



Referrals and Authorizations

Tidewater Military Health System - Fiscal Year 2016



Referral and Authorization Guidelines for Specialty Care at Naval Medical Center Portsmouth (NMCP)

- * Prime, Young Adult Prime and Prime Remote require a referral and authorization for most specialty care, including urgent care not provided by the primary care manager (PCM).
 - * Examples of non-primary care services that DO NOT require a referral and authorization include emergency care, some preventive and diagnostic services, and the first eight behavioral health visits per fiscal year.
- * Military treatment facility (MTF) PCMs enter referral requests into the military health care system. Civilian PCMs fax a *Health Net Federal Services TRICARE Service Request/Notification Form* to Health Net at 1-888-299-4181 (form is available at www.hnfs.net).
 - * All Prime referrals are reviewed by the appropriate specialty clinic at NMCP.
 - * If the requested care *is* available at NMCP, the patient may schedule an appointment by calling the Hampton Roads Appointment Center (HRAC) at 1-866-645-4584.
 - * If the care *is not* available at NMCP (or other local MTF), the patient will be deferred to the civilian network, and the referral will be forwarded to Health Net.
 - * Within 7-10 business days, Health Net will send the patient an authorization letter with instructions on scheduling an appointment with a civilian specialist.
 - * Patients may call Health Net at 1-877-874-2273 for assistance before receiving the letter, and contact the civilian specialist to schedule an appointment.
- * The access-to-care (ATC) standard for scheduling an initial routine specialty care appointment is 28 days from the date the referral is first entered into the system. Urgent referral requests are coordinated doctor-to-doctor.
- * Referrals for non-Prime (TRICARE Extra/Standard, TRICARE Reserve Select, TRICARE Retired Reserve, TRICARE Plus and TRICARE For Life).
 - * Non-Prime patients do not require referrals or authorizations for most medically-necessary specialty care or certain diagnostic services if they get them from a civilian provider. (See below for a list of limited services that do require prior authorization).
 - * Patients with other health insurance (OHI), such as an employer health plan or Medicare, should follow the requirements of that plan; a review will be performed at the time the claim is submitted to TRICARE after payment by the OHI.
 - * If a non-Prime patient wishes to seek specialty care at NMCP, a referral request is required. Specialty care appointments may be offered on a space-available basis.
 - * The patient's civilian doctor may fax a specialty or diagnostic service request to the NMCP RMC at (757) 953-9481.
 - * The referral is entered into the military system for specialty clinic review.
 - * If the requested specialty clinic *has* appointments available, the patient will be scheduled when calling the HRAC.
 - * If NMCP *does not* have availability, the patient will seek care from a civilian provider.
- * Prior Authorization is required for all beneficiaries when TRICARE is the primary coverage (first payer), or only coverage, for some services, such as:

Certain behavioral health care	Transplants (except corneal)	Clinical trials
Home health care	Home infusion therapy	Hospice
Extended Care Health Option	Adjunctive dental including dental anesthesia	

See over for additional guidance, and points-of-contact for TRICARE information and assistance

McDonald Army Health Center
Joint Base Langley-Eustis
Information: (757) 314-7500

Naval Medical Center Portsmouth
Naval Support Activity
Information: (757) 953-5000

USAF Hospital Langley
Joint Base Langley-Eustis
Information: (757) 225-7630



Tips for Avoiding Unauthorized Care and Unexpected Expenses

- * Beneficiaries covered under TRICARE Prime, Young Adult Prime or Prime Remote, including all active duty service members (ADSMs), require a referral and prior authorization for most non-emergency civilian health care services, including inpatient admissions, urgent care, outpatient specialty care, and follow-up care.
 - * Unauthorized, non-emergency care for ADSMs may result in financial liability and disciplinary action for the service member.
 - * Unauthorized care for non-ADSMs may result in expensive point-of-service charges.
- * Disengagement is discontinuation of a non-ADSM's medical management by an MTF physician for a specific episode of care. Disengagement *does not* apply to active duty service members.
 - * When a military treatment facility (MTF) is unable to meet a patient's health care needs, care may be deferred to a civilian provider for the episode of care.
 - * Proper disengagement procedures ensure patients are aware of their needs, rights, responsibilities, and possible financial liability. *Note: TRICARE will not cover any health care services outside the MTF for beneficiaries eligible only for direct care within the MTF (such as dependent parents or the newborn child of an unwed dependent daughter).*
- * Prior authorization is required before traveling to use the TRICARE Prime Travel Benefit, which is for non-ADSM Prime beneficiaries referred for non-emergency specialty care more than 100 miles from the PCM's location. For complete information about the travel benefit, call a Health Benefit Advisor.
- * Access to medical care that may be needed while traveling can present unique situations, especially for Prime enrollees, or when traveling overseas. Take care of routine needs, including medication refills, before traveling, and be familiar with the rules for obtaining care when away from home.

Tidewater Health Benefit Advisors

Naval Medical Center Portsmouth
(757) 953-2610/2611

Branch Health Clinic (BHC) Dam Neck
953-9322

BHC Norfolk (Sewell's Point)
953-8708

BHC Little Creek (Boone)
953-8182

BHC NAS Oceana
953-3933 (option 7)

BHC NWS Yorktown
953-8441

TRICARE Prime Clinic (TPC) Chesapeake
953-6382

TPC Virginia Beach
953-6710/6711

McDonald Army Health Center
(757) 314-7748/7766/7777

USAF Hospital Langley
225-5111

USCG Training Center Yorktown
(757) 856-2230/2345



TRICARE Information and Assistance

- * Hampton Roads Appointment Center (Prime appointments at Tidewater MTFs) - 1-866-645-4584
- * Medicare and Social Security: 1-800-772-1213; www.medicare.gov or www.ssa.gov
- * Reserve Affairs - <http://ra.defense.gov>
- * TRICARE - for complete TRICARE program and benefit information, visit: www.tricare.mil
- * TRICARE Nurse Advice Line - 24 hours a day, 7 days a week - 1-800-874-2273 (1-800-TRICARE)
- * TRICARE North Region - www.tricare.mil/tronorth
 - * Health Net Federal Services - 1-877-874-2273; www.hnfs.com
- * TRICARE South Region - www.tricare.mil/trosouth
 - * Humana Military - 1-800-444-5445; www.humana-military.com
- * TRICARE West Region - www.tricare.mil/trowest
 - * United Healthcare Military and Veterans - 1-877-988-9378; www.uhcmilitarywest.com
- * TRICARE Overseas - International SOS; 1-888-777-8343

