

139th Airlift Wing Rosecrans
St. Joseph, MO Air National Guard
Military & Family Readiness



Deployment Resource Guide
2023

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RESILIENCY CENTER

816-236-3939



Options available to all listed below:

Military & Family Readiness Program Manager:

(816) 236-3511 M-F 8:00-1600 Office Hours
(816) 390-2777 After Hours
amy.mathias.1@us.af.mil

Director of Psychological Health:

(816) 236-3356 M-F 8:00-1600 Office Hours
(816) 244-3032 After Hours
Garold.Smith@us.af.mil

Chaplain:

(816) 236-3236 8:00-1500 Office Hours
(816) 390-0975 After Hours
marty.clary@us.af.mil

Sexual Assault Prevention & Response Program Manager

Sexual Assault Response Coordinator
(816) 236-3008 Office Hours Vary
24/7 Line (816) 262-3182
DOD Safe Helpline (877) 995-5847
jennifer.streeter@us.af.mil

Primary Prevention Specialist

(816) 236-3217 Office Hours Vary
coming soon@us.af.mil

Military Equal Opportunity Officer & Suicide Prevention Program Manager:

(816) 236-3837 Saturday/Sunday Only RSD
Suicide Hot Line:
1 (800) 273-8255 Press 1
sarah.linthacum@us.af.mil

Yellow Ribbon Support Specialist:

(816) 236-3064 M-F 8:00-1600 Office Hours
(816) 387-3587 After Hours Emergency Only
kristina.nicholson.ctr@us.af.mil

Personal Financial Counselor:

(816) 236-3659 M-F 8-1600 Office Hours
(573) 415-6934 Work Cell for Day &
Evenings
VACANT

Human Resource Advisor:

(816) 236-3261 Saturday/Sunday Only RSD
jamie.israel@us.af.mil

Sexual Assault Prevention & Response Program Specialist

Sexual Assault Response Coordinator

(816) 236-3677 Office Hours Vary
24/7 Line (816) 262-3182
DOD Safe Helpline (877) 995-5847
coming soon@us.af.mil

Wing Drug Demand Reduction Program (DDRP)

(816) 236-3217
marsha.brooks.ctr@us.af.mil

Military Family Life Counselor:

(816) 236-3199 Office Hours Vary
(816) 722-0342 Main Contact Line Hours
Vary
(For a return call the caller must leave a
message) Typically M-F
karen.odea.ctr@us.af.mil



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W/ Your
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1139th Airlift Wing Military & Family Readiness

Deployment Resource Guide 202323

705 Memorial Dr. St. Joseph, MO 64503

Facebook: <https://www.facebook.com/139aw/?ref=ts>
www.facebook.com/139thfamily/

inTransition

<https://health.mil/inTransition>

Available globally, 24/7/365

1-800-342-9647

Key Spouses Mentors

<https://www.139aw.af.mil/About-Us/Resiliency-Center/>

Facebook: 139th AW Airman & Family Readiness

Key Spouse Mentors: ksm139th@gmail.com / ksm139th2@gmail.com

Employer Support of the Guard and Reserve

www.ESGR.org

The Veterans Administration (VA)

(877) 222-8387

Full-time counselors and veterans service officers to support service members & their Families

Local VA Health Care Representative: Michelle Sweeney (785) 559-8190/michelle.sweeney@va.gov

VA Health Center

Kansas City VA Medical Center

4801 Linwood Boulevard Kansas City, MO 64128-2226

(816) 861-4700

Dwight D. Eisenhower VA Medical Center

4101 4th Street Trafficway Leavenworth, KS 66048-5014

913-682-2000

Vet Center

www.vetcenter.va.gov

(877) 927-8387

4800 Main St Suite 107 KCMO 64112

Emergency Assistance and Notification

139th Airlift Wing Military & Family Readiness Office: Serves to support our military and civilian personnel and their families with resources Before, during, and following deployments as well as outside the deployment cycles. We are here for you.

Amy Mathias: (816) 390-2777 for after-hours assistance.

Air Force Personnel Accountability and Assessment System (AFPAAS): AFPAAS is the Air Force Personnel Accountability and Assessment System. It is a website designed to help Air Force personnel and their families directly affected by natural and man-made disasters.

