



Prime Appointments

Tidewater Military Health System - Fiscal Year 2016



TRICARE Prime Appointment Types and Access-to-Care (ATC) Standards		
Type	ATC	Description (depending on the need, patients may waive certain ATC standards)
Emergency Care	Immediately	<ul style="list-style-type: none"> * An emergency is a medical, maternity or psychiatric problem that threatens life, limb or eyesight; or an injury or illness that causes severe pain or suffering. In an emergency, call 911 or go to the nearest hospital emergency room. * Care for accidental injury to the teeth alone, or dental pain, is not a medical benefit. * Prime patients must coordinate emergency-related inpatient or follow-up care with their primary care manager (PCM).
Urgent (Acute) Care	24 hours	<ul style="list-style-type: none"> * Urgent care is for non-life threatening illnesses or injuries, or to prevent the development of a more serious health problem. Patients should call their PCM to be seen within 24 hours. If unable to reach the PCM, patients may call the TRICARE Nurse Advice Line (NAL) at 1-800-TRICARE (1-800-874-2273) for assistance. All beneficiaries may also call the NAL 24/7 for information and advice. * If a PCM appointment is unavailable within 24 hours, the patient should be referred to another military treatment facility (MTF) or to a network urgent care provider. * Prime patients must coordinate all urgent care visit follow-up care with their PCM.
Routine Care	7 days	<ul style="list-style-type: none"> * For new, non-urgent medical or mental health issues. Patients should call their PCM for an appointment. * If an appointment is not available, the patient should be referred to another MTF or to a civilian network provider.
Wellness and Health Promotion	28 days	<ul style="list-style-type: none"> * Wellness is preventive and health maintenance care, such as physical or periodic screening exams in primary or specialty clinics. Prime patients should call their PCM for an appointment and, in some cases, a referral within 28 days. * Routine eye exams and certain wellness exams do not require a referral. * If an appointment is not available, the patient should be referred to another MTF or to a civilian network provider.
Specialty Care	28 days (from the date the referral is entered into the system)	<ul style="list-style-type: none"> * Specialty care is for a specific medical condition, and for most specialty needs, Prime patients require a referral from their PCM and authorization from Health Net. Once a referral is authorized, patients should call the designated MTF specialty clinic or network provider for an appointment to be seen within 28 days. * If an appointment is not available, the patient should be referred to another MTF or to a civilian network provider. <ul style="list-style-type: none"> * If MTF or network care is not available, non-network care may be offered. * Non-active duty Prime patients do not need a referral from their PCM for the first 8 behavioral health visits in a FY. * If non-emergency specialty care is authorized with a provider more than 100 miles from the patient's PCM, the Prime Travel Benefit may apply. Contact an MTF Health Benefit Advisor (HBA) for help and information. * Prime patients must coordinate follow-up care with the specialty provider or PCM.
Drive Time From the Patient's Home		<ul style="list-style-type: none"> * Primary care - 30 minutes; specialty care - 60 minutes.

The Hampton Roads Appointment Center schedules most Tidewater MTF TRICARE Prime primary care and specialty care appointments, and provides information on the status of specialty referrals.

1-866-645-4584

*Monday - Friday
6 a.m. - 8 p.m.*

*Weekends/Holidays
7 a.m. - 3:30 p.m.*

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 Standard/Extra, TRICARE for Life, TRICARE Reserve Select and TRICARE Retired Reserve

- * Most medical care for beneficiaries not enrolled in Prime is from civilian health care providers, does not require a referral or authorization, and the Prime ATC standards do not apply.
- * MTF primary care and specialty appointments for non-Prime beneficiaries are offered on a space-available basis.
- * For non-Prime beneficiaries where TRICARE is the primary payer, certain services require prior authorization.
- * Contact a Health Benefit Advisor, or visit www.tricare.mil for guidance.

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

