

MY PROVIDER GAVE ME A REFERRAL, NOW WHAT?

You came to Patuxent River Naval Health Clinic and received a referral for specialty care from your provider. Now what happens?

Specialty Referrals can be sent to either a Military Treatment Facility (MTF) or to a civilian provider. If you request or your provider recommends a MTF, your referral will be reviewed by the MTF specialty clinic.

If approved to be seen at the **MTF** this is what happens:

- ❖ Call 855-227-6331 to make an appointment and/or check the status of your referral **48 hours** after seeing your provider.
- ❖ You will **NOT** receive a referral letter for specialty care at a MTF.
- ❖ Your MTF referral will **expire** if you do not call to schedule an appointment within **28 days**.

If your referral is sent to a **civilian specialty provider** this is what happens:

- ❖ You **will** receive a referral letter from Health Net in **7-10 days** with the following information:
 - Authorization number
 - Dates of authorization and number of times you can be seen using that referral
 - Provider's name, address, phone number
- ❖ Call ASAP to schedule your appointment, the goal is an appointment within **28 days**.
- ❖ Your civilian referral will **expire** if you do not call to schedule an appointment within **90 days**.
- ❖ If the specialist feels you need additional medical services he/she will need to contact Health Net or send you back to your Primary Care Manager.
- ❖ Follow cancellation policies, you are responsible for any incurred charges for missing an appointment.

A few things to keep in mind:

- ❖ If the MTF is unable to see you at their facility the referral will be sent back out to the network for civilian care.
- ❖ Periodically Walter Reed National Military Medical Center (WRNMMC) will pull referrals from the system to be seen at a MTF regardless of where the referral was originally sent. The status of referrals can be checked by calling 855-227-6331 within 48 hours after seeing your provider.

For further information please refer to the following:

MTF referrals please call Naval Health Clinic Patuxent River Referral Management at 301-757-7279, 7316, or 7377.

Civilian referrals please call 877-TRICARE (874-2273) or go to mytricare.com.