

Travel to Obtain Health Care (TTOHC)

If you receive a referral for care that is not available in your local area, follow the steps below to request Medical Travel Orders:

FOR THOSE TRAVELING FROM D14 AOR:

1. Once you have scheduled an appointment, complete the [Travel to Obtain Health Care Form \(TTOHC\)](#). Be sure to rename the file as such: "Pt's Last name, Pt's First name – Travel start date" prior to attaching it to the email to send to: D14-DG-M-SI-BASEHono-h-TTOHC@uscg.mil.
Your request will not be processed if there is missing information.
2. If you require a Non-Medical Attendant, you MUST provide documentation from the medical provider with your request. Your Non-Medical Attendant must be at least 18 years old and possess a VALID Driver License.
3. We require a minimum of 5 business days to process routine and follow up care requests. If you require Urgent orders (must travel in 48-72 hours), or Emergent orders (must travel within 24 hours) contact the contact the D14 Command Center at 800-331-6176.
4. Once you have submitted your request, and you have not received orders within 2-3 days prior to your travel date, contact Ms. Faye Garan at 808 842-2085 to check the status.
5. Contact SATO at 800-753-7286 to make travel arrangements. Request that SATO change the "TAW" line to 48 hours prior to travel. This is to hold a reservation until 48 hours prior to travel.
6. For those traveling with dependents, you must fax or email a copy of your orders, with amendments, to SATO at 866-914-7386 or uscg@cwtsatotravel.com at least 48 hours prior to travel. You must include your LOCATOR #.

AMENDMENT REQUESTS:

1. If you would like to request an amendment to your orders for reasons such as appointment date change or flights cancelled due to weather, complete the [TTOHC Amendment Request Form](#).
2. All blocks are required to be completed.
3. You must provide the original TONO and a clear explanation in the "Amendment Requested Information" box
4. Include supporting documentation, if available.
5. Be sure to rename the file as such: "Pt's Last name, Pt's First name – Travel start date—Amendment Request" prior to attaching it to the email to send to: D14-DG-M-SI-BASEHono-h-TTOHC@uscg.mil

Your request will not be processed if there is missing information.

HOTEL RESERVATIONS (Oahu):

1. You must first try to utilize Government Quarters:
 - USCG Base Honolulu BEQ Manager
Phone: (808)842-2975
 - Tripler Lodging (Tripler Army Medical Center)
Phone: (808) 839-2336
FAX: (808) 433-6905
 - The Inn at Schofield Barracks (Schofield Barracks)
Phone: Toll free 1-800-490-9638 or (808) 624-9650
FAX: (808) 624-5606
Email: info@innatschofield.com
 - The Lodge at Kaneohe Bay (Kaneohe Bay Marine Corps Base Hawaii, Bldg #3038)
Phone: (808) 254-2806
FAX: (808) 254-2716
Note: Do not confuse The Lodge at Kaneohe Bay with The Cottages at Kaneohe Bay. The Cottages at Kaneohe Bay are a non-appropriated fund facility with a maximum seven-day stay.
 - Royal Alakai Inn (Hickam Air Force Base)
Phone: (808) 448-5400
Fax: (808) 448-5999
Note: Stays are limited to three (3) days. You may be able to extend your stay day-by-day. Therefore, you may want to consider other accommodations.
 - Navy Hawai'i Regional Bachelor Housing
<http://www.greatlifehawaii.com/index/housing-3/housing-for-unaccompanied-personnel.html>
Note: The US Navy has a number of facilities on the island that cater primarily to visiting unaccompanied Navy personnel on temporary duty.
2. If neither one of those are available, you must obtain a Non-Availability Statement prior to seeking commercial lodging.
3. When seeking commercial lodging, remember to ask for the Gov't or Per Diem rate. You will only be reimbursed for up to the locality rate as per JFTR.

PRIOR TO TRAVELING:

1. Verify that your Gov't Travel Credit Card is current; contact your Unit YN to increase the credit limit.
Refer to [ALCOAST 717/09](#) for information on the use of your GTCC
2. Verify DEERS eligibility for dependents through your Unit YN or your local DEERS Office.

CASCADE OF CARE POLICY:

D14 HSWL follows a cascade of care policy when determining where to obtain necessary health care for active duty personnel and their families; this policy also applies for local civilian providers who refer active duty family members off island for care. Basically, we do not proceed to the next level of care unless it has been determined that the necessary care is either not available in the local area, or not available within a timely manner.

The Clinic Administrator and Clinic Supervisor have been granted the authority to determine when care for active duty personnel and/or their family members' may be obtained outside the cascade of care.

FILING TRAVEL CLAIMS:

1. As per PPCINST M1000.2A, Chapter 2.B.2.3, you must file a travel claim within 3 days of completing travel.
2. Active duty members should file travel claims via TPAX at <http://www.uscg.mil/ppc/webtpax/>
3. Dependents should register on the FINCEN website to receive payment via direct deposit at https://www.fincen.uscg.mil/secure/enrollment_form.htm
4. Your local YN is the Primary Approving Official for Medical Travel claims. Ensure a copy of your completed travel claim, reimbursement summary, and all receipts are also scanned and emailed to Faye Garan at: Faye.S.Garan@uscg.mil