

Q: Is this change because of a shortage of providers, nurses or support staff at the MTF?

No, the number of space-A appointments is not due to a staffing shortage. MTFs are staffed and resourced based on the enrolled Active-Duty Service Member (ADSM) and TRICARE-Prime beneficiary population, the capacity of the facility and the type of services offered. When clinics have additional appointments available after meeting the appointment needs of ADSM and Prime beneficiaries, all remaining appointments are allowed to be released as “space-A” to non-enrolled patients.

Q: Do these changes impact Retirees?

Retirees not enrolled in TRICARE PLUS are eligible for Space-A care only and are impacted by these changes.

Q: If I have TRICARE Select Overseas Select or TRICARE-FOR-LIFE (TFL), can I switch to TRICARE PLUS?

Yokota MTF is evaluating options to open TRICARE PLUS enrollments to TRICARE Select Overseas and TFL enrollees. Look for details and information to be published in the next few weeks.

Q: Yokota Pediatrics is closed to TRICARE PLUS. If I enroll in TRICARE PLUS, can my child be enrolled in Pediatrics?

Pediatrics will see TRICARE Plus. Stay tuned to future announcements regarding enrolling or re-enrolling.

Q: Does Yokosuka or the other MTFs in mainland Japan honor referrals from Yokota for TRICARE PLUS or priority 4-6 members?

TRICARE PLUS is program managed by the local MTF. Yokosuka and the other MTFs in mainland Japan acceptance of referrals from Yokota for TRICARE PLUS or priority 4-6 members is based on their access and their space-available appointment availability. Yokota will continue to refer patients when the option is available.

Q: Does Yokosuka honor referrals for TRICARE Plus? I heard that Yokosuka is limited to TRICARE Prime only.

TRICARE Plus is a local MTF program. The 374 MDG does not control Yokosuka’s acceptance of the 374 MDG TRICARE Plus enrollees. Yokota will continue to refer patients to Yokosuka when the option is available.

Q: As a reservist, or reservist on TRICARE Select, can I qualify for TRICARE PLUS?

Reserve members earn their TRICARE benefits through active service when on orders for more than 30 days. TRICARE PLUS is available to reservists on active orders for more than 30 days. The enrollment period will coincide with active orders period.

Q: How do I know if there are space-A appointments open at my MTF?

Yokota will publish the number of open appointments for Family Medicine, Internal Medicine, and Pediatrics on our Facebook page (www.facebook.com/374MDG) daily between 0900-0930 on days the clinic is open. Patients can begin calling at 1000 to schedule any open appointment at 225-8864 or 042-552-2510 X5-8864. Q: How are Space-A appointments prioritized when they are published? Appointments are booked on a first come, first served basis, regardless of the priority.

Q: Will my current booked appointment be cancelled?

No, Yokota will honor all previously scheduled appointments. Additionally, Yokota will provide one additional or final appointment for all current space-A patients who have received chronic care within our family health or internal medicine clinics to assist with the transition.

Q: If there is already a 2-3-week wait for appointments, how will I get a same day appointment?

Many of our primary care clinics already see a majority of category 4-6 patients. Initially, there may be minimal access as many appointments are already booked. We are actively reviewing appointment templates to find ways to increase available appointments.

Q: How do I get a space-A appointment in Mental Health?

Space-A appointments are not currently available in the Mental Health Clinic. Yokota MTF has partnered with two off-base agencies: TELL Counseling and Tokyo Mental Health. A referral for these services may be generated through the Mental Health Clinic. There may be waiting lists associated with these locations.

Q: How do I get referred to specialty care (surgery, dermatology, orthopedics, etc) in the MTF?

Referrals for specialty care, including gynecology, are available from a primary care provider in the MTF or from Urgent Care.

Q: What else is the MTF doing to increase available appointments?

Yokota is offering appointments on training days and 5th AF family days where the hospital was previously closed. We are also reviewing and optimizing our current appointment templates and looking for innovative ways to maximize the care we offer.

Q: Are space-A appointments guaranteed every day?

Space-available appointments will not always be guaranteed, because appointments fluctuate depending on the number of medical appointments available after meeting the needs of Active Duty Service Members and TRICARE Prime beneficiaries.

Q: What do I do if I have an urgent dental problem?

The dental clinic offers “sick call” for urgent dental problems during clinic hours. Oral surgery may also be available. Contact the appointment line at 225-8864 or 042-552-2510 X5-8864 and selection option 2. After hours urgent dental care is available through Urgent Care.

Q: What about a Workers Comp injury that occurs on the job?

The Urgent Care is accessible for urgent injuries that occur while on the job. Q: How do I get forms filled out, like DoDEA school forms, USA driver’s license health forms, etc? Space-available appointments can be booked to request completion of health forms.

Q: Is Labor and Delivery care still accessible?

Yes. All pregnant women can continue to receive prenatal care and deliver their baby at the 374 MDG hospital. Pregnant women (who do not have a PCM at Yokota) with a positive home pregnancy test may self-refer to OB/GYN. Well-baby visits also remain available.

Q: Can I use the pharmacy?

Non-enrolled patients are eligible to have prescriptions filled at MTF pharmacies. Prescriptions must be written in English by a licensed U.S. provider. Prescriptions written by Japanese providers must be filled at a Japanese pharmacy. MTF providers are not able to translate or rewrite prescriptions.

Q: How do I get an occupational health or pre-employment physical?

Occupational health and pre-employment physicals may be booked as a future appointment in our BOMC clinic (Base Operational Medicine Clinic).

