

Dear Medical Beneficiary:

The 21st Medical Group is pleased to offer you MiCare, a new, convenient way to connect directly with your healthcare team online using a secure messaging service powered by RelayHealth. This messaging service is a safe, secure, and confidential way to communicate with your provider and supporting healthcare team. It's as easy to use as e-mail, but incorporates stronger security measures that ensure your privacy. Additionally, you can use MiCare to communicate with your dependent child's healthcare team. MiCare is accessible 24 hours a day, and empowers you to be more engaged in your health with your healthcare team by allowing you to communicate with our office when it is most convenient for you.

****Note:** PRP members are not authorized to use MiCare at this time.

Any time you wish, you can use MiCare to:

consult your provider regarding non-urgent health matters or symptoms
request prescription renewals or lab results
request appointments
request referrals or check on status of referrals
access valuable health information

Ready to register?

- 1) Fill out the attached MiCare E-Registration form.
- 2) Digitally sign the MiCare E-Registration form with your CAC.
- 3) Return the digitally signed E-Registration form in an encrypted email to the 21st Medical Group's MiCare designated email address:
21MDG.MiCare@us.af.mil, or drop it off with your healthcare team at the 21st Medical Group.

****Important:** After you submit your registration form, you will receive an e-mail from RelayHealth asking you to complete the registration process online. Your information and messages are only accessible by you and your healthcare team.

****Using your CAC to digitally sign the registration form and send an encrypted email is our way of validating your identify before we begin health-related communications with you. Your dependent spouse can also register for, and enjoy the benefits of MiCare by coming to the 21st Medical Group so we can verify their identity in person.**

We look forward to better serving you with tools like MiCare, thank you for entrusting us with your care!

If you have any questions, please email us at 21MDG.MiCare@us.af.mil