

Department of the Air Force

Integrity - Service - Excellence

COVID-19 Travel Testing How-to-Guide



(Updated)09 Aug 2021



Objectives

- **Testing Guidance**
- **Waiving Authority**
- **How to Schedule a COVID Test**
- **Testing Days**
- **Testing Times**
- **How to Retrieve Results**
- **How to Navigate Tricare Online**
- **FAQs**



Testing Guidance

1/3

- All personnel conducting official international air travel **must** adhere to the following guidance **according to the Under Secretary of Defense Force Health Protection Guidance (Supplement 20)**:
 - Complete a COVID viral test within **3 Days (IAW slides 8 and 9)** of departure via commercial or military airlift
 - Maintain proof of negative test results during travel
 - Persons that have recovered from a COVID-19 illness within the past 90 days will require a Travel Clearance letter from their PCM and a copy of their positive test result to travel in lieu of a 3-day pre-travel COVID test.
- All personnel conducting unofficial international air travel are recommended to be tested with a viral test **3** days prior to departure.
 - Unofficial Travel into the US requires a test within 3 days prior to departing for all travelers
 - MTFs will provide testing for all TRICARE-eligible personnel for official and non-official travel, at no expense to the traveler



Testing Guidance

2/3

- If traveling to **Hawaii** with a negative COVID test within 72 hours of your final leg of departure you can bypass the 10-day quarantine by utilizing the Hawaii Safe Travels Program
 - Visit Safe Travel Program portal here: <https://travel.hawaii.gov>
 - See slide 7 for Unit POC test scheduling procedures
 - See slide 11 for Hawaii test results reporting form retrieval information
- If traveling to **Korea** you will need to pick up your Composite Health Care System (CHCS) labs results screen print
 - See slide 11 for CHCS labs results screen print retrieval information
- Effective **1 September 2021**, all dependents, DoD Civilians, and DoD Contractors must comply with Korea Electronic Travel Authorization (K-ETA) requirements. Personnel requiring a K-ETA certificate must register and create an account at <https://www.k-eta.go.kr/> A Korean address is required in the registration process. Contact your gaining unit/sponsor in Korea with any questions and/or the appropriate address to register.



Testing Guidance

3/3

- **Review the CDC website, applicable foreign clearance guides, and your airlines guidance for test compatibility and their most current information regarding travel testing requirements.**
- **Tests can be attained at the airport for international travel**
 - **This cost varies by airport**
 - **Reimbursement of the test is dependent on the reason for travel, contact your chain of command with questions**



Waiving Authority

- **Current Governing guidance**
 - **Waiver Authority specified by Under Secretary of Defense – INDOPACOM – PACAF**
 - **Source guidance available on YCD library**



How to Schedule a Test

- **Unit POCs will track all departing members eligible for an installation provided test**
 - **Add them to “Travel Testing Tracker” on the COVID Command Cell (C3) Information Center SharePoint**
 - **Indicate in the destination column ‘Hawaii’ or ‘Korea’ when applicable**
- **Members must contact their unit POC no earlier than 21 days and no later than 5 days prior to travel to be scheduled for testing.**
- **If members are not added to the tracker at a minimum of 5 days prior to travel, they will risk:**
 - **not receiving their results/test in time to travel**
- **Those travelers unable to meet the 5-day requirement must have their Unit POC contact the C3 OIC or the C3 Medical (C3M) NCOIC for testing approval**
- **Emergency leave will be coordinated through C3M by First Sergeants**



Testing Days

- Test day will be based on the member's departure day of the week
EFFECTIVE 27 Apr 21

Test Day	Pickup Test Results	Departure Day
Friday	Sunday	Monday
Saturday	Monday	Tuesday
Sunday	Tuesday	Wednesday
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Saturday
Thursday	Saturday	Sunday

- Testing on Holidays and Family Days will be as scheduled
- Results Pickup Location: Bldg. 1562
- Results Pickup Days/Times: Mon-Sun, **0800-0900** and **1500-1600**



Testing Times

- COVID testing hours **EFFECTIVE 21 JUNE 21**

Monday - Saturday		
<u>Location</u>	<u>Showtime</u>	<u>Member Type</u>
Kanto Lodge	0800	ROM
Bldg. 2091	0900	ROM
MDG Tent	0945	ROM
MDG Tent	1045	Travel
MDG Tent	1300	PUI's

Sunday *Travel Testing ONLY*		
<u>Location</u>	<u>Showtime</u>	<u>Member Type</u>
MDG Tent	1045	Travel



How to Retrieve Test Results

1/2

- Tricare Online will be the primary location to retrieve and print your COVID test results (48-60 hours after sample submission)
 - Destination country requirements may dictate the required information/format of these results
- ALL Tricare enrolled personnel must be registered in Tricare Online (enrollment may take multiple months)
 - If you registered at a different base, you will need to update your profile to reflect
 - **AF-H-374th MEDGRP-Yokota AB**
- If a member is not enrolled in Tricare, then they will not be able to enroll in Tricare Online. Those members will be able to retrieve their hardcopy results from building 1562 between 0800-0900 or 1500-1600, Mon-Sun.



