NMRTC Portsmouth Active Duty
Network Deferral Policy

The timeliness and quality of your mental healthcare is of the utmost importance to us. Due to limited capacity at Military Treatment Facilities, eligible active duty mental health patients can be deferred to the civilian network for treatment. Because we are committed to your health and your military career we need to be able to monitor the effectiveness and quality of the care you deserve.

The following items are required to be completed:

1. Sign a Release of Information Form (DD Form 2870)
   a. Ensures the Mental Health Readiness Clinic can communicate with you off base provider that could impact your treatment. The information shared will solely be used to determine appropriateness of treatment, assess treatment needs, and inform disposition decisions.

2. Attend scheduled quarterly follow up appointments.
   a. To make sure you do get connected with a provider, continue to improve over time, and remain satisfied with the care you are provided.
   b. If there are concerns that your care is not appropriate or your treatment needs are not being met, you will be scheduled to attend an appointment with a NMRTC Portsmouth mental health provider to further discuss these concerns and possible solutions.

3. Provide a copy of your off base mental records. You can either drop them off or fax them to:

   ATTENTION TO:
   Dr. Laura Corey (Norfolk MH Readiness Clinic)
   OR
   Dr. Christopher Heath (Oceana MH Readiness Clinic)

   Navy Medicine Readiness and Training Center
   Portsmouth, Adult Mental Health
   620 John Paul Jones Circle, Portsmouth, VA 23708
   757-953-9797

Mental Health Readiness Clinic:

NMRTC Portsmouth (757) 953-5269
NMRTU Norfolk (757) 953-8751 / 5077 / 5818 / 8901 / 6719
NMRTU Oceana (757) 953-3985
Humana Military 1 (800) 444-5445
Hampton Roads Appointment Center 1 (866) 645-4584

Additional Resources:

Fleet and Family Support Center 1 (800) 372-5463
Military OneSource 1 (800) 342-9647
Military and Family Life Counseling (757) 927-5090 / 0667
Chaplain – Portsmouth (757) 953-5550
Chaplain – Norfolk (757) 444-7361
InTransition 1 (800) 424-7877

Emergency Contacts:

NMRTC Portsmouth Emergency Room (757) 953-1365
National Suicide Prevention Hotline 1 (800) 273-8255
Duty Chaplain (757) 438-3822

Updated May 2020
Create an account

1) Select the Login in button on the Main Page
2) Select Login in under BENEFICIARIES
3) Click Register for Account (not CAC required)

Getting Connected with a Provider

You have been deferred to the network to see an off base civilian provider. The referral can take up to 7 business days to process. A referral will appear in your Humana Military account under Check Referral Status. Humana Military will by default assign a provider to your referral. You can accept the provider assigned OR switch to a new provider.

First, you call the provider/clinic to verify they are eligible by asking these questions:

1) Are you accepting new patients?
2) Do you accept Tricare Prime?
3) How long will it take to get an appointment?

If satisfied with the answers, proceed to make an appointment and be sure to provide your referral information.

If not, you can request a different provider by following the steps listed below.

How to find a network provider if needed

1) Go to www.humanamilitary.com
2) Select Search now under FIND CARE
3) Select Find care now under PROVIDER
4) Select Advanced Search
5) Search by Specialty and Location
   Therapy: Counselor, Social Worker, Psychologist
   Medication: Psychiatry
5) Select Accepting New Patients
6) Call the providers/clinics and verify by asking the same questions.
7) If you found a new provider, be sure to either call Humana or request to update your current referral to the new provider OR call one of clinics requesting a new referral with the new provider’s information.