

## **The Defense Health Agency - Great Lakes (DHA-GL) Management frequently asked questions (FAQs)**

### **Q: What is DHA-GL/MMSO?**

A: The Defense Health Agency-Great Lakes (DHA-GL), formerly known as Military Medical Support Office (MMSO), is responsible for the authorization of civilian health care for Georgia Army National Guard Soldiers who are not in the **50 mile** catchment area of a Military Treatment Facility (MTF) or, as determined by DHA-GL, based on the Home of Record (HOR) listed in the Integrated Personnel and Pay System – Army (IPPS-A).

### **Q: What system is MMSO processed in?**

A: MMSO's are processed in MEDCHART.

### **Q: Who can get a MMSO?**

A: Any eligible Georgia Army National Guard Soldier who incurs or aggravates an injury, illness, or disease in the line of duty.

### **Q: What services does the MMSO cover for the Soldier?**

A: MMSO Form 1 covers eligibility and bill payment for a medical issue that is addressed and/or resolved in one visit.

A: MMSO Form 2 is required for Soldiers who have a specific need for follow on care, or have a recommendation from the initial visit. Pre-authorization for follow-up care can only be initiated after the Unit Commander or authorized representative signs the DA Form 2173 in eMMPS.

A: Pharmacy reimbursement. Soldiers who have pre-paid or have been billed for pharmaceuticals in conjunction with a LOD injury or illness can be reimbursed.

### **Q: How long is the Soldier covered under a MMSO Form 2?**

A: Pre-Authorization for any follow on care or surgical procedure identified during the first initial six months of care will be covered.

### **Q: Will MMSO/DHA-GL cover a bill that has gone into collections?**

A: Yes. Soldiers who have been issued a LOD at the time of care/debt incurred, may seek assistance through the DHA-GL Program Manager via the Debt Collection Assistance Office (DCAO) to resolve debt collection issues.

### **Q: Will MMSO/DHA-GL assist in removing a collection that has negatively affected the Soldier's credit?**

A: Yes. The Soldier will need to contact his/her Medical Readiness NCO (MRNCO) and complete/ and email the following documentation to DHA-GL Program Manager:

DD Form 2870

Notice of the Role of the DCAO form

Copy of the final notice letter from the collection agency/credit bureau, stating this information has been noted on the member's credit report, and LOD (if appropriate)