

Fort McCoy Relocation Assistance Plan



April 2017 Update

TABLE OF CONTENTS

Functions of Relocation Readiness

Training Requirements for RACC Relocation Service Providers

Elements & Functions of Relocation Assistance

Army Community Service (ACS) Relocation Program

Child and Youth Services (CYS)

Civilian Personnel Advisory Center (CPAC)

Defense Military Pay Office

Family Housing

Legal Office

Lodging Services

Military Personnel Division - Citizenship

Military Personnel Division - Reassignments Section

Military Personnel Division - Identification Cards & Tags and In/Out Processing

Religious Support Office

Transportation Office

Troop Medical Clinic

FUNCTIONS OF RELOCATION READINESS

The primary functions of the Fort McCoy Installation Relocation Assistance Plan are to:

- * Develop a comprehensive and effective installation relocation readiness program to address issues associated with frequent moves. This will be accomplished through the Relocation Assistance Coordinating Committee (RACC).
- * Assist each installation activity involved in the relocation process in making proper referrals to other relocation service providers. This will be accomplished through coordinated quarterly meetings that will focus on educating committee members of the services each activity provides pertaining to the relocation process.
- * Ensure the effectiveness of Soldier and Family support by providing quality customer service.

The RACC will consist of representatives from the following agencies: Command Group, Army Community Service (ACS), Housing, Transportation, Finance, Military Personnel Division (MPD), Civilian Personnel Advisory Center (CPAC), Troop Medical Clinic, School Liaison Officer, Better Opportunities for Single Soldiers (BOSS), and Exceptional Family Member Program.

The RACC will be part of the quarterly ACS Soldier & Family Readiness Council (SFRC). In the case of a specific relocation issue, it may be necessary to call a special meeting for the identified RACC representatives.

The ACS Director or designee will provide meeting notification and minutes. Committee members should contact ACS with suggested topics for inclusion in the agenda.

To assess the effectiveness of installation relocation readiness, activities involved in the relocation process will provide input into an exit evaluation that will be administered by ACS during Soldier outprocessing. Evaluations will be shared with the RACC and input provided to activities as to how services may be improved, if necessary.

Training Requirements for RACC Relocation Service Providers

Fort McCoy RACC customer service providers need to be familiar with the specific assistance each agency gives to customers in transition. This information is contained in the comprehensive Relocation Assistance Plan (RAP) and discussed during RACC meetings. Copies of the plan are supplied to each agency involved in the relocation process.

Committee members will be trained annually on the functions and responsibilities of each agency through the updating of the RAP. Other training/reviews will occur as needed.

Members of the RACC will periodically provide training to the committee regarding their agency's responsibilities in the relocation process. This includes briefings and/or reference material distributed by the agency.

RACC meetings will be used to establish clear and open lines of communication between agencies as well as an educational forum.

Each agency is responsible for training in their field of expertise.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Army Community Service (ACS) Relocation Readiness
2111 South 8th Avenue

POC: Ann Wermer

Phone: 608-388-2359/3505

Fax: 608-388-4992

E-mail: ann.m.wermer.civ@mail.mil

Services provided by the ACS Relocation Readiness Program

Welcome Packets – Welcome Packet are provided to incoming personnel through unit sponsor requests, by e-mail request, or upon inprocessing. Welcome packets provide information in areas such as employment, housing, childcare and the surrounding communities.

MilitaryINSTALLATIONS - provides information on major military installations worldwide in such areas as education, housing, employment, health & wellness, and Family issues. Information in MilitaryINSTALLATIONS is reviewed quarterly, at a minimum, and updated as deemed necessary. MilitaryINSTALLATIONS can be accessed at www.militaryinstallations.dod.mil. Another resource on this website is **Plan My Move** where one can create a personal moving calendar with checklists, phone lists, to do lists and links to information & critical moving processes.

Both the Fort McCoy welcome packet and MilitaryINSTALLATIONS booklet are available at ACS in hard copy and CD format. The CD also includes additional relocation-related resources and can be mailed prior to arrival upon request.

In/Outprocessing Assessments - help to ensure that Soldiers, civilian employees, and their Families have up-to-date information pertinent to their relocation. Referrals are made to other programs based on areas of need/interest.

Information & Referral – serves as a first line resource for providing information and making referrals to various programs and agencies.

