Welcome to MiCare Secure Messaging. This service is the only DoD approved communication avenue to use with your health care team, so enrollment is highly recommended and beneficial:

- Request your next appointment
- Request Medication Renewals, Lab or Radiology results
- Communicate Online with your Healthcare team about non-urgent symptoms
- Request a copy of immunization records

Because reaching cadets by telephone can be difficult, all USAFA cadets must register for MiCare to facilitate electronic communication with their providers!

Enrolling is easy:

1. Create an account in MiCare by following [https://app.mil.relayhealth.com](https://app.mil.relayhealth.com), scroll down to register here and create an account. Be sure to enter the zip code 80841 as your zip code! If you already have an account go to step 2.

2. Once your account has been created, login and select the providers tab at the top of the screen

3. Click add provider or facility on the right side

4. Search for MiCare In Processing Provider, Cadet

5. Press select on the right side of the screen

6. You will receive a confirmation message that your request has been sent.

7. Once your receive an e-mail that your request was accepted you can now login and correspond with your healthcare team.

8. Be sure to login into your cadet portal and select the correct box that you have registered for a MiCare account!

* See back of page for FAQs and how to avoid getting emails in your JUNK or SPAM folder. *
Sometimes messages from RelayHealth go to the Junk or Spam folder—especially the first one.

To make sure you can always see emails from your care team, take a moment to add our email address to the Safe Senders list in your e-mail options.

YAHOO:
1. Click on the “Options” icon in the upper right corner next to your name.
2. Select “Mail Options”
3. In the left-hand navigation, click on “Filters.
4. On the next page, click “Add”
5. In the “Sender” section, add @relayhealth.com
6. In the dropdown menu, select “Inbox”
7. Click “Save

GMAIL:
1. Click “Create a Filter” from the dropdown inside the search box at the top of your inbox.
2. Enter @relayhealth.com in the “From” field.
3. Click “Create filter with this search.”
4. Select “Never send it to Spam” in the filter options.
5. Click “Create Filter”.

OUTLOOK (FORMERLY HOTMAIL):
1. Click on the “Options” icon in the upper right corner next to your name.
2. Select “More mail settings”.
3. Under Preventing junk email, click on “Safe and blocked senders.”
4. On the next page, click “Safe Senders.”
5. Under “Sender or domain to mark as safe” enter “@relayhealth.com” in the dialog box.
6. Click “Add to list”.

FAQs

1) What is MiCare? MiCare provides patients a secure method to electronically communicate with their PCM team and access their Personal Health Record (PHR).

2) What is secure messaging? Secure Messaging is designed to address non-urgent medical questions such as medication refill requests or requests for information from established patients.

3) Is the Air Force the only service offering secure messaging? All three services are using secure messaging. The Army’s name for this service is AMSMS (Army Medical Secure Messaging Service). The Air Force has named their version MiCare. The Navy just uses the term secure messaging.

4) Is my information safe on this system? MiCare is HIPAA compliant so only the patient and their PCM team will have access to their account.

5) I received an email stating I received a message on RelayHealth, what is RelayHealth? MiCare is powered by a service called RelayHealth – the government contracted company streamlining communications between patients and their providers.

6) What things am I able to do on MiCare? Aside from sending a secure electronic message to your PCM team, you can request a refill, request an appointment, obtain lab results, and receive information about events occurring at the health clinic.

7) How do I request an appointment? To request an appointment, log onto your MiCare account, select Appointments on left side menu, fill in appropriate options and click send. You will receive a confirmation that your message was sent.

8) How do I request a renewal on my medication(s)? To request a renewal, log onto your MiCare account, select Prescriptions on the left side menu, click appropriate meds, click renew, then press continue. Choose pick-up pharmacy at your MTF and receive confirmation when message sent.