If the referral appointment is scheduled and the visit is completed prior to receiving a referral authorization, you may incur out of pocket and non-reimbursable Point of Service (POS) fees.

POS does not apply to Active Duty. Active Duty will pay all costs out of pocket if seen without an authorization.

**Health Net Federal Service**

- Create your account at: www.TRICARE-west.com
- View/Print Authorizations and Referrals
- Find a Network Doctor or Specialty Provider
- Check Claims Status
- View/Pay Enrollment Fees
- Learn more about your TRICARE benefits

**DEERS**

**Keep your DEERS information up to date**

1) Failure to keep your DEERS information up to date may result in denials or delays in care.

2) If you move or are out of the area for greater than 30 days you need to update your DEERS to your current address.

3) Keep your address, e-mail and phone number up to date to receive important information from NMCSD, Specialty Clinics and Health Net.

**How Do I Update DEERS?**

- Visit the website at: www.tricare.mil/DEERS
- Call 1-800-538-9552
- To schedule an appointment visit https://rapids-appointments.dmdc.osd.mil/

**NETWORK SPECIALIST:**

Please fax this patient's initial results to the NMCSD Referral Management Office: 619-696-9259

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**Naval Medical Center San Diego**

**Your Doctor Has Placed a Referral For You...**

**TRICARE Prime**

**What you need to know**

**#TAKECOMMAND**

Questions?
Health Net Federal Service
1-844-866-WEST (9378)
NMCSD Referral Management
619-532-8225 / Option 1
1) Visit your Primary Care Manager (PCM). Your PCM will place a referral request. If you are able to be seen at NMCSD, we will call you to schedule your appointment.

2) If we are unable to see you at the NMCSD, the referral will be sent to Health Net for authorization to a network specialty provider.

3) After 72 hours you may check your Health Net account online at www.tricare-west.com or call 1-844-866-WEST (9378) for your referral authorization number and assigned network specialty provider.

4) STAT/Urgent referrals may take 24 hours to process. Routine referrals may take 3 business days to process.

5) You should call the assigned network specialty provider and schedule your appointment.

6) Once you are seen your results will be faxed to NMCSD Referral Management Center: Fax# 619-696-9259

Who is Health Net?
- Health Net is the company that manages your TRICARE benefit.

The network specialist is requiring a provider’s signature on the referral.
- Each referral authorization is electronically signed and authenticated at the bottom of the referral.

The Authorization has the wrong phone number/address or the wrong specialty service listed.
- Call Health Net at: 1-844-866-WEST (9378).

What do I do if my network specialist would like to refer me to another specialty?
- You must go back to your Primary Care Manager at your Military Treatment Facility so they may authorize and place the referral request.

What do I do if my network specialist is requesting a hand-written script/order?
- Have the provider contact Health Net at 1-844-866-WEST (9378).

What do I do if my network specialist would like to request additional visits for my care?
- The specialist may request additional visits by contacting Health Net. A new referral may not be needed. This should be done before the current authorization expires.

#TAKECOMMAND