ACS Online - is located on the Fort McCoy MWR website at <http://mccoy.armymwr.com/us/mccoy/programs/army-community-service/>. It provides information on all ACS programs and workshops with links to many other relevant websites.

Newcomer Orientation - assists incoming personnel by providing information about many services available on the installation. Newcomer Orientations are conducted the second Wednesday of the month and include an installation tour.

Services provided by the ACS Relocation Readiness Program

Continued

Welcome Totes - are provided to all permanent party Soldiers and DA Civilians. Totes provide state, local, and installation information as well as information relevant to the military lifestyle.

Lending Closet - provides temporary loan of household items to military and civilian ID card holders who are PCSing. The Lending Closet has such items as infant pack-n-plays, air mattresses, dish packs, irons, and vacuum cleaners. Loans are generally for 30 days with extensions made on a case-by-case basis.

Foreign-born Spouses - needing assistance with English as a Second Language are referred to Western Technical College which provides a multi-level program of instruction. United States Citizenship and Immigration Services information will be provided to those interested in Naturalization.

Waiting Families – who remain in the area while their sponsors are away for an extended period are provided a letter of support and informational resource materials.

Sponsorship - is provided to units in support of incoming personnel by providing welcome packets and MilitaryINSTALLATIONS booklets. Sponsorship training is provided quarterly and unit sponsorship training and/or materials will be provided upon unit request. Sponsorship training can also be accomplished online at <https://myhub.militaryonesource.mil/MOS/f?p=SIS:2:0:>

Exceptional Family Member Program (EFMP) DA FORM 7415 – is completed by a PCSing Soldier for the purpose of indentifying Family members with special medical or educational needs. If a Family member with a special need is indentified, the Soldier is referred to the EFM program manger for review of enrollment status and to obtain all necessary information. The EFM program manager will also provide information on EFMP Respite Care and Extended Care Health Option (ECHO) Benefits to assess eligibility.

Exit Evaluations – are completed by departing Soldiers to provide input on agencies that are part of the Soldier & Family Readiness Council. The results are provided to those agencies on a quarterly basis. This helps agencies to take action to improve the quality of services provided to Soldiers and their Families.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Child and Youth Services (CYS)
1668 South J Street

POC: Ann Boegler - Child Development Center (CDC) Director
Corissa Yahnke - School Age Services (SAS) and Middle School/Teen (MST) Director
Becky Walley- Parent Central Services (PCS), Outreach Services Director/School Liaison Officer

Phone: (608) 388-2238 CDC / 388-4373, SAS & MST / (608) 388-8956 PCS

Fax: (608) 388-8796 CDC / 388-5011 SAS & MST / (608) 388-5776 PCS

E-Mail: ann.m.boegler.naf@mail.mil
corissa.j.yahnke.naf@mail.mil
rebecca.l.walley.naf@mail.mil

Services provided by the Child and Youth Services:

Child Development Center: Provides center-based childcare for children ages 6 weeks through 5 years in one 104-child capacity center plus an additional 20 Strong Beginnings Preschool spaces. The Strong Beginnings Preschool program is available to children who will enter kindergarten the following school year. Staff is fully trained in all programs. The Child Development Center is open from 0630-1715, Monday-Friday. The Child Development Center is accredited by the National Association for the Education of Young Children.

School Age Services: Provides after-school and non-school day care for children and youth in kindergarten through 5th grade. Participants have the opportunity to participate in a wide range of activities and programs designed to facilitate personal growth, foster interaction, and develop educational and recreational skills. Program hours are 1530-1730, Monday-Friday. Full day programming from 0630-1730 is available on all school in-service days, spring and winter breaks, and closures due to inclement weather. Full day Summer Camp is also available. School Age Services is nationally accredited by the Council on Accreditation.

Middle School and Teens: Provides after school and non-school day activities for youth in grades 6-12. Programs are based on five service areas to enhance development of youth into prospering adults. 4-H programs are also a component of the program. The Middle School Teen (MST) program is open Monday through Friday from 1530-1730 and at additional times for special events and during school-out days. Transportation is provided from most area schools. For additional information, call 608-388-4373.

