

The Referral Management/Medical Translations Office is located in the TRICARE Office near the Quarterdeck on the first floor of the Naval Hospital. It is open Monday through Friday from 07:30 to 16:30.

Referral Management/Medical Translations Office
PSC 819 Box 18
FPO, AE 09645

Phone: 956-82-3527 / 956-82-3360 (from off base)
Phone: 727-3527 / 727-3360 (from on base)
Fax: 727-3529
Email: NH.Rota.Translators@med.navy.mil

We appreciate your feedback on our performance. If you would like to submit a comment about the RMO, please use the following link:
http://ice.disa.mil/index.cfm?fa=card&s=8&sp=126996&dep=*DoD

If you would like to learn more about your TRICARE Overseas benefits, please use the following link:
<http://www.TRICARE-overseas.com/test/Beneficiaries.htm>

To submit a comment about the specialty clinic to which you were referred, please use the following email address:
TOPGlobalQualityAssu@internationalsos.com.



***Routine Referrals To
Civilian Specialty Clinics:
A Step-by -Step Guide For
Retirees, DOD Civilians &
Contractors***



You have been referred off base for further diagnostic testing or medical treatment from a specialty clinic not available at U.S. Naval Hospital Rota. The Referral Management/Medical Translations Office (RMO) staff can assist you in this process.

Here is a **checklist** of the steps you need to take to ensure that your referral goes smoothly:

- Provide good contact information, including phone number, when your provider places your referral.
- Complete labs or x-rays as requested by your provider.
- Get copies of your lab results or x-rays. Bring these to your appointment.
- Pick up your referral packet from the RMO.
- Keep your appointment. Do not be a "No Show."
- Bring any specialty reports back to the RMO.
- Follow-up with your provider to discuss your results.

Below details the referral process to a NETWORK SPECIALIST:

- Your provider will place a referral with relevant diagnosis and history. **Please give your provider a good contact phone number** to be included in the referral.
- The RMO may request, when deemed necessary, a TRICARE benefit review for the referral. This may take 4-5 business days.
- The RMO will identify an approved local specialty clinic to which you will be referred.
- The RMO will translate the referral into Spanish for you to bring to the appointment.
- The RMO will schedule the appointment for you. **You should be contacted by the RMO within 7 business days for routine referrals, with the exception of radiology referrals (such as MRI), for which you will be contacted typically within 9 business days.** If you have not been contacted by the RMO within this time, please call 727-3527/3360 (on base) or 956-82-3527/3360 (off base).
- **Please complete any lab or radiology studies** as requested by your provider prior to your appointment. Please collect your results and **bring copies to the RMO and to your appointment.** Your provider and medical home team can assist you in collecting these results.
- **Please pick up your referral packet** from the RMO before you go to your appointment. This packet contains important documents, including your translated referral and your TRICARE benefit review document, if appropriate. **Bring this to your appointment.**
- The RMO will assist you in locating the specialty clinic. Maps, directions, and GPS, if needed, will be provided.
- **The RMO can provide medical interpretation assistance by telephone, but cannot accompany you to the appointment.**
- After the appointment, if you have been given a report from the consulting provider, **please bring this report back to the RMO.**
- All reports from civilian specialists for Tricare beneficiaries will be translated into English. When the report has been translated, it will be placed in your electronic medical record. The RMO will notify your provider once your translated report is received.
- Your provider will contact you to discuss the results of your referral and to schedule a follow-up appointment, if needed.

- Missed appointments waste valuable professional services and deprive others of care. **Please do not miss your appointment. If two scheduled appointments are missed (no show) or rescheduled, your referral will be cancelled, and you will need to contact your provider to initiate a new referral.**
- **If you need to cancel your appointment,** 24 hour notice is requested for the RMO to contact the local specialty clinic. For sleep studies, 48 hour notice is requested.

If you are seeking care with a NON-NETWORK SPECIALIST or with your SPANISH SOCIAL SECURITY PCM:

- Your provider will place a referral with relevant diagnosis and history. **Please give your provider a good contact phone number** to be included in the referral. **Please indicate to your provider if you intend to use your Spanish Social Security** so that this information can be included in the referral.
- The RMO can assist you in translating the referral.
- **Please bring any supporting documentation** to your appointment, such as surgical reports, radiology reports, and lab results.
- **The RMO cannot provide interpretation assistance at your appointment.**
- After the appointment, if you have been given a report from the consulting provider, **please bring this report back to the RMO.**
- All ancillary services requested by the network provider to include (medications, laboratory and radiological tests) **MUST** be completed in the network.
- All reports from civilian specialists for Tricare beneficiaries will be translated into English. When the report has been translated, it will be placed in your electronic medical record. The RMO will notify your provider once your translated report is received.
- Your provider will contact you to discuss the results of your referral and to schedule a follow-up appointment, if needed.

Whether you are seeking care with a Network provider or Non-Network provider, please remember that, on the day of your appointment, you will be required to pay up front for your care.