Air Force Personnel Readiness Cell

(800) 435-9941

<https://afpass.af.mil/>

American Red Cross: A military member or a member of their family needing to initiate and emergency message can go to redcross.org/HeroCareNetwork or call (877) 272-7337. After a message is started online, a highly-trained emergency communication specialist will begin the emergency verification process required to deliver it to the military member's command.

Local Missouri Red Cross Contact Information

401 N 12th Street St. Joseph, MO 64501

Phone: (877) 272-7337

<https://www.redcross.org/get-help/how-to-prepare-for-emergencies/mobile-apps.html>

Air Force Aid Society: The Air Force Aid Society (AFAS) is a non-profit organization that assists active duty members, retirees, and families during emergencies. ANG members can use this assistance when on active duty orders for more than 30 days. They give interest-free loans or grants for basic needs such as food, rent, utilities, moving costs, funeral expenses, dental medical, car repair, etc. To find out more about AFAS, you can visit their website at www.afas.org or contact our office.

Air Force Aid Society (AFAS)

<https://afas.org/>

703-972-2650



General Air Wing Information

- ❖ Call or email your respective Key Spouse Volunteer &/or Military POC for your unit assistance.

Key Spouse Name: _____

Phone: (____) _____ - _____

E-Mail: _____

1st Shirt/MPOC Name: _____

Phone: (____) _____ - _____

E-Mail: _____

CHIEF/MPOC Name: _____

Phone: (____) _____ - _____

E-Mail: _____

CO/MPOC Name: _____

Phone: (____) _____ - _____

E-Mail: _____

UDM Name: _____

Phone: (____) _____ - _____

E-Mail: _____

_____ Name: _____

Phone: (____) _____ - _____

E-Mail: _____

_____ Name: _____

Phone: (____) _____ - _____

E-Mail: _____

_____ Name: _____

Phone: (____) _____ - _____

E-Mail: _____

_____ Name: _____

Phone: (____) _____ - _____

E-Mail: _____

Important Numbers 139th Airlift Wing

- ❖ Base Operator: (800) 528-1835
- ❖ Comm. & Post – (816) 236-3225
- ❖ Security: (816) 236-3394
- ❖ Main Gate: (816) 236-3316
- ❖ Recruiting: (816) 236-3620
- ❖ Personnel: (816) 236-3330
- ❖ Finance Office: (816) 236-3247
- ❖ TMO: (816) 236-3209
- ❖ Retention Office: (816) 236-3339
- ❖ Medical Squadron: (816) 236-3246/3568
- ❖ AATTC Main Directory: (816) 236-3500
- ❖ AATTC Support (816) 236-3512
- ❖ AATTC Superintendent (816) 236-3686
- ❖ Base Legal: (816) 236-3087
- ❖ Public Affairs: (816) 236-3181
- ❖ Red Cross 1-877-272-7337
- ❖ SATO - 1-800-9276343 or 24 hrs 1-855-794-4923
- ❖ Sexual Assault Response Coordinator: (816) 236-3008
- ❖ Suicide Hot Line: 1-800-273-8255 Press 1
- ❖ DOD Safe Helpline 877-995-5847
- ❖ Military Equal Opportunity: (816) 236-3837
- ❖ Human Resource Advisor: (816) 236-3261
- ❖ Military & Family Life Counselor: (816) 236-3199
- ❖ Yellow Ribbon Reintegration Specialist: (816) 236-3064
- ❖ Personal Financial Counselor: (816) 236-3659
- ❖ DPH: (816) 236-3356
- ❖ Chaplain: (816) 236-3236
- ❖ Comm, Focal Point: (816) 236-3440