SKIESUnlimited: *SKIESUnlimited* is the Schools of Knowledge, Inspiration, Exploration and Skills and provides the framework for all instructional programming in the CYS Services system worldwide. Fort McCoy CYS is not funded for a SKIES program, however, CYS is able to offer limited SKIES classes through our partnerships with other MWR programs on the installation such as Outdoor Recreation and the Fitness Center. Upcoming SKIES classes are announced using the MWR e-news. There are many opportunities for instructional classes and competitive sports provided by a variety of sources in the local communities.

Parent Central Services: Vacancies are monitored and children are enrolled in all CYS programs through Parent Central Services (PCS). Families can put their children on our projected care list prior to birth or as soon as they know they will be coming to Fort McCoy. Families who are coming from another installation and are enrolled in a CYS program can simplify the enrollment process by having their records transferred. Call 608-388-8956 or DSN 280-8956 for more information.

School Liaison Services: Fort McCoy's School Liaison Officer is committed to addressing school and transition issues of the mobile military child. The School Liaison Officer (SLO) role is to manage, coordinate, and facilitate education support services that maximize the opportunity for academic success for military children. For additional information, call 608-388-6814.

Installation Newcomer's Orientation: Child and Youth Services briefs new personnel and family members on the various programs that are available.

CYS YOUTH SPONSORSHIP PROGRAM

This program matches youth ages 6-18 coming to Fort McCoy with volunteer sponsors their age to help them become familiar with post and the surrounding area. Being a youth sponsor will provide the incoming youth with a less stressful and challenging move. It is a fun, exciting, and rewarding program that helps youth transition from THERE TO HERE! The most important part of being a Youth Sponsor is to be a friend and to make them feel welcome in their new community. For more information on becoming a Youth Sponsor or to request a Youth Sponsor, call 608-388-6814.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Civilian Personnel Advisory Center (CPAC)
2187 South J Street

POC: <http://www.mccoy.army.mil/Services/Employment.asp>

Phone: General Inquiries - (608) 388-2722
Non-appropriated Fund (NAF) – (608) 388-3773

Fax: (608) 388-2337

Services provided by the Installation Civilian Personnel Advisory Center:

Federal Employment Information:

- Information is provided on how to search for job vacancies as well as apply for them.

Spouse Preference: Provides information on eligibility for Spouse Preference for a variety of federal government positions both on and off the installation. Registers eligible family members in the Priority Placement Program.

Installation Newcomer's Orientation: Briefs new personnel and family members on employment opportunities.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Defense Military Pay Office
2187 S J Street

POC: Susan Kyser

Phone: (608) 388-3608

Fax: (608) 388-3728

E-Mail susan.j.kyser.civ@mail.mil

Services provided by the Defense Military Pay Office:

Provide pay support to Active Component (AC), and Active Guard and Reserve (AGR) Soldiers:

- In and Out Processing
- Separation and retirement processing
- Process pay change documents
- Advance, bonus and separation payments

Travel

- PCS, DLA and PPM Advances
- Processing PCS Travel settlements
- TLE Claims

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Family Housing Division
6158 H Circle
Sparta, WI 54656

POC: Zach Hynes, Housing Manager

Phone: (608) 388-3906 or DSN 280-3906

Fax: (608) 388-4233 or DSN 280-4233

E-mail: usarmy.mccoy.imcom-central.list.dpw-housing@mail.mil

Services provided by the Installation Family Housing Division:

On-Post Housing

- Determine eligibility for housing
- Assign Families to housing and maintain waiting list for assignment to quarters
- Counsel occupants concerning eligibility, availability, rights and responsibilities of occupancy of government-owned housing
- Initiate action to collect for lost, damaged, or destroyed property
- Monitor in-house and contractor work performance
- Conduct housing inspections
- Manage unaccompanied personnel housing

Off-Post Housing Referral Service

- Manage community housing referral services
- Determine availability of off-post housing
- Inspect off-post housing to determine suitability for referral.
- Maintain a list of available off-post housing

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Fort McCoy Legal Office
1644 South 11th Avenue
Fort McCoy, Wisconsin 54656-6125

POC: James Markgraf (Legal Assistance)
Mary Kaiser (Claims)

Phone: (608) 388-2165 (Legal Assistance)
(608) 388-2112 or 2165 (Claims)

Email: Legal Assistance: james.n.markgraf.civ@mail.mil
Claims: mary.b.kaiser4.civ@mail.mil

Services provided by the Fort McCoy Legal Office:

