RIA Health Services Road Map

Purpose: To provide basic information regarding the process to obtain various health services for soldiers and their families on RIA.

October 2009
To obtain an electronic copy contact the ASC Surgeon’s Office at 782-2702 or go to:

http://www.aschq.army.mil/home/surgeon.html
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## RIA Health Services Road Map

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Inprocessing Requirements for Health Services

- ASC Surgeon’s Office, 2nd Floor, SW Wing, BLDG 390
  - MEDPROS Review and Update
    - Ms. Lisa Lack, 782-2702, lisa.lack@us.army.mil
    - MSG Thomas, NCOIC, 782-0288, clarence.thomas@us.army.mil
    - Will require amber and red topics in MEDPROS to be updated before signing off on inprocessing sheet.
  - Obtain Tri-Service Remote Dental Program Information.

- RIA Health Clinic, Basement of BLDG 110
  - Ensure medical records are present at front desk.
  - Enroll into TRICARE North Region.
    - Ms. Judith Green, TRICARE Office, 782-0800, Judith.Green@amedd.army.mil
    - Requires completed DD 2876 TRICARE Enrollment form before signing off on inprocessing sheet.
TRICARE

- All Active Duty service members (ADSM) **MUST** enroll in the RIA Health Clinic as part of TRICARE North Region.
- This is a TRICARE Prime Service Area.
- Active Duty family members may enroll in TRICARE Prime to the RIA Health Clinic versus a civilian provider.
- Contact Ms. Judith Green, RIA Health Clinic TRICARE Office, 782-0800, Judith.Green@amedd.army.mil
- TRICARE North Region website: [https://www.hnfs.net/bene/home/](https://www.hnfs.net/bene/home/)
Dental Care – Family Members

- The TRICARE Dental Program for active duty family members is provided by United Concordia.
- All military members are responsible to enroll their dependents for dental care with United Concordia.
- This is not part of the medical TRICARE enrollment process – it is separate.
- The enrollment form and the complete list of participating dentists are available online at: [www.TRICAREdentalprogram.com](http://www.TRICAREdentalprogram.com) or call United Concordia directly at 1-800-866-8499.
- NOTE: most dentists that accept military patients participate in this program also.
Dental Care – Military

- RIA military are enrolled in the TRICARE Active Duty Dental Program (ADDP) for dental care.
  - Required for all military in remote locations > 50 miles from dental treatment facility.
  - United Concordia Companies, Inc. (UCCI) administers the program.
  - A list of participating dentists are at above website.

- Contact the ASC Surgeon’s Office at 782-2702 or see http://www.aschq.army.mil/home/surgeon.html for:
  - ADDP Remote Brochure.
  - DD 2813 Dental Exam Form.
Military Dental Care Process

Obtain Appointment Control Number (ACN) by filling out Appointment Request Form online at [https://secure.addp-ucci.com/ddpddw/adsm/appointment-request.xhtml](https://secure.addp-ucci.com/ddpddw/adsm/appointment-request.xhtml) or call 1-866-984-2337.

- **Make your own appt.**
  - 1) Select “ADSM” will be responsible to make appt.
  - 2) Select preferred dentist at this time if you choose.

- **UCCI makes your appt.**
  - 1) Select “UCCI” will be responsible to make appt.
  - 2) Select preferred dentist at this time if you choose.

- **UCCI coordinates the appt.**
  - with you and dentist within 2 business days

- **ACN sent to patient within 3 business days of request with a list of 3 dentists including requested dentist**

**Flowchart:***

- **Is the treatment implants or orthodontics?**
  - Yes: **Contact ASC Surgeon's Office (782-2702/0288) to prepare Command Memo**
  - No: **Make your own appt. or have UCCI make appt.**

- **Make your own appt.**
  - 1) Select “ADSM” will be responsible to make appt.
  - 2) Select preferred dentist at this time if you choose.

- **UCCI makes your appt.**
  - 1) Select “UCCI” will be responsible to make appt.
  - 2) Select preferred dentist at this time if you choose.