Pre-Deployment Checklist

COMPLETE D	N/A	THINGS TO DO (Review this checklist with your spouse or person responsible during your absence)
		Communication
		Who is your family's source of support during deployment? Do they understand you Family Care Plan (if required)? Prepare/Update Family Care Plan
		Have you discussed all forms of communication available, writing letters, cards, emails, Skype, FaceTime, etc.?
		Have you included communication activities for children i.e. postcards, drawing, etc.—activity books are available through M&FR Office?
		Does your family know emergency American Red Cross notification procedures? Who is your unit home station POC? <ul style="list-style-type: none"> Do they know your SSN & unit of assignment? Do you & your family have your commander, Chief & First Sergeant's contact information? Do they have Red Cross Number (1-877-272-7337)? Have you & your family downloaded the American Red Cross App to your phone with the necessary contact information?
		Do you have email connectivity? What is a good alternative?
		Have you made arrangements for special days that you will be gone ahead of time i.e. Birthdays, anniversaries & holiday celebrations—shop for in advance &/or have cards ready for the occasions. Local flower ships will make advance arrangements!
		Do you have a letter of instruction (not to be confused with a will)? This clarifies your thoughts & insight into your feelings if you die unexpectedly.
		General Matters
		Out-Process with Resiliency Center
		Pre-Deployment briefing (arrange so significant other can attend with you) (60 days out up to 10 days before)
		Items to consider: <ul style="list-style-type: none"> Budgeting/Financial Counseling Child Care/Give Parents A Break Program/Respite Care Program Car Care Because We Care Program Emergency Financial Assistance (Air force Aid Society)
		Obtain/Update/Copy Military ID cards and passports for family members (make sure they do not expire while you are away)
		Update DD Form 93 (Emergency Notification) in Virtual MPF
		Create emergency contact listing/contact numbers
		Contact Post Office (temporary disposition of mail, mail pick-up/forwarding arrangements)
		Vehicle Storage (contact insurance company for possible premium reduction during storage)
		Cell Phone/Home Telephone Service (suspend/cancel?)
		Collect important papers and store in safe place, i.e., fire proof box (location known to spouse/caretaker)

	Deployment Orders (provide copy to spouse/guardian)
	Medical Records & Appointment/Prescription Cards
	Insurance Policies (review life insurance policies (war clause?), SGLI coverage, & Beneficiaries)
	Financial Records/Investments
	Wills (for both parents)/Powers of Attorney
	Vehicle Title, Insurance, Registration & Warranty Papers
	Immunization Record for children/pets
	Adoption/Naturalization/Citizenship Papers/Passports/Birth Certificates/Divorce Certificates
	Arrange for absentee voting if applicable. Go to this site to get your absentee voting started: https://www.fvap.gov/
	Did you leave a copy of your orders & your deployment email/snail mail address, rank, & leadership contact information, with your family members?
	Do you have your Dog Tags?
	Medical Matters
	Are all immunizations up to date?
	Does someone have a Power of Attorney specific to medical issues?
	Does your family member know their military ID card is their insurance card?
	Verify family enrollment in DEERS/Tri-Care (especially after your status changes)
	Immunization Record for children/pets (where & how to access)
	Discuss medical/dental/eye care and review health insurance coverage
	Medical Treatment Authorization letter for person responsible for care of child(ren): Power of Attorney
	Review/select health insurance/Make a list of health-care providers
	Contact TRICARE if family members relocate for more than 30 days
	Copy of prescriptions and adequate medications to hand carry
	Financial Matters
	Discuss financial matters with spouse or party responsible in your absence (give access information)
	Pay Changes during deployment (hazardous duty, eminent danger, family separation, per-diem, etc.)
	What arrangements have you made for paying bills?
	How are changes in pay going to impact your budget?
	Do you have a budget? Have you reviewed it with family/designee/PFC
	Banking Options (Passwords/PINs)/Online Banking/Separate Checking Accounts/Checkbook/Bonds/Trust Funds/ Does someone have Power of Attorney to access your LES, or troubleshoot any Pay issues on you behalf? Or, will you give someone limited access to you MyPay account?
	Indebtedness & Payment Plan/Automatic deposits, withdrawals & payments (allotments needed?)
	Use of Credit Cards, payment procedures (Gov't Credit Card expiration date?)
	Military STAR Card/Club Card (suspend/reduce payments while deployed)/ATM & Debit Cards
	Lost/Stolen Credit Card reporting procedures
	Arrange/discuss payment of bills in your absence (obligations, due dates, amount owed, who to pay)
	Debt Payment Contacts --Housing, Car, Rent, Utilities, Cell Phone, Insurance, etc.
	Understand Leave & Earnings Statement (give restricted access MyPay PIN # to spouse?)

