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 Nurse Advice Line (NAL), 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 Humana Military 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
845-938-3806

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

Keller Appointment Center 845-938-7992
www.tricareonline.com 800-552-2907

Keller Health Benefits Advisors 845-938-4838
TRICARE benefit questions, claims issues, etc..

Keller Patient Advocate 845-938-6659
Concerns/complaints about MCHC or KACH

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

Saunders Dental Clinic
Dental Appointments 845-938-2106
845-938-3121

United Concordia 866-984-2337

Nurse Advice Line 800-874-2273 opt. 1 24/7
Self-care advice/information
Help with deciding to access health care

Humana Military 800-444-5445
www.humanamilitary.com

Tricare Regional Contractor
Authorizations for referred civilian health care
Report emergency inpatient admissions

International SOS in the States
www.tricareoverseas.com 1-888-777-8343, opt3

https://infocenter.humana-military.com
Follow civilian claims through to payment
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.

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.