- **UCCI coordinates the appt.**
  - with you and dentist within 2 business days

- **Is the treatment specialty care or > $500?**
  - Yes: **Make your own appt. or have UCCI make appt.**
  - No: **Keep dental appt.**

- **Is additional treatment needed?**
  - Yes: **Soldier receives non-specialty dental care**
  - No: **Soldier receives specialty dental care**

- **Is the treatment specialty care or > $500?**
  - Yes: **Make your own appt. or have UCCI make appt.**
  - No: **Keep dental appt.**

- **Is the treatment > $1500 total within 12 months?**
  - Yes: **Soldier receives non-specialty dental care**
  - No: **Soldier receives specialty dental care**

- **Contact ASC Surgeon's Office (782-2702/0288) to prepare Command Memo**
  - Soldier takes Command Memo to HHC Commander for signature

- **Soldier takes Command Memo to HHC Commander for signature**
  - Dentist completes Authorization Request Form and submits to UCCI

- **Soldier takes/sends memo to dentist for submittal to UCCI**
  - Approval sent to dentist and patient within 3-5 business days

- **Dentist completes Authorization Request Form and submits to UCCI**
  - Soldier receives specialty dental care

- **Soldier receives specialty dental care**
  - Dentist completes DD2813 and provides to the soldier

- **Dentist submits for payment/receives payment from UCCI**
  - Soldier brings DD2813 to ASC Surgeon's Office (782-2702/0288) to update MEDPROS dental status

- **Provide UCI the dentist’s name and date/time of your appt at addpdcf@ucci.com or 1-866-984-2337**
Dental Care - Military
(Scheduling an Appointment)

- You may personally coordinate your routine (non-specialty dental care such as examinations, cleanings, fillings) covered dental services as long as:
  - The dental treatment is <$500 per procedure or appt.
  - The total treatment is <$1,500 within a 12-month period.

- To coordinate your routine dental care, you must first obtain an Appointment Control Number (ACN) by completing an online Appointment Request Form.
  - [https://secure.addp-ucci.com/ddpddw/adsm/appointment-request.xhtml](https://secure.addp-ucci.com/ddpddw/adsm/appointment-request.xhtml)
  - The ACN is provided by UCCI within 3 days of request.
  - It must be obtained prior to receipt of all dental care. This includes initial, annual, and continuation of dental care.
Dental Care - Military
(Scheduling an Appointment)

The **Appointment Request Form** provides two appointment (appt.) scheduling options:

**UCCI Makes Appointment**
- UCCI’s Dental Care Finders can make the appt. for you if you select the **United Concordia** option in the “Who will be responsible for scheduling the appointment” field on the form.
- You enter the name and information of the dentist you prefer to utilize or leave that area blank.
- UCCI will then coordinate the appt. with you and a network dentist **within two business days** of the request.

**Make Your Own Appointment**
- You can personally make an appt. with a UCCI network dentist by selecting the **ADSM** option in the “Who will be responsible for scheduling the appointment” field on the form.
- You enter the name and information of the dentist you prefer to utilize or leave that area blank.
- UCCI will then provide you the **ACN** and a list of three dentists, to include any that you requested, **within three business days** of form submission.
Dental Care - Military
(Scheduling an Appointment)

- Upon submission, you will receive an Appointment Request Confirmation page that you should print for your records.
- **To make an appointment immediately,** call UCCI at 1-866-984-ADDP (2337) upon form submission.
- Within 3 business days you will receive the ACN.
- You can then make your dental appointment or UCCI will make one for you depending upon what you chose.
- If you schedule your own appointment, you must notify UCCI the dentist’s name and date/time of your appointment.
Emergency dental care does not require an authorization or ACN.

Emergency dental care includes any treatment necessary to relieve pain, treat infection, or control bleeding. Note: Root canal treatment may be needed to relieve pain and infection, and is considered emergency dental care.

Crowns, bridges, and denture services are not considered emergency dental care and, therefore, are not covered. ADSMs who elect to receive non-covered services as part of emergency dental care are responsible for payment of these services.

It is recommended that you use a UCCI network dentist for emergency dental care. Although this is not required, any follow-up care with a non-network dentist will not be authorized and you will be responsible for payment.
Dental Care - Military
(Specialty and Other Dental Care)

You must receive **authorization** prior to receipt of specialty dental care and the following services:

- **Specialty dental care** includes crowns, bridges, dentures, root canals, and periodontal treatment.
- Dental care in excess of $500 per procedure or appointment.
- Dental care with a cumulative total greater than $1,500 for treatment plans completed within a consecutive 12-month period.
- Dental care from a non-network dentist.
To receive authorization for specialty dental care:

- Your civilian dentist must complete an Authorization Request Form indicating the desired services. This form is available on the ADDP Web site in the Civilian Dentists portal for electronic completion and submission by the dentist.
- Upon authorization approval, the ADSM and civilian dentist will be notified within 3-5 business days and an appointment can be scheduled to initiate care.
Dental Care - Military
(Implant & Orthodontic Specialty Care)