Legal Assistance: The Fort McCoy Installation Legal Office (ILO) provides basic legal assistance services and advice to authorized users. Authorized users are Active Duty Military Personnel and Reserve Personnel on Orders for 30 days or longer, retirees drawing a military pension, and dependents of the above listed categories. Retirees and their dependents are seen on a space-available basis. DA Civilian employees are limited to matters that strictly relate to their employment status. Services available include preparation of basic wills, powers of attorney/notary services, tax services, and basic legal information and advice on matters including, but not limited to landlord/tenant disputes, Financial Liability, contract disputes, separation/divorce/custody/support and military administrative matters. The Legal Office provides information and advice; we are not authorized to represent Clients in proceedings. The Fort McCoy Legal Office does not advise Clients on matters relating to a private business, nor can we provide information or advice for either military or civilian criminal actions.

Fort McCoy Area Claims Office: Provides claims assistance to Claimants with their HHG claims and dealings with the Transportation Service Provider (TSP) or when a loss is incurred due to fire, flood, theft, vandalism, or other unusual occurrence. Is the primary contact for Soldiers/DA Civilians who are involved in accidents while on Orders, TDY, while driving Government Owned Vehicles (GOVs), or when renting a vehicle while on Orders. In addition, the claims office is the primary contact for Soldiers, Retirees, and Dependents who are injured due to the actions of a third party and TRICARE has paid a portion or all of the medical bills.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: InterContinental Hotels Group (IHG) Army Hotels
51 South O Street

POC: Reservations/Front Desk

Phone: (608) 388-2107
877-711-8326 (TEAM)

Website: <http://www.ihgarmyhotels.com>

Services provided by IHG Army Hotels:

The Hotel is open 24 hours a day 7 days a week. You may make advance reservations by calling 608-388-2107. IHG Army Hotels offers a complimentary breakfast, free weekly social, and courtesy on post shuttle. The hotel is pet friendly (non- refundable pet fee applies).

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Military Personnel Division - Citizenship
2187 South J Street

POC: Jim Bieze

Phone: (608) 388-4822 or DSN 280-4822

Fax: (608) 388-3962 DSN 280-3962

Services provided by the Military Personnel Division:

Military Personnel Division (MPD) will ensure that non-citizen Soldiers who want U.S. citizenship are provided the assistance they need in filing their applications.

- a. Assist Soldiers in obtaining the required forms from the Immigration and Naturalization Service (INS).
- b. Complete and authenticate the INS form N-426. Authentication will be accomplished by placing a unique authorized stamp of the MPD on the document.
- c. Perform a quality check of the contents of the Citizenship Application Packet to make sure all forms and items needed are in the packet.
- d. Assist Soldier in obtaining a copy of the Army Members Guide to Citizenship Application.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Military Personnel Division - Reassignments Section
2187 South J Street

POC: Jerry Chasteen

Phone: (608) 388-5071 or DSN 280-5071
(608) 388-5677

FAX: (608) 388-3962 or DSN 280-3962

Services provided by the Military Personnel Reassignments Section:

OVERSEAS/CONUS REASSIGNMENT BRIEFING: Conduct levy briefings when Soldiers from Fort McCoy come down on TOPMIS/EDAS Cycle. Usually it is a one-on-one levy briefing over the phone or in person at Building 2187, Military Personnel Division. Soldier will fill out the appropriate forms in levy packet and also provide dates for leaving unit (DLOS date) and reporting into new unit. Assist active duty personnel with obtaining overseas pinpoints and family travel, and also stateside information.

PINPOINT & FAMILY TRAVEL REQUEST: Each Family Member traveling to the overseas command must be medically screened before reporting to the overseas command. Reassignment section will inform Soldier what information needs to be filled out on DA Form 4787-R. (Reassignment Processing Sheet) and the DA Form 7246 (Exceptional Family Member Program). The Soldier also needs to take the DA Form 5888-R (Family Member Deployment Screening Sheet) to nearest medical facility and get Family Members medically screened for EFMP. If OK, then both forms are sent to the higher command, 1st PERSCOM (Germany or Europe), 8th PERSCOM (Korea), Alaska, Hawaii, etc., for approval or disapproval of Family travel. The Military Personnel Division will receive the Family travel decision in message form. The different types of Family travel are Concurrent/Deferred/Disapproved. The different types of housing they will receive are Government Housing, Private Rental or staying with Family or friends.

