

What if I need help?

If you have not received your referral authorization after 14 days, you can contact our health Benefits Office at:

**(504) 678-4555 or
(504) 678-7916**

or TRICARE at:

(800) 444-5445

If you have not made an appointment for your referral after you received the authorization, we will contact you by mail to remind you to make the appointment. If you decide not to use the referral, please let us know by calling Central Appointments at:

**(504) 678-7914 or
(504) 678-7915**

We will then let your PCM know that you have decided not to use the referral.



Patient Referral Process for Prime and Active Duty Service Members



NBHC Belle Chasse
400 Russell Ave., Bldg. 41
New Orleans, LA 70143
Phone: 504-678-3660

Web: <http://www.med.navy.mil/sites/pcola/nbhc/bellechasse/Pages/default.aspx>

Facebook: <http://www.facebook.com/NBHCBelleChasse>



Patient Referral Process



Information Guide

**Prime and Active Duty
Service Members**

Your Primary Care Manager (PCM) has entered a referral for you. Now what?

- NBHC (Naval Branch Health Clinic) Belle Chasse has the privilege of seeing all patients prior to sending them to civilian providers.
- All referrals to the network must have an authorization on Humana Military's website prior to seeking care in the network.
- If you see a civilian provider without authorization, you may be subject to Point of Services charges: a \$300 deductible and 50% of allowable charges. Active Duty Service Members who seek care without authorization may be responsible for the entire billed amount.
- If you are approved to go to a civilian provider, you are responsible for managing your number of visits within the authorization expiration date. If you have used all of your visits or the authorization date has expired, contact your Primary Care Manager (PCM) prior to needing additional appointments. Please allow adequate time for the referral to process. Referrals entered as STAT (emergent) do not apply to a scheduled appointment unless there is an urgent medical reason.
- If your civilian provider requests another service (example: physical therapy), Humana Military is required to check if NBHC has that service, and if available, you will be appointed to NBHC. **DO NOT** keep any appointments made by the civilian provider to other services without an authorization from Humana Military. Also, if a civilian specialist

requests a medical procedure/surgery on your behalf, please make sure that it is authorized.

- Second Opinion Referrals are approved for evaluation only. You are not authorized to continue seeing the provider without obtaining an authorization from your PCM. NBHC routinely obtains a second opinion from a different specialist within the command.
- Continuity of Care: this term does not apply for patients that have not seen a specialty provider within 6 months and referrals may be pulled back to the military treatment facility at that time. If you seek care with a civilian provider on your own and pay for your initial visit, continuity of care with this provider does not apply.
- If you are seen in an Emergency Room and the specialist tells you to make a follow-up appointment with them, you must have an authorization for this follow-up visit. NBHC may appoint you to their specialist at this point. Do not go to the follow-up appointment without an authorization.

Referral Tracking by Telephone:

For referral status, call TRICARE at 1-800-444-5445

Referral Tracking by Mail:

Your referral authorization will be mailed to you and will include the name/address of the provider, service needed, number of visits and an authorization number. When you receive the letter, you must call the provider and set up an appointment.

Referral Tracking by Internet:

You can track your referral by going to TRICARE Online. If you have not registered, please visit www.tricareonline.com. Once registered, click on "TRICARE South" under "Quick Links" on the main page.

You can also check referrals using self-service for beneficiaries at the Humana Military website.

Register at www.humana-military.com.

Notes:

- **NHP Referral Management Center is not TRICARE. The Referral Management Center follows the TRICARE Policies and does not have the authority to approve non-covered benefits listed in the TRICARE Policy Manual.**
- Please be sure your personal data in DEERS is current (address, phone, etc.). If it is not correct, then it will not be correct in our referral system.
- If you need to change the authorized specialty provider, call TRICARE before going to the specialist and they will make the change to a network provider only.
- For additional tests, procedures, or visits, the referred specialist should request an authorization through Humana Military.
- Any prescriptions from your referred provider may be filled by our pharmacy, the TRICARE Mail Order Program or a retail pharmacy.
- Be sure to give your provider the form you received from NBHC so the provider can get the results back to your PCM.