

CAO 27 March 20 1700

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 19 at 1801)*

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

Active Duty Service Members experiencing a fever and cough OR shortness of breath should report to drive through screening at the 23 MDG Employee parking lot daily from 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>

When should I visit an emergency room?

A condition that threatens your life, limb or eyesight is an emergency and a trip to the emergency room is necessary. Examples of medical emergencies include the inability to breathe, severe bleeding, spinal cord injury, chest pain, a broken bone, or maternity or psychiatric emergencies.

If you experience an emergency, call 911 or go to the nearest emergency room. You do not need prior authorization to receive emergency care with TRICARE.

It's been asked, "If I have COVID-19, what symptoms warrant an emergency room visit?" Seek prompt medical attention (i.e. call 911) if your illness is worsening:

- Worsening shortness of breath
- Persistent pain or pressure in the chest
- Difficulty concentrating or walking
- Bluish lips or face

For more information, please visit
<https://www.tricare.mil/FindDoctor/Appointments/Emergency> or
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

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), 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.

I had a medical appointment that is scheduled during the closure, what do I do?

If you are scheduled for an appt within the next two weeks please be expecting a phone call from the 23d MDG. Our PCM teams are currently working diligently to get all those patients called.

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. 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.

Are all gates open for base access?

The only gate open for base access at this time is the Davidson Road Gate; this will be the only gate open until further notice. Please remember to have the proper identification ready for the defender to check and process you through.

What are the local movement restrictions for MAFB?

Moody Air Force Base is committed to limiting the spread of COVID-19 while balancing the preservation of the combat force. As a result of the continuing spread of COVID-19 across the globe, the Department of Defense has restricted domestic travel. The following defines the “local area” and social distancing requirements as they apply to Moody AFB personnel.

Effective 12 March 2020 the following policies apply to personnel assigned to Moody:

- The local area for the purpose of this policy will be defined by your unit commander.
- All leave and passes outside the local area beginning on or after 12 March 2020 have been cancelled.
- When off-duty, personnel will remain in domicile as much as possible. Personnel shall not attend events/social gatherings with more than 10 people.
- Route all requests for exception to policy when there are compelling cases of mission-essential travel, humanitarian reasons, or extreme hardship through your chain of command.

Have there been any changes to the Commissary hours or operations due to COVID-19?

The Defense Commissary Agency and Team Moody leadership have implemented some changes to help minimize the risk of those who utilize the commissary. These changes include:

- Early Bird Shopping suspension until further notice. The store will be closed during this period and the time will be used for additional cleaning and re-stocking.
- 100% ID Check upon entry of the facility/revocation of the visitor policy to reduce the number of people in stores and help with social distancing and crowd control.
- The first operational shopping hour will be reserved for Medically Compromised/Senior Only Shopping.
- A STOP- CHECK- GO screening for entry to the Commissary facility will begin Friday, March 20th, to identify those who are experiencing symptoms. The screening will consist of general health questions and a temperature check.

For more information visit <https://www.facebook.com/pg/YourCommissary/posts> or <https://www.commissaries.com/coronavirus>

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.**

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. Complete guidance/information can be found on https://mypers.af.mil/app/answers/detail/a_id/46605.

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/.

I am a contractor, will I get paid?

There is no one size fits all answer for this question as no two contracts are written the same and are owned by different entities. Please contact your leadership to find a way forward in regards to payment as defined by your contract or contract owner.

I have a PT test coming up in March/April/May?

Effective March 17th 2020, all Official Fitness Assessment Testing is canceled until June 2020. Members who are due for their Official Fitness Assessment in March will test in 6 months, September 2020. Members who are due for their Official Fitness Assessment in April will test in 6 months, October 2020. Members who are due for their Official Fitness Assessment in May will test in 6 months, November 2020.

Fitness Testing will resume on 1 June 2020 unless further guidance is published.

I have a previously scheduled Community Engagement Event/Activity with Moody Air Force Base, is it still happening?

Due to the uncertainty of COVID-19, the department of the Air Force is suspending public outreach activities and support to community events Bothe CONUS and OCONUS(as covered in AFI 35-105) through 15 May. This suspension includes but is not limited to: on-base and civilian-sponsored airshows, band performances and community engagement and meetings which involve large gatherings, to include speaking engagements, community meetings on installations, base tours, and civic leader flights.

Medical Appointment Line

The 23d Medical Group appointment line will now be open from 0730-1630 Monday through Friday at 229-257-2778.

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

Meal card holders will receive BAS through 30 April. The base eateries' hours are as currently as followed:

Beginning Friday 27 March 2020, the dining facility will be open with the below hours and operations:

Monday – Friday

Breakfast 0600-0800

Lunch 1100-1300

Dinner 1630-1800

Saturday-Sunday

Brunch 0800 -1300

Dinner 1630-1800

With no dining-in, no salad bar (to-go salads only) and main line only (2 entrees, 2 starches, 2 vegetables) and cash only!

Moody Field Club Operations

MFC will discontinue serving dinner service. They will continue takeout/carryout only during the following hours:

Breakfast: 0700-0900
Lunch: 1100-1300

Commissary Shopping
SUN 1000-1800
MON CLOSED
TUES 0930 - 1800
WEDS 0930 - 1800
THURS 0930 - 1900
FRI 0930 - 1900
SAT 0930 - 1800

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.

I have a medical condition and may be put at risk by returning to work, what should I do?

As we are transitioning into Risk-Balanced Operations, Team Moody Leadership will be making personnel decisions based upon the needs of the mission while abiding by CDC and GDP regulations. If you have any medical conditions, immuno-compromised or a part of a high risk demographic, please notify your direct supervision for reporting instructions during this time. For more information on what factors make individuals high risk for illness please follow the below link: <https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/high-risk-complications.html>

Moody AFB Grooming Standards CAO 26 March 2020

Moody Air Force Base leadership has authorized adapted grooming standards to fit the current climate of social distancing and allow members to comply with local closures.

Read the full adapted standards visit the www.moody.af.mil website.

CDC/Youth Programs Update & Payments CAO 2020

The Moody Child Development Center (CDC), Family Child Care Homes, and Youth Programs/School Age Care Program (SAC) will remain closed until further notice.

Patron Payments have been suspended while the facility remains closed.

CDC patrons will receive a credit, to their account, for the 15 Mar 20 child care payment. SAC Patrons will receive a credit, to their account, for the weekly child care payment of 15 Mar 20. Credit Card Processing will begin on Monday, 30 Mar 20.

CDC and SAC Staff will be available to address questions on your account Monday, Friday 0900 – 1500.

Child Development Center Number: 229-257-9220 and Youth Programs Number: 229-257-3067.

I am unsure when I am to return to work?

The previously mentioned anticipated return date of March 30th has been extended until further notice. The guidance that leadership/supervision would contact those needed to return based upon mission requirements still stands.

For personnel reporting instructions--

Active Duty Service Members: Follow guidance of unit leadership

Contractors: Follow guidance of contract supervision/leadership

Civilian Personnel: Follow guidance of immediate supervision

Manning, although up to leadership/supervision, will continue to be in line with DoD, CDC and Georgia Department of Health guidance for the limitation of the spread of COVID-19 to include measures such as social distancing.

For the latest Moody specific COVID-19 information, please visit the following links:

<https://www.moody.af.mil/Home/COVID-19/>

<https://www.facebook.com/moodyairforcebase/>