- For **implant** and **orthodontic** specialty services, you will also need a Command Memo signed by the HHC commander.
- Contact the ASC Surgeon’s Office (782-2702/0288) to prepare Memo.
- This must be submitted to UCCI by the civilian dentist upon completion of the Authorization Request Form. Although this cannot be submitted online, it can be emailed to UCCI at addpdcf@ucci.com or faxed to (866) 308-4138.
Dental Care – Military  
(MEDPROS Status)

To update MEDPROS dental status:

- Ensure Dentist completes the DD2813 after exam/treatment.
- Bring completed DD2813 to ASC Surgeon’s Office, 782-2702/0288 for MEDPROS status update.

- MEDPROS Dental Readiness Codes:
  1) **GREEN** – good oral health (deployable).
  2) **GREEN** – some oral conditions that need treatment (deployable).
  3) **AMBER** – oral conditions that if untreated within 12 months will result in dental emergency (non-deployable).
  4) **RED** – greater than 12 months since last exam (non-deployable).

- **NOTE:** Until you take the DD2813 to the ASC Surgeon’s Office, your status will not be updated in MEDPROS.
Soldier Individual Medical Readiness (MEDPROS)

- The following are responsible for soldier Individual Medical Readiness:
  - The individual SOLDIER is primarily responsible to maintain a **GREEN** status.
  - The ASC Surgeon’s Office, 782-2702 will monitor MEDPROS and notify soldiers when **AMBER**.
  - Commanders and supervisors are responsible to ensure soldiers maintain a **GREEN** medical readiness status.
- Soldiers can monitor Individual Medical Readiness Status in “My Medical Readiness” in AKO.
MEDPROS – Periodic Health Assessment (PHA)

- PHA is annual requirement for all soldiers and replaces the 5-year exam.
- The purpose is to allow health care providers to identify and treat medical conditions early.
- Soldiers can go to “My Medical Readiness” in AKO to Monitor PHA status.
- The PHA consists of three parts:
  1. A self reported health status.
  3. A primary care provider will review the Soldier’s statement of health and perform a symptom-focused exam, and make referrals as indicated.
The Process to complete a PHA is as follows:

1. Complete the PHA form Online via AKO.
   a. Go to “My Medical Readiness” in AKO.
   b. Select (Periodic Health Assessment) highlighted in yellow.
   c. Select to begin a new form.
   d. Complete each tab of the form: Demo/Allergies/Overall Health/Current Health/Preventive Health/Behavioral Health/Family History. Ensure you are as thorough as possible.
   e. Select submit under the “Family History” Tab.

2. Call the RIA Health Clinic (782-0805) for a PHA appointment and attend the appointment.

3. Attend follow on appointment with primary care provider symptom-focused exam.
Post Deployment Health Reassessment (PDHRA)

- PDHRA is a requirement for all soldiers returning from deployment.
- It is to be completed within the 90-180 day window after deployment.
- **Purpose**: PDHRA is a health screen designed for all Soldiers and is part of the U.S. Army's ongoing efforts to protect the health and well-being of those returning from combat.
- Soldiers can go to “My Medical Readiness” in AKO to Monitor PDHRA status.
- The PDHRA consists of three parts:
  1. View the BATTLEMIND II Training Video on AKO.
  2. Complete the Soldier’s portion of the DD Form 2900 on AKO.
  3. Have a one-on-one interview with a health care provider to complete the DD From 2900.
PDHRA Process

1. & 2. The process to view BATTLEMIND II Training Video and complete the PDHRA form (DD2900) via AKO is as follows:

   a. In AKO, select **Self Service** and then highlight and click on **My Medical**.
   b. Select **Click Here** behind “Where are My Medical Readiness Alerts?!!”
   c. Under the Deployment Health Assessments Box select *(Deployment Health Assessments)* highlighted in yellow.
   d. The MEDPROS Web Data Entry Page should open with your POC info in a box at the top.
   e. Select **MENU** in the upper left corner.
   f. Select **Deployment Health Assessments**.
   g. Select the **DD2900** form button.
   h. Click on **Battlemind Training Video** link and watch Video.
PDHRA Process (continued)

i. Click on **Start New Survey** button to start form DD2900.

j. Complete the demographic section (mandatory).

k. The remaining responses, although voluntary, are highly encouraged.

3. Call the RIA Health Clinic (782-0805) for a PDHRA appointment – specify it is for PDHRA screening.

   a. Attend appointment.
   
   b. Complete medical screenings as needed.
   
   c. Nurse Practitioner reviews PDHRA and conducts face-to-face interview.