SPONSORSHIP PROGRAM: Soldier will access the Army Career Tracker (ACT) program as outlined in the reassignment notification received through their AKO account. It will provide them the web address allowing them to complete the top portion of the Sponsorship DA Form 5434-R. When completed, the request will be forwarded to the gaining unit through the ACT program. Soldiers with questions will update their sponsorship request with the help of their S1 section. Questions that the S1 section cannot answer will be directed to the MPD reassignment section at 608-388-5071. There are now three tiers of personnel who may require sponsorship help: Tier I is for Students, Tier II is for Non-commissioned Officers in the grades of E1-E6 and Officers W1-W2 and O1-O3 who will require sponsorship at the unit level prior to conducting their final out-processing at the losing installation. Exception to Policy must be signed by the first General Officer in the chain of command.

Tier III is for Noncommissioned Officers and Officers in the grades of E7 to E9, W3-W5, and O4-O6 who may request sponsorship, but it is not required.

Sponsorship is a command responsibility starting with the Soldier and ending with the company/battalion/brigade commanders.

The form requests general information on housing, schools, medical facilities, etc. Normally the Soldiers will hear from a sponsor before they even come in for their briefing through their AKO account. Orders will not be issued for Soldiers in Tier II until a Sponsor has been requested and assigned. Sponsor information will be listed on Soldiers orders. If they don't receive any communications, they should contact their S1 for assistance.

FOR OVERSEAS TOUR: For overseas tours, Soldier needs to be medically screened on a DA Form 4036-R. This form needs to be filled out by the Military Medical Treatment Facility no earlier than six months prior to arrival month to include the Dental screening. They need an HIV test (within six months) plus any shots they may need for the gaining area. All Soldiers going overseas need to have antiterrorism training completed prior to going overseas. Soldiers that are going to Korea will need to do the mandatory training before departing losing unit.

After all information is received back from the Soldier, then orders are published between 90-120 days from the date Soldier will depart losing unit and distribution is made on orders. Short fuse assignment instructions will be handled on a case-by-case basis after all the required paperwork is received.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Military Personnel Division - ID Cards & In/Outprocessing
35 South 8th Street

POC: Sandra Rudolph-Sagler or Marie Roberts

Phone: (608) 388-4563 or DSN 280-4563

Fax: (608) 388-3049 or DSN 280-3049

Services provided by the Military Personnel Division:

Identification Cards - Identification cards are made in the Military Personnel Division, Identification Card Section located in Building 35. Hours of operation are Monday-Friday from 0730-1530.

They do not take appointments; it is a first come, first serve basis. Paperwork required for certain services varies. It is suggested that you call 388-4563 before going to the facility.

In/Out Processing - The In & Out Processing Section is located in Building 2187. Hours of operation are Monday through Friday, 0730-1600. Appointments can be made by calling 388-3960. It is important to call for an appointment so the processing clerk can inform you of the proper paperwork required to either in or out processes.

Identification Tags - Identification tags are made in the Military Personnel Division, Identification Card Section. Hours of operation are Monday-Friday from 0730-1530. The blank forms for the request can be obtained in Building 35. For further information call 388-4563.

Medical Alert tags are issued by your closest Active Duty Base. To obtain these tags, a DA 3365 must be completed and signed by a doctor.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Fort McCoy Religious Support Office
2675 South F Street

POC: Fatai Ajao

Phone: (608) 388-3528 or (800) 982-3585 x3528

E-mail: fatai.o.ajao.civ@mail.mil

Services provided by the Religious Support Office:

Worship Services: The Fort McCoy Garrison Provides many opportunities to connect with God and each other while providing ways to explore and grow your faith. This is accomplished through a variety of settings. Sunday Worship is 0930 for Protestant and 0930 for Catholic Mass.

Religious Education/Bible Studies: Provides opportunities for newcomers to experience growth in their faith, support in the midst of change, and opportunities to meet new people. A religious education library is available to support your requirements. Some of our weekly support is PWOC 0800-1000 Wednesday mornings, Christian Military Fellowship (CMF) 1130-1230 on Wednesdays afternoon. Lunch is provided. On Thursdays we have Financial Peace University from 1130-1230. All located at 2675 South F Street. Fridays are bible study on Love, Sex and Marriage at the South Post Community Center from 1730-1830. In addition we offer seasonal support in Centershot ministries, Memorial services, Retreats, Memorial and Veterans Day celebrations.

