



Nurse Advice Line

Tidewater Military Health System - Fiscal Year 2016



TRICARE Nurse Advice Line (NAL) - 1-800-TRICARE (1-800-874-2273, Option 1)

- * TRICARE beneficiaries have access to a registered nurse at anytime to help make informed decisions about self-care at home, or when to see a medical provider. Pediatric nurses are also available and, if necessary, will call back later to check on a child's status.
- * After eligibility is verified, a nurse will ask a series of questions about any health concerns, and then give advice of when and how to seek care for an urgent problem, or give instructions for self-care at home. Patients with emergencies will be told to call 911 or go to the nearest hospital emergency room.
- * The NAL supports most TRICARE beneficiaries in the U.S., including Alaska and Hawaii. US Family Health Plan enrollees, however, cannot use this service.
- * The NAL has special features for military treatment facility (MTF) Prime beneficiaries, including the ability to schedule appointments and communicate with primary care managers (PCMs). MTF Prime beneficiaries in Tidewater may also continue to schedule PCM appointments through the Hampton Roads Appointment Center at 1-866-645-4584.

Nurse Advice Line Service 1-800-874-2273 (Option 1)	Beneficiary Type			
	MTF Prime	Network Prime	USCG ADSM MTF Prime	Non-Prime
Information, advice and triage for self, urgent, emergency, or follow-up care	Yes	Yes	Yes	Yes
Optional follow-up call for pediatric patients when self-care is recommended.	Yes	Yes	Yes	Yes
Schedule MTF urgent care appointments	Yes	Contact the PCM or Health Net at 1-877-874-2273.	N/A	
If no MTF appointments available, hand the patient off to the hospital or clinic PCMH.	Yes			
If no same day MTF acute appointments are available, hand the patient off to the hospital or clinic PCMH.	N/A		Yes	N/A
If same day urgent care appointments are not available at the MTF, and attempts to contact the PCM are unsuccessful, authorize a referral to a network urgent care facility.	Yes	Contact the PCM or Health Net for advice.	N/A	Referrals and authorizations not required for urgent care.
Cancel MTF appointments.	Yes	N/A		
Network provider locator assistance using the regional contractors' provider directory.	Yes	Yes	Yes	Yes
Submit a follow-up report to the PCM	Yes	Yes	N/A	
For more information, visit: www.tricare.mil/ContactUs/CallUs/NAL.aspx				



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

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

