



Book Appointments Online



Prescription Refill



Secure Messaging with Provider (link to RelayHealth.com)



Access Personal Health Data

TRICARE Questions?

TRICARE Customer Care
1-800-444-5445
www.humana-military.com

Or

TRICARE Service Center at Naval Hospital Beaufort

Open M-F 0730-1630

Naval Hospital Beaufort News Flash

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Have you ever been billed for a visit even after acquiring a referral from your provider?

Even if you are a TRICARE Prime beneficiary and your Primary Care Manager (PCM) refers you to another provider, you can be billed for a visit if the proper procedures are not followed. When a visit occurs improperly, it is referred as an unauthorized visit. An unauthorized visit occurs if it exceeds the number of authorized visits, if it is past the referral date, or if the referral was not approved by TRICARE. See example below:

Authorization Letter

HMHS TRICARE SERVICE CENTER
 1 PINCKNEY BLVD
 BEAUFORT NAVAL HOSPITAL
 BEAUFORT, SC 29902

Humana Military Healthcare Services
 Authorization for Care/Specialist Referral

Date _____ Phone: _____
 Referral Authorization # _____

Based on a recommendation from your Primary Care Manager, HMHS has authorized your referral for the following specialist or service:

DR. JOHN SMITH
 1234 OAKTREE RD
 BEAUFORT, SC 29902

MIXED SPECIALTY CLINIC
 Phone number: (843) 522-1234
 Office Visits Authorized: _____
 Procedures Authorized: _____
 Referral Expiration Date: _____

Things You Need to Do:

- IMPORTANT: It is your responsibility** to schedule your appointment immediately unless your Primary Care Manager has informed you that they will set the appointment for you. Please call **HMHS Specialty Appointing Line at 1-877-486-7961, with your appointment date**. If you cannot obtain an appointment within 4 weeks from the date of the referral or if the provider listed above is located more than 40 miles/60 minutes from your residence, please contact HMHS at 1-800-444-5445 for assistance finding an alternate provider.
- If this is not the specialist you wish to see, please contact HMHS at 1-800-444-5445 to update the referral.** Choosing a doctor, hospital or other medical provider with the HMHS provider network provides the advantage of lower costs and less paperwork.
- Please make note of the number of authorized visits and expiration date listed above.** Seeing a specialist for more than the approved number of visits, continuing to visit that specialist beyond the referral expiration date or receiving care at a location other than the one listed above could significantly increase your costs. Any additional services **must be coordinated** by your provider.
- You may need to bring copies of your medical records, x-rays or other documents** with you when you have your first visit to the specialist. Please call the specialist in advance of your first appointment to determine what you should bring and what time you should arrive. If you need to obtain these material is from a military facility, you must request them 5 days in advance of the date you will pick them up.

Here you will find how many visits and/or procedures you have and when your referral expires

Remember to keep track of your visits

You may change to a different network provider

The referral procedure starts when your PCM decides you need care that is not offered at Naval Hospital Beaufort. Your doctor triggers the referral process, but every patient is responsible for following the proper procedures after they are referred. Do not schedule the referred visit until TRICARE has authorized it. TRICARE will notify you by mail when your referral is authorized. If you would like to expedite the process, you can call **1-800-444-5445** or log-on to **www.humana-military.com** to find out if the referral was approved. Your authorization will include many details, but pay close attention to the place of care, the expiration date, and the total number of visits.

If the proper procedures are not followed, you will be billed **Point-of-Service (POS)** and you will pay additional out-of-pocket cost. If you choose to use POS you have a yearly deductible of \$300 for individual or \$600 for the entire family; after you have met your annual deductible you will be responsible for paying 50% of billable charges per visit.

For further questions about unauthorized visits or explanation of any of your TRICARE benefits, please call 1-800-444-5445 or visit the TRICARE service center located on the 1st floor of Naval Hospital Beaufort.