	Review Vehicle/Housing Lease Agreements & Homeowner/Renters Insurance (Expiration Date?)
	Have you considered a safe deposit box (for important documents & financial records? & given someone a key?
	Did you utilize the Servicemembers Civil Relief Act to have debt interest reduced on house, car or credit cards?
	Emergency Procedures
	Natural Disaster Preparedness/Procedures & Evacuation Plan Ready
	NEO Kits for family members at OCONUS locations IAW local policy
	AFPAAS up to date https://afpaas.af.mil/
	Legal Matters
	Create/Update Will/Living Will
	Require POA?(General or Specific)--file Income Tax/Extension, spouse perform financial transactions)
	Accomplish and/or complete estate planning
	Designate legal guardians for children/review custody agreements & update prior to deployment
	Safely store important documents & give access to POA (marriage certificate, birth certificates, wills, adoption papers, SSN #s, etc.)
	Complete Record of Emergency Data
	Vehicle Title, Insurance, Registration & Warranty Papers
	Immunization Record for children/pets
	Adoption/Naturalization/Citizenship Papers/Passports/Birth Certificates/Divorce Certificates
	Arrange for absentee voting if applicable. Go to this site to get your absentee voting started: https://www.fvap.gov/
	Does your family understand & SGLI/SSLI insurance? Who is your beneficiary? Do they have a copy of your will?
	What additional life insurance is in force & where are the policy numbers?
	Have you made arrangements for your business legal needs while you are away?
	Review Life Insurance policies and Beneficiaries
	Practical Matters
	Review/Discuss home/personal security measures
	Check smoke detectors and replace batteries/Discuss emergency exit procedures
	Ensure appliances are in working order and in good condition
	Review/Update Vehicle Information and who to call for vehicle problems/assistance
	Driver's License/Base Decal & Safety Inspection (if required) Expiration Dates
	Insurance Policy Expiration Date. Decrease needed? (Do not shut off insurance)
	Vehicle Maintenance Record (Tires, Oil Change, Anti-freeze, Warranty, etc.)
	OCONUS Vehicle Requirements (road tax, etc.)
	Utilities shut offs & emergency contacts (gas, water, electric, mail, paper, trash, etc.) Locate shut off valve locations.
	Plan for household repairs (document phone numbers and names of contacts)
	Complete property inventory (including dormitory residents)
	Inform Dormitory Manager or Landlord of deployment

	Pet care arrangements/Veterinarian notification
	Is your license plate current or will it expire while you are away? Does your family know how to register a new car or reregister the current car? (A reduction may be available while deployed)
	Does your family know where to take the vehicle for repairs if needed? Do they have the phone number? What is your vehicle tire condition & correct inflation?
	Does your family know who holds the lien for the vehicle? Or where the title is located? And how to pay the loan?
	Ask about the storage rate or non-primary driver insurance while you are away. (Each company is different)
	Does your family have a duplicate set of keys for the vehicle?
	Has the furnace/air conditioner been serviced? The filter should be changed regularly.
	Who should be called for repairs if needed? A list of preferred repair services /companies to be called.
	Do you have a plan for lawn care/snow shoveling while you are away?
	Will someone stop by randomly to check on things while you are away?
	Do you have plants in your home, does your family know how to care for them?
	Do you have a caregiver to take care of your pets while you are away? Have you provided them with money for food and veterinary care? Do you have insurance for your pets needs and have you supplied that to the caregiver?
	Do you have Power of Attorney specific to your pet's care while you are away or permanently should you be unable to return to care for them?
	Personal Matters
	Empower Spouse to stay busy/healthy and explain where to go for assistance if needed
	Discuss methods and plans for communication during deployment (email, phone, mail)
	Discuss feelings and include children in discussions
	Mark family calendar with anniversaries, birthdays, graduations, holidays
	Contact school officials (notify teachers/coaches of upcoming deployment)
	Single Parent
	Identify escort for dependents during evacuations from OCONUS locations
	Arrange financial support to guardian of child(ren)
	Divorce/Custody paperwork (legal visitation orders for non-custodial parent if required)
	Parents/family/caregiver informed of deployment and how to make contact in case of emergency
	Emergency Services explained and located
	Copy of Emergency Data Card/Current address & phone number of immediate family members
	Access to Commissary/BX for non-dependent relative/guardian of children

General Information/Assistance

U.S. Department of Veterans Affairs: <http://www.va.gov>

Exceptional Family Member Program: Eligibility – SM must be on Title 10 orders. Children must meet EIS eligibility guidelines according to the IDEA. Please set an appointment with the M&FRPM at least 1 month before you deploy as there is paperwork required to complete. We work with Whiteman as they manage the EFMP PROGRAM FOR ALL ACTIVE DUTY.