Q: What if I need a medication that is not available in Japan?

Space-A appointments can be booked to request refills of medications not readily available in Japan.

Q: Can the Yokota pharmacy receive electronic prescriptions from my U.S. doctor?

Yokota's pharmacy is currently not able to receive electronic prescriptions. Electronic prescriptions acceptance is expected alongside the upcoming transition of the DoD electronic health record (planned for late 2023).

Unfortunately, our current electronic medical system does not have the capability to support electronic prescriptions. The pharmacy does accept paper prescriptions from US doctors. Patients can ask their doctors to mail their paper prescriptions to them and then bring that to the pharmacy for filling.

Q: Can I use the laboratory?

Laboratory services are available for processing of all electronically placed laboratory orders from a MTF provider.

Q: What if I need a mammogram?

Self-referral is available for mammograms. Women aged 40 and over who are due for a screening mammogram and those requiring a diagnostic mammogram may contact radiology directly.

Q: How do I get medical evacuation if medical care is not available on or off base?

TRICARE PRIME members have access to medical evacuation when necessary. Non-TRICARE members will need to coordinate medical evacuation through their insurance plan. The Medical Management Office can assist members who require an authorization from a U.S. Physician, however medical evacuation costs are the responsibility of the member.

Q: What walk-in services are available?

Walk-in services include immunizations, walk-in contraceptive clinic services, urgent care, and pharmacy services including the Over-the-Counter Medication program.

Q: Do you have a list of healthcare facilities or doctors in Japan?

Please contact your health insurer for information about network providers specific to your health plan. We have created a document with a few options to assist you. We will make this information available. The U.S. Embassy website provides some additional information and resources at <https://jp.usembassy.gov/services/doctors/>

Q: What translation services are available for Space-A patients? Can a translator be available off-base?

Translation services from the MTF is available for all referrals that come from the MTF. Translation services does not include a live translator to accompany members to appointments. Please contact your health insurer for information about translation services available for your specific health plan.

Q: Can we send a translator for patients if they are admitted off base?

If a patient is transferred from the Urgent Care or our Inpatient Unit, a translator accompanies the patient until they are admitted or discharged. Patients admitted to an off-base facility not originating from the MTF will not have a translator available.

Q: Is TELL and Tokyo Mental Health no longer accepting referrals?

Tokyo Mental Health continues to accept referrals. However, American Clinic Tokyo is currently not accepting new patient enrollment at this time. TELL is currently on a 4-6 month waitlist, which, unfortunately, is expected during this time of year. Our Mental Health Flight is planning

on meeting with these institutions to determine a way ahead and opportunities for continued partnership.

Q: Will Civilian Workers Comp for injuries that occur on the job be handled through the hospital?

Yes, the Urgent Care is accessible for urgent injuries that occur while on the job.

Q: What will happen in the future with TRICARE Plus? I heard it was going away.

TRICARE Plus will continue to be offered at the 374 MDG as long as it is an available option. At this time, TRICARE Plus takes into account the available long-term access to care and the clinical currency requirements of the medical staff.

Q: How do I get forms filled out? DoDs school forms? USA driver's license health forms?

Some forms may require a physician's evaluation but not necessarily a US-licensed physician. If a US-licensed physician is required, please use the Space Available line to book an appointment.

Q: Once open Space-A appointments for the day are published, how are those prioritized?

Appointments will be first come, first served.

Q: Can I use the lab?

Yes. We will process all orders that are placed/ordered in our electronic healthcare system by either the 374 MDG staff or staff in sister service facilities.

Q: How are pre-employment and deployment exams booked?

Occupational health and pre-employment physicals may be booked as future appointments in our Base Operational Medicine Clinic (BOMC).

Q: Can we block space-a appointments for DoDEA?

DoDEA members are able to be seen in accordance with Space-A guidance. As a result, we are not able to pre-block appointments that may take away from patients seen in a higher access priority or other Space-A individuals.

Q: It is our understanding that the medevac process requires a doctor's note stating that necessary medical care is not available. Will a doctor's note from a Japanese facility be accepted, and is there a template for one, since many patients will not be able to see a doctor on base due to this policy?

Aeromedical Evacuation (Aerovac) is only available to TRICARE Prime beneficiaries. Non-TRICARE members will need to coordinate medical evacuation through their insurance plan. The Medical Management Office can assist members who require an authorization from a US Physician; however, medical evacuation costs are the responsibility of the member.

Q: How will high-risk pregnancies be treated? (BMI > 40, multiple fetuses, complex medical issues)

TRICARE Prime patients are normally transferred to Tripler Army Medical Center in Hawaii for the late stages of pregnancy. This option is not available for other beneficiary categories. Non-TRICARE Prime patients falling into high-risk categories will continue to be referred to host nation facilities as they always have.

Q: How can I know if a particular hospital, medication, procedure, or doctor's visit is covered by my insurance plan?

Please contact your insurance company in advance whenever possible to ensure the treatment is covered. We also recommend you determine in advance what emergency services are covered under your insurance plan and what you should do in the case of an emergency.

Q: How will conditions that the MDG is currently helping manage be handled during the transition period?

Patients NOT enrolled in TRICARE Prime or TRICARE Plus are encouraged to book one final appointment with our primary care clinics to facilitate the transfer of care for any chronic health conditions. This appointment must be booked before 01 March 2023.

Q: Can appointment times be blocked for teachers each week?

Unfortunately, Space-A appointments cannot be blocked or prioritized for specific groups as appointments are booked on a first come, first serve basis.