

What is MiCare?

MiCare is the Air Force Medical Services' secure messaging service. To sign up go to any check-in desk in the 7th Medical Group or the Patient Administration window. If you have any questions call 325-696-6620.

What kinds of messages will I receive from MiCare?

You will receive a variety of messages from MiCare. Messages include provider initiated messages, response messages to your inquiries with advice on non-urgent matters, and reminder messages for appointments.

How can I get my questions answered quickly?

When asking multiple questions, try to send multiple messages. Since different team members respond to different questions, separating appointment requests from clinical requests will allow the team to process your message more quickly if it is received in two separate messages.

Will my MiCare account follow me from base-to-base?

Yes, you can use the same MiCare account from base-to-base. Your health information will follow you to your new duty station (MiCare will be Air Force wide by the end of 2013).

Can I register my whole family under one e-Mail address?

Each family member over the age of 18 should enroll with MiCare using their own personal e-Mail address. This ensures patient privacy, HIPPA compliance and decreases the risk of passing health information to the wrong individual. Children under 18 may be associated with their PCMH under one of their parent's MiCare accounts.

When can I register my children in MiCare?

You can register your dependent children in association with your MiCare account after you have registered. Adult family members will need to create their own account. Having your children's Primary Care Manager (PCM) names will be necessary to link your children with their Medical Home Team. See the eHealth guide for more information.

Will our children be enrolled to both parents' MiCare Accounts?

No, each child will be associated with only one parent's MiCare account.

With MiCare you can:

- Request prescription renewals
- Receive test and laboratory results (going forward it does not have any old information)
- Request appointments and referrals
- Ask questions to your healthcare team Communicate online about non-urgent symptoms
- Avoid unnecessary office visits and waiting on telephone calls
- Access a large library of patient education materials

Benefits to Using MiCare:

- Getting written advice, accessible anytime, that might otherwise be forgotten or misunderstood if communicated verbally
- Avoiding the annoyance of waiting in phone trees and/or playing "telephone tag"
- Following up on health issues without the inconveniences of traffic, parking, or lost days at work
- Receiving advice on non-urgent matters via direct contact with healthcare team