-Prescribe).
- Download and follow instructions on the Home Delivery Order Form to mail your prescription: <https://militaryrx.express-scripts.com/home-delivery>.

Another option for RX, You can visit a TRICARE retail network pharmacy. There are more than 56,000 locations in the U.S. and U.S. Territories.

Costs may be incurred with home delivery or network pharmacies. Learn more at <https://www.tricare.mil/CoveredServices/Pharmacy/FillPrescriptions>

Pharmacy Kiosk: Check-in kiosk to serve Active Duty and patients seen in the clinic for acute appointments. This kiosk will help streamline work processes, improve patient satisfaction, and reduce wait times.





	Generic Formulary Copayment	Brand-Name Formulary Copayment	Non-Formulary Copayment	Non-Covered
Military Pharmacy (90 Day Supply)	\$0	\$0	Generally not available without medical necessity.	Not Available
TRICARE Pharmacy Home Delivery (90 Day Supply)	\$12	\$34	\$68	Not Available
Retail Network (30 Day Supply)	\$14	\$38*	\$68*	Full Cost

Active duty service members have a \$0 copay for covered drugs at any pharmacy.

* For all beneficiaries except active duty service members, select brand-name maintenance medications (taken for long-term conditions) may only be filled twice at retail and then must be filled via home delivery or military pharmacy.

TRICARE.mil/costs

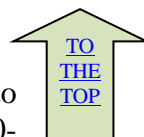


Nutrition Clinic Metabolism Testing: Your metabolism is the amount of calories you use each day. It is unique to you and determines how many calories your body needs to consume each day at rest. Knowing your metabolic rate along with your daily calorie intake from food and beverages along with calories used from activities can help you be more successful at controlling your weight. Contact Nutrition Care Service 334-255-7986 for more information.

Fit For Performance Weight Control Program: The program is a comprehensive, weight management program focusing on behavior, nutrition, and physical activity that help you learn how to make healthy, permanent diet and activity changes to achieve and maintain a healthy weight. The program consist of four weekly sessions offered to active duty Soldiers, retirees, and their family members. Contact Nutrition Care Service 334-255-7986 for more information.

Heart Healthy Prevention and Education Program: A program designed to help improve high cholesterol and high blood pressure. Classes are offered each month for Active Duty Soldiers, Retirees, and their Family Members. Class topics include what is cholesterol, LDL, HDL, triglycerides and high blood pressure. The program also offers more in depth focus on prevention of heart disease, heart attacks, strokes and peripheral vascular disease. Contact Nutrition Care Service 334-255-7986 for more information

Virtual PHA option: to complete part 2 of PHA by phone (once part 1 online is completed) call 844-VMEDCEN (863-3236) for the VIPRR (Virtually Integrated Patient Readiness and Remote Care) Clinic to arrange a time to complete with a provider at Ft. Sam Houston, TX. Hours of operation are Mon-Fri, 0500-2000.



Virtual Yoga: LAHC is offering Virtual Yoga Classes from the comfort of your home, office or anywhere you are. The virtual Yoga classes will stream via Microsoft Teams which can be viewed on a mobile device, tablet, laptop or computer. Classes are on Monday, Wednesday and Thursday from 1145 – 1245 (except for Federal Holidays). Visit <https://mizanifitness.com/lahc/> to register.

TOL: Utilize Tricare Online and Secure Messaging to view your health record including labs and radiology studies, renew prescriptions, make an appointment, and securely email your provider. You can even attach forms or images for your provider. www.TOLSecureMessaging.com

Humana Military - Referrals: Humana Military has moved referrals and authorizations to digital delivery. With this new switch, you can now access your referrals and authorizations via self-service or on our mobile app. <https://www.humanamilitary.com/MyReferrals>

JOES Surveys: If you receive a Joint Outpatient Experience Survey, please fill it out and let LAHC know about your recent experience. Your response helps the clinic know what improvements can be made and what the clinic is doing well. The surveys also assist LAHC financially, with money received from positive feedback on the surveys going towards patients' healthcare and resources.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <https://lvster.tricare.mil>

