

What if I need help?

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

(850) 505-6709

or the TRICARE office 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:

(850) 505-7171

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



Patient Referral Process



6000 West Highway 98
Pensacola, FL 32512
Phone: 850-505-6601
Web: med.navy.mil/sites/pcola



NHP Naval Hospital Pensacola



Patient Referral Process



Information Guide

Naval Hospital Pensacola

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

- Naval Hospital Pensacola (NHP) Specialists and ancillary services have the privilege to see all patients prior to being sent 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, which is a \$300 deductible and 50% of charges.
- If you are approved for a civilian provider, you are responsible for managing the number of visits you were approved for and the expiration date of the authorization. If you have used all of the visits or the authorization has expired, please contact your Primary Care Manager (PCM) prior to any additional appointments and please allow 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 for it to be processed as an emergency referral.
- If the civilian provider you are seeing requests another service (example: physical therapy) and NHP has that service, the request will be sent to NHP by Humana Military to appoint. Do not keep any appointments made by the civilian provider to other services without an authorization from Humana Military. If the specialist is requesting a procedure such as surgery, physical therapy, occupational therapy, speech therapy, etc., please make sure the procedure is authorized.

- Second Opinion Referrals are approved for an evaluation only. You are not authorized to continue seeing the provider without obtaining further authorization from your PCM. If NHP has more than one specialist in the clinic, a second opinion can be assigned to a different provider within the clinic.
- Continuity of Care Referrals does not apply if you have not seen the civilian provider within 6 months. A specialist referral may be pulled back to the MTF 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 the Emergency Room by a specialist and the specialist tells you to make a follow-up appointment with them, you must have an authorization for this follow up visit. NHP may appoint you to their specialist at this point. Do not go to the follow-up appointment until you know for sure that you are authorized.

Referral Tracking by Telephone:

You can call TRICARE at 1-800-444-5445 for the status of your referral.

Referral Tracking by Mail:

Your referral authorization will be mailed to you. The authorization letter will include the name and address of the provider, the service needed, how many visits you may have with that provider and an authorization number. When you receive this letter, you must call the provider to set up an appointment.

Referral Tracking by Internet:

You can track your referral by going to TRICARE Online. If you don't already have an account, register at www.tricareonline.com.

Once registered, you can download and print referral authorizations. You will still receive an authorization copy in the mail.



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 NHP so the provider can get the results back to your PCM.