- For more information look under the PDHRA Box:
  
  - Visit the [PDHRA for Soldiers page](#) for more information on how to complete the screening and Battlemind II training.
  
  - Visit the [PDHRA for Commanders and Leaders page](#) to learn more about the coordinating this health screening.
RIA Health Clinic Appointment Process

**Patient is sick or injured**

- **NO**
  - Is it after hours? (clinic is closed)
    - **NO**
      - What is your status?
        - **AD Military**
          - Call RIA Health Clinic (782-0805) for appointment
        - **Family Member**
          - Call RIA Health Clinic (782-0805) for appointment
    - **YES**
      - Is it an emergency?
        - **YES**
          - Call 911 or go to the emergency room
        - **NO**
          - Go to one of the following:
            1. Local Emergency Room
            2. Trinity Urgent Care Clinic
            3. Genesis Urgent Care Clinic

- **YES**
  - Nurse recommends:
    1. Trinity Urgent Care Clinic
    2. Genesis Urgent Care Clinic
    3. Call 911 if life threatening or loss of limb threatening

**Need appointment outside of sick call hours?**

- **NO**
  - What is your status?
    - Family Member
      - Call RIA Health Clinic (782-0805) for appointment
    - AD Military
      - Call RIA Health Clinic (782-0805) for appointment
  - AD Military
    - Call RIA Health Clinic (782-0805) for appointment
  - AD Military
    - Call RIA Health Clinic (782-0805) for appointment

**Is it after hours? (clinic is closed)**

- **NO**
  - Receive appropriate/timely appointment?
    - **NO**
      - It is urgent
        - Nurse discusses case with PCM and calls patient
        - Nurse books same day or walk in appointment
        - Patient sees Primary Care Manager (PCM) at RIA Health Clinic
        - Patient calls RIA Health Clinic for follow up appointment (ensures proper authorization for TRICARE)
    - Family Member
      - Call RIA Health Clinic (782-0805) for appointment
  - **YES**
    - Go to Sick Call hours: 0730 – 0830

**Is it an emergency?**

- **YES**
  - Go to Sick Call hours: 0730 – 0830
  - Call RIA Health Clinic (782-0805) for appointment
  - Nurse recommends:
    1. Trinity Urgent Care Clinic
    2. Genesis Urgent Care Clinic
    3. Call 911 if life threatening or loss of limb threatening

**Is it after hours? (clinic is closed)**

- **NO**
  - Call/speak with RIA Health Clinic front desk (782-0805)
    - (1) Provide name and phone number
    - (2) Ask for triage nurse
    - Nurse discusses case with PCM and calls patient
    - Nurse books same day or walk in appointment
    - Patient sees Primary Care Manager (PCM) at RIA Health Clinic
  - **YES**
    - Await Nurse call back (within 2 hours)
    - Discuss with Nurse the case and reason for request
    - Patient goes to off post Urgent Care Clinic
    - Patient calls RIA Health Clinic for follow up appointment (ensures proper authorization for TRICARE)
Patient needs referral for specialty care

Call RIA Health Clinic (782-0805) for appointment

Patient sees Primary Care Manager (PCM)

PCM will put in a referral for specialty care provider and provide patient a green Referral/Consult Sheet

Receive authorization within 10 working days

YES

Call Specialty Care Provider for appointment

Attend your appointment

NO

Call RIA Health Clinic Nurse Line at 782-0881

Call the 877 and/or 800 number on the green Referral/Consult Sheet

Referral resolved?

YES

NO
RIA Health Clinic – How to Voice a Concern

**CLINICAL**
Schedule follow-up (782-0805) or call Nurse (782-0881)

- Attend follow up meeting or discuss with Nurse

**Type of Concern?**

- Medical questions or concerns
- All issues other than medical concerns

**Patient has a Concern**

- Please fill out a patient comment card in RIA Health Clinic. Thank You.

**ADMINISTRATION**
Contact OIC or NCOIC
782-0721
cheryl.barglof@amedd.army.mil
gavin.groves@amedd.army.mil

**Concern Resolved?**

- YES
  - Concern RESOLVED
  - Please fill out a patient comment card in RIA Health Clinic. Thank You.

- NO

**CONTACT PATIENT ADVOCATE**
at Ireland Army Community Hospital (IACH)
502-624-9011/9665

**YES**

- Concern Resolved?

**NO**

Please fill out a patient comment card in RIA Health Clinic. Thank You.
RIA Health Clinic Overview

Located in the basement of Building 110.