- **Respite Care:** Respite care is short-term specialized child care designed for families who have children diagnosed with special needs and helps to reduce the stressors associated with caring for an EFM. AIR FORCE EFMP RESPITE CHILD CARE PROGRAM – Program Office of Primary Responsibility (OPR) is AFSVC and is currently under Air Force revision - When enrolled in the EFMP, Air Force Respite Child Care provides active duty, Guard and Reserve families up to 40 hours of free care per month per child. Sibling care is also currently available at no cost. Service is typically provided in the child's home but is also available in child care centers or licensed family child care homes. Providers are recruited, screened and trained to provide care for children with special needs. Eligibility criteria:

EFM child(ren), ages birth through 18 years, diagnosed with moderate or severe special needs
Siblings, ages birth through 12 years
EFM child(ren) and siblings must reside with the Airman
Airman stationed at any Air Force location (geographical separations are eligible if child is located near a respite care site)
Airman is active duty, including Guard and Reserve, if activated for at least 31 days
Requests for exceptions to policy may be made on a case-by-case basis

Employment Support of the Guard and reserve (ESGR) : Promotes cooperation an understanding between reserve component service members and their civilian employers and to assist in the resolution of conflicts arising from an employee's military commitment.

<http://www.esgr.mil>

Federal Voting Assistance Program: if you are deployed during a Federal or State election, please visit www.fvap.gov to obtain information on State instructions, forms, electronic voting tools, and state and local election official contact information.

Automatic Federal Tax Filing Extension: Armed Forces' Tax Guide

<https://www.irs.gov/publications/p3/index.html>

Dogs on Deployment: is a national non-profit which provides an online network for service members to search for volunteers who are willing to board their pets during their owner's service commitments. Learn more at <http://dogsondeployment.org/>

Military Foster Program: PACT works directly with all military service members to match their companion animals with appropriate foster homes that will give them the care and love they need while their owners are deployed. We facilitate the foster home placement via our Foster Agreement- a written agreement that outlines the terms of the relationship and protects the interests of all parties involved. <http://pactforanimals.org/pacts-work/military-foster-program>

USAF eLibrary Online Resources: offers a wealth of on line resources including digital magazines, music, movies and more. These resources are provided at no charge by your Air Force Library program to eligible library patrons. <http://www.myairforcelife.com/Libraries>

Financial Resource Guide: Each of the resources provided below has been vetted for relevance, organization, ease of use, and resource content. All resources listed are also free to use; however, some of the on line resources may require registration to access some of their features.

<http://www.yellowribbon.mil/cms/financial-resource-guide>

Career Related Information

O*Net Online: Great resource tool for building resumes and finding occupations:

<https://www.onetonline.org>

The Military Spouse Career Advancement Accounts Program (MyCAA): is a career development and employment assistance program. MyCAA helps military spouses pursue licenses, certificates, certifications, or Associate's Degrees necessary for gainful employment in high demand, high growth Portable Career Fields and Occupations.

<https://mycaa.militaryonesource.mil/mycaa>

eBenefits: Veterans Employment Center offers resume writing assistance and job searches.

<http://www.ebenefits.va.gov>

Employment Resource Guide: Each of the resources provided has been vetted for relevance, organization, ease of use, and resource content. All resources listed are also free to use; however, some of the on line resources may require registration to access some of their features.

<http://www.yellowribbon.mil/vrrp/employment-resource-guide.html>

Legal Assistance

Begin by going to the U.S. Air Force Legal Assistance website:

<https://aflegalassistance.law.af.mil/lass/lass.html> At this site you will complete an online legal worksheet for will, advance medical directive, or power of attorney prior to visiting the legal office. **However, you are not required to fill out an online worksheet to receive legal assistance services at your nearest military legal office.** Completing the online worksheet prior to your visit allows you to gather necessary information in the comfort of your home and should ensure expedited service.

