



Temporary Waiver of Referral Authorizations

West Region TRICARE® Prime Enrollees

Authorization waiver in place from April 1 through June 18, 2013 for TRICARE Prime enrollees seeking specialty care

TRICARE Prime enrollees have experienced longer than usual wait times for authorizations of health care referrals since the start of health care delivery on April 1, 2013, under a new contract in the TRICARE West Region with UnitedHealthcare Military & Veterans. You may have also experienced difficulty reaching call centers due to high call volume. While UnitedHealthcare is working to make improvements, TRICARE Management Activity (TMA) has acted to reduce the impact on TRICARE Prime enrollee access to specialty health care through a temporary authorization waiver.

THE WAIVER APPLIES TO REFERRALS MADE FROM APRIL 1, 2013 THROUGH JUNE 18, 2013

TRICARE Prime enrollees should speak with their primary care manager (PCM). Visit www.uhcmilitarywest.com or www.tricare.mil/westtransition for more information. There are two key things you should know about the waiver process:

- To qualify, your provider must give you a written referral to a network specialist for a TRICARE-covered benefit and a copy of a written waiver letter available from the provider section at www.uhcmilitarywest.com.

- Once your PCM has provided you the documents needed for a referral, you can set up your own appointment or get assistance from your PCM or your military hospital or clinic.
- While the waiver is in place, TRICARE Prime enrollees will not be able to see the status of referrals through UnitedHealthcare's Web portal. If you have questions, call UnitedHealthcare directly or have your PCM call UnitedHealthcare at **1-877-988-9378**.

The TRICARE Regional Office-West is working closely with UnitedHealthcare, military hospitals and clinics, and PCMs to address concerns, reduce the backlog of referrals, and ensure that you receive quality health care in a timely manner. We ask you that you continue to be patient during this busy time. UnitedHealthcare call center hours have been extended. You can reach UnitedHealthcare at **1-877-988-9378** from 7 a.m.–7 p.m.