How to Retrieve Test Results

2/2

- Travelers requiring a hardcopy result, Hawaii test results reporting form and/or a CHCS print (**Korea ONLY**) may retrieve them from the Bldg. 1562 dayroom between **0800-0900L** and **1500-1600L**, Mon-Sun.
- Hardcopies will only be given directly to the traveler or legal guardian. **Dependent adults** must retrieve their results in person, the **sponsor** cannot collect another adult's results without an active Power of Attorney.
- Bldg. 1562 Location (Do Not enter the housing portion of the tower)



Tower 1562 is located on the East side of base, along Walker Boulevard, North of the shoppette/fire station, and just prior to the baseball stadium, beneath the red circle.

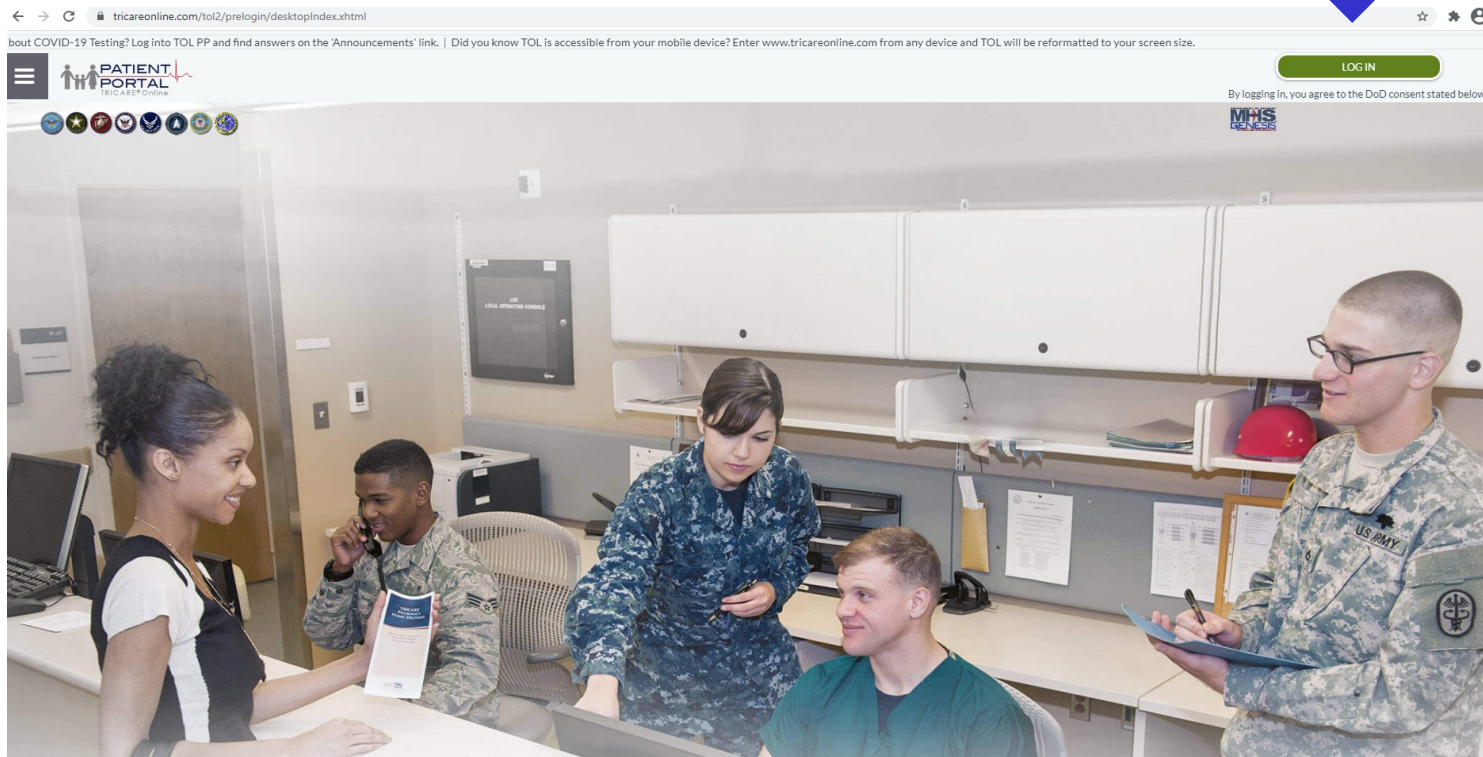


How to Navigate Tricare Online

- Access (from a computer or mobile device):