OIC: Cheryl Barglof, ARNP, 782-0804
NCOIC: SFC Groves, 782-0804/0721
Primary Care Manager: ______________

Appointment Desk: 782-0805

http://www.ria.army.mil/sites/services/ArmyHealthClinic/USAHC

The clinic operates on an appointment only basis EXCEPT for Active Duty Sick Call 0700-0800.
Clinic Hours

- Sick Call (0700 - 0800)
- Primary Care Clinic (0800 - 1530)
- Occupational Health Clinic (0700 - 1530)
- Industrial Hygiene Section (0600 - 1500)
- Pharmacy (0730 - 1530)
  [Between 1230-1330 Rx drop off for AD military only]
- TRICARE Office (0800 - 1630)
- Laboratory (0700 - 1530)
- Optometry/Audiology Section (0730 – 1500)
- Radiology (0700 – 1530)
Primary Care Clinic Mission

- Provide outpatient services for:
  - Active Duty Soldiers.
  - Active Duty Family Members who choose the RIA health clinic as their Primary Care Manager (PCM).
- All other Tricare Prime patients must go through their Civilian PCM.
- Provide Family Advocacy and EFMP Support for the military community.
Primary Care Clinic

- **Appointment Priorities:**
  - Active Duty.
  - Active Duty Family Members.
  - Retirees will be seen after 1000 hrs on a space available basis for urgent care issues only.

- **Specialty care services not available at the Clinic:**
  - Orthopedics
  - Obstetrics
  - Urology
  - Neurology
  - Ear, Nose, and Throat
  - Optometry (provided to AD military only)
  - Podiatry
  - Surgery
Sick Call Procedures

- Sick Call Hours: 0700 – 0800.
- Sick Call is for **acute care only**.
- It is not for:
  - Profile renewal.
  - Medication refills.
  - Chronic or on-going care.
  (these are follow-ups that require an appointment)
- Soldiers must be in a duty uniform (PT uniform preferred).
Primary Care Clinic – Referrals

- Primary care manager (PCM) can only refer patients that are enrolled to the RIA Health Clinic.
- TRICARE Prime patients not enrolled with the clinic must see their PCM for referrals.
- No referrals will be written for TRICARE Standard Patients.
- Refer to RIA Health Clinic Referral Process Roadmap (see page 21).
Primary Care Clinic – Immunizations

- Active Duty military only.
- Wednesdays from 1300–1430: no appointment required; walk in acceptable.
- Anthrax, Yellow Fever, and Small Pox unavailable.
- PPD (TB Test) only available Monday through Wednesday.
Primary Care Clinic – Optometry/Audiology

- Optometrist appointments (782-0805) available for active duty military only.
  - Military prescriptions.
  - Prescription inserts for ballistic goggles and glasses for deploying Soldiers.

- Vision and audiology tests are available in the Optometry – Audiology Section
  - Call for an appointment at 782-0803.
  - Hours: 0730-1130 and 1300-1500.
  - Government Driver’s License vision screenings.
  - NOTE: Not vision screenings; contact ASC Surgeon.
Primary Care Clinic – Radiology

- Appointments available at 782-0808.
- Hours: 0700-1530 (lunch may vary).
- Radiological tech is available to fill X-ray orders from outside physicians – call ahead to verify.
- Limited to certain postures and procedures.
- X-rays are stored for a period of 5 years.
- Can check out X-rays for referred care appointments.
- NOTE: If scheduled for MRI, check out X-rays and take to appointment.
Primary Care Clinic – Pharmacy

- Pharmacy information line: 782-0550.
- Pharmacy hours: 0730-1530 (Lunch: 1230-1330).
- Active duty military drop off during lunch available; must be in uniform.
- Family members of activated reservists and guardsmen can use pharmacy.
- Pharmacy can fill prescriptions from outside physicians; call ahead to ensure pharmacy carries the medication.
Primary Care Clinic –
Medical Laboratory

- Phone: 782-0802.
- Hours: 0730-1130 for lab draw.
- Call in advance if you need medical laboratory testing from outside doctor.
- No outside lab draws in the afternoon or on Friday.
- Appointed times necessary to ensure samples are sent to supporting facilities appropriately.
  - NOTE: For drug screening services, call 782-4357.
TRICARE –
Health Benefits Advisor

- Judith Green, 782-0800.
- Hours: 0800-1630, (lunch hours may vary).
- Email: Judith.Green@amedd.army.mil
# Notes

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