Please note that no legal documents can be printed from this website - you are required to visit the nearest Air Force legal office to obtain your legal document, and consultation with an attorney will be necessary in most cases. Only Air Force legal offices have access to the data you enter here. Make sure to save your worksheet(s) and ticket number. This will allow the local legal office to retrieve your worksheets.

Deployment Freebies

Free Oil Changes: The Car Care Because we Care” program is funded by the Air Force Aid Society and provides vouchers for free oil changes 30 days into a deployment and can be obtained through the Military & Family Readiness Center (M&FRC). The service member must be deployed (not on training orders), and a copy of the Title 10 Orders must be provided. The provided vouchers can only be redeemed at AAFES Car Care Center. Call the M&FRC for more information (907) 552-4943

FREE Childcare

The “Give Parents a Break” program is funded by the Air Force Aid Society and provides childcare relief for families of deployed service members. The dates include the 1st and 3rd Saturday of the month for children 6 months to 12 years old. Pre-registration is required at the FSS Child Care Facilities. Please call the M&FRC for more information.

Deployed Family Child Care (FCC): Families of servicemembers who are deployed or TDY longer than 30 days are eligible for 16 hours pre-deployment, 16 hours during each month of deployment, and 16 hours of post-deployment childcare. Please contact (816) 236- for more information

Hearts Apart: HeartsApart.org was created to keep families connected while our military men and women are serving abroad. Go to <https://www.heartsapart.org/our-mission/>.

Build a Sign: One of the best ways to welcome a service member home is with a sign.

Buildasign.com offers free, 100% customizable banners for families celebrating the homecoming of a deployed loved one. Go to <http://www.buildasign.com/troops> to get started.

For the Kids: Tutor.com is a free resource for military families to get help on their schoolwork. It offers 24 hour tutoring for students in kindergarten through 12th grade. Students can sign up by going to www.tutor.com/military.

Our Military Kids Grant: Is for children of National Guard members that are involved in sports or extracurricular activities during deployment. Applicants can be awarded a one-time \$500 grant per child. Grants can be used to cover the cost of program fees, equipment, uniforms, or even lessons for that activity. For more information, visit www.ourmilitarykids.org.

Military Kids Connect: Is a Department of Defense (DoD) website for children experiencing the challenges of military deployments. The highly interactive website that helps children of deployed parents cope with the stress, changing responsibilities, and concern for the safety of their parents. The website has features that will help children, parents, and educators navigate the wide range of practical and emotional challenges military families must live with throughout the deployment cycle at <https://militarykidsconnect.health.mil>

Health and Well-Being

Tricare

When a member changes their Personnel Categories within DEERS, they will need to contact Tricare, to reestablish your eligibility with either Tricare Prime or Select otherwise the member and their family will revert to Direct Care. Tricare Prime/Select is NO longer an automatic election. When there is a "category change" processed in DEERS, the person must re-enroll in PRIME or Select within 90 days of the change. DEERS doesn't roll their status over.

West Region
Health Net 1-844-866-9378
www.tricare-west.com

East Region
Humana Military 1-800-444-5445
www.tricare-east.com

Active Duty Medical Care: <http://tricare.mil/Plans/Eligibility/NGRMandFamilies>

- Before your orders begin: **Pre-Activation Tricare** eligibility begins on the date your orders are issued or 180 days before you report to active duty, whichever is later. During this "pre-activation" period, you qualify for the same benefits as you have when you're activated.
- While on orders: When you're activated or ordered to active service for more than 30 consecutive days, you become eligible for the same health and dental benefits as active duty service members. You will need to enroll in one of the Prime options when you arrive at your final duty station. Family members are eligible for Tricare as active duty family members as well.
- After your orders are completed: When deactivated, you qualify for the Transitional Assistance Management Program (TAMP) for 180 days, but you must request this. TAMP coverage begins the first day after your active duty orders end and your family members are covered, too. During the TAMP period, you will need to enroll in one of the Prime options.