Facebook: <https://www.facebook.com/LysterArmyHealthClinic>

Twitter: @LysterAHC

11. RELIGIOUS SUPPORT OFFICE:

(334) 255-2989/2012

CURRENT WORSHIP SERVICES:

All worship services are "in person,"

- Tuesday-Friday, 1205-1235, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Friday, 1250-1400, Islamic Time of Prayer, Wings Chapel, Bldg. 6036, Andrews Avenue
- Saturday, 1600-1700, Catholic Confessions, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Saturday, 1700-1800, Catholic Mass, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Sunday, 0900-1000, Catholic Mass, Main Post Chapel, Bldg. 8940, Red Cloud Road
- Sunday, 1100-1200, General Protestant, Wings Chapel, Bldg. 6036, Andrews Avenue
- Sunday, 1100-1200, LDS Service, Wings Chapel, Bldg. 6036, Andrews Avenue

Women's Fellowship and Ministry:

Catholic Women of the Chapel

For details email: ftruckerwcwoc@gmail.com

Location: Spiritual Life Center, Bldg 8939, Rm 39/40

Virtual Meetings—Monday Evenings: 7:30-8:30 PM

In Person Meetings—Wednesday Mornings: 9:00-11:00 AM

Protestant Women of the Chapel

Location: Wings Chapel, Bldg 6036

In Person Meetings—Tuesday Mornings 9:00-11:30 AM

Tuesday Evenings 6:30-8:00 PM

For more information and other FAITH GROUP SERVICES, contact the Religious Support Office, 334-255-2989.

Family Life Center for Counseling and Spiritual Resilience:

Family Life Chaplain is available to schedule individual and relationship counseling.

- Counseling is available for all DoD Service Members (AD, Guard, Reserve), Dependents, DoD Civilians, Retirees, and Veterans
- Available for adults; adolescents ages 16, 17 years old with parental consent
- 100% confidential counseling
- For Appointments: Contact the FLC office at (334) 255-3447 or 24/7 hr scheduling access at <https://www.therapyportal.com/p/fortruckerflc/>

For more information and other FAITH GROUP SERVICES, contact the Religious Support Office, 334-255-2989.



Visit the Fort Rucker Chaplain Webpage at: <https://home.army.mil/rucker/index.php/chaplain> and Facebook at www.facebook.com/fort.rucker.chapels.

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: <http://www.rucker.army.mil/chaplain>

Facebook: <https://www.facebook.com/fort.rucker.chapels>

12. THRIFT SHOP:

(334) 255-9595

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.fortruckerthriftshop.org

Facebook: <https://www.facebook.com/thefortruckerthriftshop>

13. U.S. ARMY AVIATION MUSEUM:

(334) 598-2508

Museum

- The U.S. Army Aviation Museum undergoing renovations, but will remain OPEN normal business hours.
- Museum Hours of Operation:
 - Monday – Friday 9:00 a.m. – 4:00 p.m.
 - Saturday 9:00 a.m. – 3:00 p.m.
- Call to schedule a tour today 334-598-2508
 - Can't visit in person? Check out our New Virtual Tour!
www.armyaviationmuseum.org (Click "Virtual Tour")

Foundation

- Learn more about how you can support the U.S. Army Aviation Museum on our website:
www.armyaviationmuseum.org (click 'Get Involved')

Gift Shop

- The Museum Gift Shop is OPEN and receiving new merchandise daily!
- Army Aviation Sweatshirts are back in stock! New colors available!
- Gift Shop hours:
 - Monday – Friday 9:00 a.m. – 4:00 p.m.
 - Saturday 9:00 a.m. – 2:45 p.m.
 - Shop with us Online: www.armyaviationmuseum.org (Click 'Shop')

FOR ADDITIONAL INFORMATION:

Click the hyperlinks

Webpage: www.armyaviationmuseum.org

Facebook: <https://www.facebook.com/armyaviationmuseumfoundationAAMF>

DEPUTY GARRISON COMMANDER:

(334) 255-2618