<https://www.tricareonline.com/tol2/prelogin/desktopIndex.xhtml>

- Click LOGIN





How to Navigate Tricare Online

- If you are unsure if you have an account set-up, attempt to login using your CAC
- To set-up a new account, click on “Need An Account”
- To update profile, click “Change My Account” or update on homepage
- If you have an account, select appropriate Login information and click “Login”

A screenshot of the Tricare Online Patient Portal. The page has a header with the "PATIENT PORTAL TRICARE® Online" logo and a "Frequently Asked Questions" link. Below the header is a green-bordered box containing important information for users, including instructions on updating contact information and a warning about browser security. Underneath this box are three buttons: "DS Logon", "CAC", and "DFAS". The "DS Logon" button is selected, leading to a "DS Logon" section with input fields for "DS Logon Username" and "DS Logon Password", and links for "Forgot Username?" and "Forgot Password?". A "Login" button is positioned below these fields. At the bottom left, there is a vertical menu with four options: "Need An Account?" (highlighted in yellow), "Activate My Account", "Upgrade To Premium Account", and "Change My Account".



How to Navigate Tricare Online

- Once you create an account, you will be prompted to register your CAC or create a Login based on your status

A screenshot of the Tricare Patient Portal registration page. The page has a white background with a dark blue header. The header contains the "PATIENT PORTAL" logo with a family icon and a heartbeat line, and "TRICARE® Online" below it. A dark blue bar with white text reads "Frequently Asked Questions". The main content area is titled "DS LOGON Registration Procedures" in red. Below the title is a paragraph explaining the 10-step registration process. There are two radio button options for selection, with the second one having a numbered list of three categories. At the bottom are "Continue" and "Cancel" buttons.

PATIENT PORTAL
TRICARE® Online

Frequently Asked Questions

DS LOGON Registration Procedures

This registration is a 10-step process to assist an individual in creating a DS Logon account. This process can take up to 10 minutes to verify your identity. Individuals will be consenting to a soft-inquiry on their credit reports and receive a one-time PIN to the phone number on file. Prior to starting this, please ensure you have time and access to your phone.

Select 1 of the following:

- I have my Common Access Card (CAC) WITH access to a card reader.
- I am one of the following:
 1. Current or previous Service Member (Active Duty, Guard, Reservist, Retiree, Veteran)
 2. Spouse, Former Spouse and/or eligible Family Member (over 18) who receives DoD benefits.
 3. DoD Civilian or Contractor



How to Navigate Tricare Online

- On the Homepage, click on “Health Record”
- Your results can be found in the “Lab Test” section

The image shows a screenshot of the Tricare Patient Portal homepage. At the top left is the 'PATIENT PORTAL' logo. Below it, there are navigation links for 'Today's Date', 'Services', 'In Our 2014', 'Last Update', 'In Our 2014', and 'In Our'. On the right side, there are links for 'Your military health care facility', 'Your civilian health care facility', and 'Your family member's health care facility'. A red arrow points from a green speech bubble labeled 'Update MTF' to the 'Update MTF' link. Another red arrow points from a green speech bubble labeled 'Health Record' to the 'HEALTH RECORD' button in the central navigation menu. The central menu includes: APPOINTMENTS, BLUE BUTTON, SERVICE SEPARATION, SECURE MESSAGING, NURSE ADVICE LINE, and RX REFILL. At the bottom, there are social media icons and a disclaimer.



How to Navigate Tricare Online

- To retrieve the full results: Click on the “Blue Button Download/Share my Data” icon.

The screenshot shows the Tricare Patient Portal interface. At the top, there is a navigation bar with links for MHS, FAQs, Feedback, Quick Links, Resources, Contact Us, and Log Out. Below this, the user's date and last login are displayed, along with the Military Health Care Facility and Family Sponsor information. A main navigation bar contains icons for Home, Appointments, Rx Refill, Health Record, Service Separation, Profile, and Admin. On the left, a sidebar menu lists various health record categories, with 'Laboratory Results' highlighted. The main content area displays instructions about PHI and a 'View personal health data for:' dropdown menu. A red circle highlights the 'Blue Button Download/Share my data' icon. Below this, the 'Laboratory Results' section shows a date range from 21 Oct 2019 to 21 Jan 2021, with an 'Update' button. A table of results is shown, with the first row containing a COVID-19 test result from 31 Dec 2020 @ 0343.