For questions related to DEERS, please call 139 FSF/customer Service: (816) 236-3330

Each time a service member changes status the member is responsible to re-establish

Military Health System (MHS) Nurse Advice Line:

United States, Guam, and Puerto Rico	Visit MHSNurseAdviceLine.com for web chat and video chat, or dial 1-800-TRICARE (874-2273), option 1.
Overseas military hospitals and clinics	Contact your local facility or visit MHSNurseAdviceLine.com for web chat, video chat, or to find country-specific numbers.

The Nurse Advice Line is available to all Tricare beneficiaries in the U.S., except those enrolled in US Family Health Plan. You can call the Nurse Advice Line 24/7, at no cost to you, to talk to a registered nurse who can answer your urgent care questions, give you professional health care advice, help you find a doctor, and/or schedule next-day appointments at military hospitals and clinics.

If you have an emergency, call 911 or go to the emergency room. The hospital department that provides emergency services to patients who need immediate medical attention.

You DO NOT have to call TRI CARE first in the event of an emergency!

Urgent Care

Urgent medical care should be considered for health care concerns that do not threaten life, limb or eyesight, but need attention to prevent serious risks to your health. Your primary care manager (PCM) is your best resource for deciding where and when to get care. If you have questions regarding you and your families health care, call Tricare.

Steps to take to obtain this care:

1. Call your PCM or family doctor.
2. If your PCM or family doctor cannot provide care on the day you call, you will be directed to use a local network urgent care provider, if medically appropriate.
3. Visit the Tricare Network Provider Directory to locate an urgent care provider. When using the directory, type in your ZIP code and under Specialty select Urgent Care Center or Convenient Care Clinic.

Do you have other health insurance in addition to TRICARE, such as Medicare or an employer sponsored health insurance? You can call Tricare for help, but if you need to see a doctor,

Remember:

- You must follow the rules of your other health insurance plan first.
- Your other health insurance is the primary payer.
- If we help you find a doctor make sure they're in your other plan's network or your care may not be covered

Counseling Resources

Military service members and their families have options for counseling services and many are offered free of charge. If you are considering counseling, be sure to look into these resources:

- **Military OneSource:** 1-800-342-9647 or www.militaryonesourcc.com. Provides up to twelve nonclinical sessions per person, per issue with a licensed professional. These personal sessions are available face-to-face, by telephone, or online.
- **TRICARE** allows free counseling with a provider of choice under certain circumstances. Call 1-874-2273 or check eligibility depending on plan/status at <https://tricare.mil/CoveredServices/Mental/Programs>
- **Military Crisis Line/Suicide Hot Line:** Free to all Service members, including members of the National Guard and Reserve, and Veterans, even if you are not registered with the U.S. Department of Veterans Affairs (VA) or enrolled in VA health care. 1-800-273-8255, press 1
- **Vets 4 Warriors** -24 hour peer support line, toll free and confidential for National Guard and Reserve service members. 1-855-838-8255 (Service Members only) 1-844-645-6261 (For Families). Online at <https://www.vets4warriors.com/>.

Other Resources

Armed Services YMCA: Provides support services to military service members and their families for more than 140 years. The essential programs are childcare, hospital assistance, spouse support services food services, computer training classes, health and wellness services, and holiday meals. Find a local branch at <http://www.asymca.org>

Boys and Girls Clubs of America (BGCA): Air Force Youth Programs and BGCA began their partnership in 1995 to provide a variety of programs, training, and grant opportunities to installation youth programs. BGCA programs also support AFR/ANG families who do not live near a military installation, and those who move to off base locations during the deployment of their parents. www.bgca.org.

Closest Location to Zip code: 64503

Boys & Girls Club of Atchison
Distance: 20.64 miles
103 South 7th Street
ATCHISON, KS 66002 1182
Phone: 913-367-9090

Fisher House: Donates "comfort homes" to allow family members to be close to a loved one during the hospitalization for an unexpected illness, disease, or injury. There is at least one Fisher House at every major military medical center. Phone: (888) 294-8560 or <https://fisherhouse.org/>.

