



MiCare/RELAYHEALTH FACTS AND E-REGISTRATION VIA CAC CARD

What is MiCare?

MiCare: AF Secure Messaging, also known as MiCare, is a confidential online healthcare messaging system that allows patients to communicate directly with their healthcare team. In the future, information from your electronic health record will transfer directly into your personal health record. [In accordance with the Privacy Act of 1974 (Public Law 93-579) this notice establishes the purpose and means for collecting Personally Identifiable Information (PII) related to the Relay Health MiCare Secure Messaging System (MiCare SM), and informs you of the purpose of this authorization and how it will be used. Please read it carefully.]

What services does MiCare provide?

- Communicate online with your healthcare team about **non-urgent, non-emergent** medical concerns
- Request appointments
- Cancel appointments
- Request medication renewals
- Receive test and lab results
- View records
- Request referral renewals or make referral questions
- Request a copy of immunization records
- Access a large library of patient education materials

Why is MiCare good for you?

MiCare empowers you to be more engaged in your health with your healthcare team. We value your time. To help you communicate with your team, MiCare:

- Is accessible 24 hours a day
- Allows pre-planning and supports personal time management needs
- Provides for receiving written advice, that might otherwise have been forgotten or misunderstood
- Avoids the annoyance of waiting in phone trees and/or playing "telephone tag"
- Minimizes the inconvenience of traffic, parking, or lost days at work

Who can use MiCare?

Any of the Medical Group's enrolled beneficiaries can use MiCare. By the end of 2013, MiCare will be implemented Air Force-wide. That means that once patients have registered, they will remain in the system and have their records travel with them in the event of a PCS.

Is your privacy protected?

Your information and messages are only accessible by you and your healthcare team. When using MiCare, a secure connection is established with your browser to ensure personal information is encrypted and coded for transmission and storage. In addition, MiCare complies with the Health Information Portability and Accountability Act of 1996 (HIPAA). [Authority: Public Law 104-191 104-191; E.O. 9397 (SSN), as amended; DoD 6025.18-R]. Finally, once enrolled, this registration form and its contents are destroyed.

How do I register?

Fill out this E-registration form and submit it electronically using your military email address in your CAC-enabled computer to your Unit Deployment Manager (UDM) at

Your UDM will forward your completed form to your clinic at

Important: after submission, you will receive an e-mail from RelayHealth asking you to complete the registration process online. RelayHealth is the company the Air Force uses to manage MiCare.

To learn more about MiCare go to the AFMS website: <http://www.afms.af.mil/micare/> or the KX MiCare site: <https://Kx.afms.mil/micare>.

You can find more information about MiCare on the Medical Group's web page at:

If you have technical questions or need help with your MiCare account, please contact RelayHealth Customer Support at 1-866-735-2963 (866-RelayMe) or <https://app.demo.relayhealth.com/CustomerSupport.aspx>.

What is the MDG response time when you submit a Message? MiCare allows up to three business days for a timely response; however, the response time can vary from 0-3 days.

Full Name:	Date of Birth:	Gender:	Zip Code:
Patient SSN (no dashes):	DoD ID (Found on Back of CAC ID and Front of Dependent ID):		
Personal Home E-Mail Address:	Provider/PCM (if known):		# of Child Dependents (if any):

For authentication, verification and consent purposes, please sign digitally above.

CLINIC USE ONLY

Patient ID Verified: _____ Date: _____ Staff Initials: _____

E-mail Invitation Sent: _____ Date: _____ Staff Initials: _____

Information on this form is collected for local MTF MiCare registration purposes only for MiCare Secure Messaging Registration. Final disposition of form/contents resides at the MDG and is protected IAW Privacy Act of 1974 (5 U.S.C. Section 552a) and in accordance with AFMAN 33-363, *Management of Records*, and are disposed of IAW the Air Force Records Disposition Schedule (RDS) located at <https://www.my.af.mil/gcss-af61a/afirms/afirms/>. Destroy form and or shred per local MTF or DoD procedures after processing.