Today's Date: Friday, 22 Jan 2021, Last Login: 22 Jan 2021 @ 1029
Switch to Mobile

Military Health Care Facility: AF-H-374th MEDGRP-Yokota AB (update) i
Family Sponsor: [REDACTED]

Home Appointments Rx Refill Health Record Service Separation Profile Admin

Health Record Summary
Laboratory Results
Medications
Radiology Results
Immunizations
Problem List
Encounters
Documents
Vitals
Allergies
Download My Data
View Download History
Help - How to Download

Instructions: You are seeing portions of your own or your family member's personal health information (PHI) as stored in the military electronic health record (EHR). Contact your health care team if you have questions or are concerned the information displayed is incorrect or missing. If you are receiving an error message, select [Contact Us](#) to report the problem.

Due to State Laws, the types of health record data available for display on TOL may vary for minor aged children. Please contact your health care team to request health data outside of the [varying maximum ages](#).

View personal health data for: [REDACTED] [Understanding your lab results](#) [Blue Button Download/Share my data](#)

Laboratory Results

From 21 Oct 2019 To 21 Jan 2021 Update

To view details, click on the icon at the start of the row.

Show: Chemistry Microbiology Anatomic Pathology

Lab Test	Date/Time Collected
COVID-19	31 Dec 2020 @ 0343



How to Navigate Tricare Online

- **Select Laboratory Results with all subsections checked. Enter the date of your COVID test (visible from the previous page). This will ensure your printout only contains the necessary COVID-19 test information. Then click “Download PDF.”**

Download My Data

Encounter Notes and Documents can be downloaded using links to left.

Download personal health data for

From  To 

<input type="checkbox"/> Data Category			
<input checked="" type="checkbox"/> Laboratory Results	<input checked="" type="checkbox"/> Chemistry	<input checked="" type="checkbox"/> Microbiology	<input checked="" type="checkbox"/> Anatomic Pathology
<input type="checkbox"/> Medications	<input type="checkbox"/> Active	<input type="checkbox"/> Inactive	
<input type="checkbox"/> Radiology Results			
<input type="checkbox"/> Immunizations			
<input type="checkbox"/> Problem List			
<input type="checkbox"/> Encounters			
<input type="checkbox"/> Vitals			
<input type="checkbox"/> Allergies			



How to Navigate Tricare Online

Page 1

Personal Health Information

Date of birth: [REDACTED] **A**

Created on 22 Jan 2021 @ 0005 CST

You are seeing portions of your own personal health data information (PHI) or your family member's immunization information as stored in the military Electronic Health Record (EHR). The PHI displayed from your EHR cannot be modified using TRICARE Online. If you have additional information not included in your EHR, note an error, or have questions regarding your PHI, please inform your Health Care team.

BlueButton Download/Share my data

PATIENT PORTAL
TRICARE® Online

Personal Data - Privacy Act of 1974 (PL 93-579)

In accordance with CDC and Yokota Command Directive guidance, your printout must contain ALL of the following information:

- Patient Identifier (name and date of birth)
- Date of collection
- Test Name & Result
- Testing Location

Page 2

[REDACTED] **A** **CONFIDENTIAL** Page 2 of 2

LABORATORY RESULTS HISTORY

Date Range: 31 Dec 2020 - 31 Dec 2020 Sorted By: Date Collected (Descending)

Filter: All Lab Types

Lab Test	COVID-19	Lab Type	Chemistry/Hematology
Ordering Provider	[REDACTED]	Ordering Location	NH Yokosuka D
Specimen	NASOPHARYNX	Date/Time Collected	31 Dec 2020 @ 0343 B

Test Name	Result	Units	Reference Range	Status	Performing Location
SARS-CoV-2 PCR	NOT DETECTED C			Final	NH Yokosuka
Notes	none				
Comments	3306917427				
Certified Date	01 Jan 2021				

Personal Data - Privacy Act 1974 (PL 93-579)
For Official Use Only (FOUO)

TRICARE Online (TOL) is a Department of Defense (DoD) computer system. Use of this site is governed by multiple DoD policies and terms summarized in the TRICARE Online Security Policy. Many of these policies are designed to protect the privacy of your personal information. We encourage you to review these policies.



FAQs:

- **When will COVID test results for air travel be available?**
 - **Tricare Online is typically 48-60 hours after sample submission**
 - **Travel Results Letters will be available **2** days after sample submission IAW slide 8**
- **I have dependents between 12 -17 years of age and am unable to create a Tricare Online Account for them, how do I get their results?**
 - **Members may pick up results in person at Bldg. 1562 dayroom between **0800-0900L** and **1500-1600L**, Mon-Sun.**
- **How to do I retrieve my minor dependent COVID test results?**
 - **Access Tricare Online FAQ's for guidance or pickup results in person at Bldg. 1562 dayroom between **0800-0900L** and **1500-1600L**, Mon-Sun.**
- **What if my COVID test results are positive?**
 - **The MDG will reach out to provide necessary care and conduct necessary contact tracing.**