Military Impacted Schools Association: Military Impacted Schools Association (MISA) is a national organization of school superintendents. Our mission is to serve school districts with a high concentration of military children. www.militaryimpactedschoolsassociation.org

Military OneSource: Provides access to web-based Department of Defense resources for the Total Force and their families. It is a virtual extension of installation services. www.militaryonesource.com or phone: (800) 342-9647

Military Officers Association of America: The "leading voice on compensation and benefit matters for all members of the military community." The association provides expert advice and guidance to its members. <http://www.moaa.org> or phone: (800) 234-6622

Operation Homefront (OHF): Provides emergency financial and other assistance to the families of our service members and wounded warriors. <https://operationhomefront.org/about-us/>

United States Department of Veterans Affairs: Principal advocate for America's Veterans; ensuring that they receive medical care, benefits, social support, and lasting memorials promoting the health, welfare, and dignity of all Veterans in recognition of their service to this Nation. <http://www.va.gov/> VA Benefits: (800) 827-1000, Education (GI Bill): (888) 442-4551, Health Care Benefits: (877) 222-8387

United Service Organizations (USO): The USO is a private, nonprofit organization whose mission is to support the troops by providing morale, welfare and recreation-type services to our men and women in uniform. <http://www.uso.org> or phone: (888) 484-3876

USA4 Military Families: Provides online information about the ten Key Quality of Life issues. The USA4 Military Families initiative works through the DoD-State Liaison Office (OSLO) to engage and educate state policymakers, not-for-profit associations, concerned business interests and other state leaders about the needs of military members and their families. <http://www.usa4militaryfamilies.dod.mil>

Unmet Needs: Provides basic life needs such as: mortgage and rent, home and auto repairs, insurance, utilities, food and clothing. National Guard and Reserve members must be either active duty or discharged from active duty within the last 36 months. The active duty must be other than Basic Training, Annual Training and monthly drill. <http://www.vfw.org/Assistance/National-Military-Services> or <https://safe.menlosecurity.com> or <https://www.vfw.org/assistance/financial-grants> and phone 1-866-789-6333.

SGLI: Airmen don't have to wait for the automated "birth month" email. They can update their coverages at any time and as often as they like by signing into milConnect <https://www.dmdc.osd.mil/milconnect> Service members' Online Election System (SOES). SOES enables Airmen to make automated Service members' Group Life Insurance and Family SGLI coverage/beneficiary elections 24/7, 365 days a year.

National Military Family Association, resources for military families before, during, and after deployments. <http://www.militaryfamily.org>

Military One Source

Your Support when Milife Happens: Military One Source, the Department of Defense is your 24/7 gateway to trusted information, resources and confidential help. When MilLife happens, it's your "first line of support" — giving service members and military families tools to stay well and thrive.

Tax Resource Center

Have questions? Call Military OneSource at 800-342-9647 or live chat to schedule a free consultation with a MilTax consultant or a financial counselor. OCONUS/international? <https://www.militaryonesource.mil/financial-legal/tax-resource-center/>

Second Harvest Calendar, food pantry date and locations. <https://www.shcfn.org/news-events/event-calendar.html>

Air Force Aid Society, they are now able to financial assist National Guards Members. <https://afas.org/how-we-help/standard-assistance/>

Child Care Aware: We advance a child care system that effectively serves all children and families. Our work is strengthened by a national network of child care resource and referral agencies and diverse members and partners. <https://www.childcareaware.org/>

Blue Star Families: Founded in 2009 by military spouses with you in mind, we empower military and Veteran families to thrive by connecting them with their civilian neighbors—both people and organizations—to create strong communities of mutual support. <https://bluestarfam.org/>

H.E.R.O.E.S. Care: affiliation of program partners working together to provide support to military families in the communities where they live. H.E.R.O.E.S. Care combines the power of national organizations dedicated to providing emergency financial aid, employment opportunities, and mental health care services through a network of specially trained care givers before, during and after deployment. <https://heroescare.org/>

Our Military Kids Community (<https://www.ourmilitarykids.org/community2021/>)

Operation Gratitude (<http://www.operationgratitude.com/who-we-serve/military-families/>)

BuildASign Troops (<https://www.buildasign.com/troops/>)

United Through Reading (<https://unitedthroughreading.org/>)

Military Child Education Coalition (MCEC) (<https://www.militarychild.org/audience/parents>)

Full Circle Home (<http://www.fullcirclehome.org/>)

AFAS Community Programs (<https://afas.org/how-we-help/community-programs/#car-care>)

