

Moody AFB Specific COVID-19 Frequently Asked Questions

Please note: *This is a rapidly evolving situation. Unique situations are going to come up as our people are affected. Please continue to raise your concerns through your First Sergeant, Key Spouse and leadership team. We will get the right people on it to ensure our Airmen and their Families have the best information and resources. (Current as of March 15 at 1745)*

What do I do if I'm concerned I may have COVID-19?

Active Duty Service Members exhibiting 2 or more of the following symptoms (shortness of breath, cough, fever over 100.4) report to drive through screening at the 23 MDG Employee parking lot Mon-Fri 0800-0900. Please enter through Davidson Road gate.

TRICARE Beneficiaries who are feeling ill should contact the TRICARE Nurse Advice Line (1-800-874-2273) for further direction.

Non TRICARE Beneficiaries who are feeling ill should contact their primary care physician for further direction.

Any symptomatic concerns or COVID-19 questions, please utilize the Nurse Advice Line via 1-800-TRICARE or <https://MHSNurseAdviceLine.com>

What do I do if I need medical attention and the MDG is not open for appointments?

Please use the same procedures you would if you have a medical emergency after hours. Call Tricare at [1-800-TRICARE \(874-2273\)](tel:1-800-TRICARE), [option 1](#). For anything concerning your medical needs, TRICARE will be the place to get the answers to any of your questions. We understand that this is hard on everyone and that unique situations will impact your families. If you need additional assistance, please reach out to your supervisor, First Sergeant or Key Spouse. They will continue to push issues to the right people to get the answers or assistance you need.

How do I get my prescriptions refilled?

During emergencies, like natural disasters, TRICARE may authorize early refills for prescriptions, which means you can refill your prescription before your current supply is exhausted. Call TRICARE Pharmacy at [1-877-363-1303](tel:1-877-363-1303). You will still be required to pay all applicable copayments. Visit www.tricare.mil/costs to determine the cost of your prescriptions.

Our Tiger Medics are working hard with our HUMANA liaison to get answers to this unique situation.

Why are the Commissary and BX employees working while the rest of the base is operating with limited personnel?

DECA, who runs the Commissary, and AAFES, who runs the BX, are not operated by Moody AFB. DECA, AAFES and Team Moody leadership work together to provide the most appropriate support to the installation. They have been in continual contact to ensure all decisions are made with the most up-to-date information in mind. We appreciate the support that the employees are providing our Team Moody members to include the many who reside in the dorms and may not have access to off base options for food and other supplies.

Per Rear Adm. (Ret.) Robert J. Bianchi, DOD special assistant for commissary operations,

“To our deserving customers: In light of the COVID-19 (the coronavirus) outbreak, we at the Defense Commissary Agency want to reassure you, our valued customers, that the health and welfare of you and our employees are our No. 1 concern. We are following the highest standards of the Department of Defense’s health protection in our stores, which includes wiping down checkout areas, restrooms and shopping carts, routine hand washing and other basic sanitation measures to avoid spreading germs. We’re also encouraging our employees to closely monitor their health and well-being, and asking them to stay home if they, or someone in their household, are sick.”

Please follow the link for the full press release:

<https://commissaries.com/our-agency/newsroom/news-releases/deca-leadership-informs-customers-about-how-commissaries-are>

Will I get my money back for the childcare I have already paid for?

Leadership is working to get the approval to reimburse members for childcare. Once a decision is made, parents will be notified by the CDC and Youth Center.

Why is the Honor Guard still working?

The Honor Guard is congressionally mandated to perform specific duties during a national emergency. All Honor Guard members are highly encouraged to notify their leadership if they are experiencing any symptoms.

Pursuant to Sec 1491 of Title 10 U.S.C., military funeral honors shall be provided upon request for the funeral of any veteran, except when military honors are prohibited. Additionally, “the Secretary of Defense may waive any requirement provided in or pursuant to this section when the Secretary considers it necessary to do so to meet the requirements of war, national emergency, or a contingency operation or other military requirements”. The SECDEF has **not waived the requirement at this time.**

I live in the dorm and I am on a meal card, what can I do for food while the DFAC is closed?

Meal card holders will receive BAS for this period and end of month paycheck should reflect this allowance. Commissary and BX are open normal business hours. The Moody Field Club will open for breakfast, lunch and dinner starting 16 March. Please see current FSS operating hours at www.moody.af.mil/home/covid-19/ or www.facebook.com/moodyfss/. If you are having issues, please contact your First Sergeant and do not suffer in silence.

How does the stop movement order affect me?

The stop movement order temporarily suspends travel for all DoD military and civilian personnel and their families assigned to DoD installations, facilities, and surrounding areas in the United States and its territories for 60 days. Travel to other states and anywhere outside of the US is restricted during this time. A travel exception may be granted, please contact your First Sergeant if you believe the travel exception applies to you. The understanding of COVID-19 is rapidly evolving, and this guidance will be continuously evaluated as conditions warrant.

What FSS facilities will open to provide services?

Please see current FSS operating hours at www.moody.af.mil/home/covid-19/ or www.facebook.com/moodyfss/.