Installation Newcomer's Briefing: Someone from the Chaplain's Office briefs the newly arrived Soldiers and Family members at the monthly Installation Newcomer's Orientation and informs them about upcoming Chapel programs and ministries.

Pastoral Counseling: The Garrison Chaplain is available for counseling to assist the Soldiers and/or Family members in dealing with the stresses of a PCS move. We offer Pastoral care and counseling, religious materials, and operation helping hand for those in dire need.

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Logistics Readiness Center – Transportation Division
2138 South E Street
Fort McCoy, WI 54656

POC: Jacqueline (Jackie) King - Personnel Movements Section

Phone: Commercial (608) 388-4464, DSN: 280-4464

Fax: 608-388-3526

Email: usarmy.mccoy.asc.list.dol-passenger-travel@mail.mil

Services provided by the Fort McCoy Transportation Personnel Movements Section:

- Port calls for OCONUS PCS
- Processes applications for official passports and visas
- Coordinates military group travel

Agency: Personal Property Processing Office (PPPO)
200 E. G Street
Fort McCoy, WI 54656

POC: Personal Property Processing Office (PPPO)

Phone: Commercial 608-388-3060, DSN: 280

Fax: 608-388-3053

Email: usarmy.mccoy.asc.mbx.lrc-pppo@mail.mil

Agency: Great Lakes Transportation Office
For those living in Juneau and Vernon counties

POC: Personal Property Office

Phone: 800-637-5401

Services provided by Personal Property Processing Offices:

To initiate a government or personally arranged move, apply online at:

<http://www.move.mil>

- Arranges for shipment of household goods
- Applications for Personally Procured Moves and counseling checklist
- Provides information on ports available for shipping personal vehicle overseas

ELEMENTS & FUNCTIONS OF RELOCATION ASSISTANCE

Agency: Fort McCoy Health Clinic
Occupational Health/TMC
2669 W Regimental Ave

POC: Mr. Tracy L. Saboy NP
Medical site director

Phone: (608) 388-3025

Fax: (608) 388-4818

Services provided by Medical Support Activities:

Medical Care: Located in building 2669, the TMC is open for sick-call to serve the Reserve and National Guard troops during their Extended Combat Training (ECT). The TMC will also support permanent party military personnel with profiles and military specific physicals other than ETS/Retirement physicals. Permanent Party Soldiers who are on TRICARE Prime Remote will not be eligible to be seen for sick-call; they are to see their Primary Care Manager for medical treatment. Soldiers must maintain a copy of all medical records from every appointment. If the Soldier is due to retire with Fort McCoy being their last duty station, they are to bring copies of all their civilian sector medical records to Fort Knox when they report for their physicals to be added to their military medical records. **NO MEDICAL RECORDS WILL BE MAINTAINED AT THE TMC.** Any other military medical records concerns will be directed to the medical records section at Ireland Army Health Clinic (IRAHC), Fort Knox, KY (502) 624-9292.

Occupational Health Clinic: Located in building 2669, the OHC acts as the public health office for the post and the military installations supported by Fort Knox. Services include advice to commanders on measures to protect health of troops, control of communicable diseases, community health nursing, and environmental health monitoring.

TRICARE: TRICARE is the Department of Defense managed health care program. **All active duty service members assigned to Ft. McCoy MUST enroll in TRICARE Prime Remote with a local network provider as their Primary Care Manager (PCM) before receiving care.** To enroll into TRICARE Prime Remote, call 1-877-TRICARE (1-877-874-2273).

TRICARE PRIME REMOTE: Prime Remote is a structured health maintenance organization offering care at the lowest cost. Prime remote requires enrollment prior to use. The Fort McCoy area's network providers for Primary Care are located at Mayo Clinic Health System-Franciscan Healthcare, with locations in Tomah, Sparta, Onalaska, Holmen, and the main clinic and hospital in La Crosse.

Prime Remote requires the beneficiary to use doctors, hospitals, and other health care providers who are part of the TRICARE network. All care is coordinated through an assigned Primary Care Manager. The Primary Care Manager supervises your care and provides specialty referrals as necessary. This benefit provides no out of pocket costs when used in accordance with the rules and regulations for medical care. Family members will have co-pays for pharmacy benefits.