



TRICARE Prime Beneficiary Referral Process

Referral Management

Your doctor has recommended a routine referral for consultation with a specialty provider. Please make sure the clinic personnel have your current address and telephone number.

As a TRICARE Prime beneficiary, you have priority access to this specialty service when the type of care your doctor is requesting is available at Fox Army Health Center (FAHC).

DEERS Update

It is very important to keep your demographic information in DEERS current, e.g., current address, phone number. If this is not correct, your care could be delayed because you are unable to be contacted. Contact the Defense Manpower Data Center Support at (800) 538-9552, the local DEERS Office number (ID Card Office) at (256) 842-2143. Make address changes online at:

www.tricare.osd.mil/DEERSAddress

TRICARE POLICIES

Please refer to your TRICARE Prime handbook to ensure you are familiar with all policies. You may visit the TRICARE Service Center on the 2nd Floor of FAHC for further information.

SAME DAY or URGENT CARE

If you need a same day appointment (regardless of day or time), call FAHC appointment line at (256) 955-8888 or 1-800-223-9531. A staff member will direct you to the appropriate level of care and notify your PCM. If no appointment is available during regular business hours, you will be directed to one of our two "Overflow" clinics in the network. If care is required after hours, weekend or holidays, you will be directed to an "**Urgent Care Center**" and a referral will be initiated. All calls are documented and tracked. This process **must be followed prior to care** to avoid Point-of- Service (POS).

Point-of-Service gives you the freedom to seek non-emergency care with a TRICARE authorized provider without a referral from your PCM. By using the POS option you will incur higher out-of-pocket costs. POS deductible is \$300 per individual and \$600 per family. The cost-share will be 50% after the deductible is met.

ASAP Referrals

If you have an ASAP referral to the network, make sure you see the clinic's Nurse in order to process this referral. It is the responsibility of your Primary Care Manager (PCM) to coordinate directly with the specialty provider in the case of an emergency. Instructions you may receive in these cases may include: being sent directly to the specialty service, being sent home to await a call from the specialty service, being directed to another health care facility or physician's office, or being transferred by ambulance.

Referrals to the Civilian Network

Within 7-10 days, you will receive a letter from TRICARE that will include your provider's name, address and telephone number along with your authorization number and information regarding your authorization. You may also view or print a copy of your referral at www.humana-military.com. Go to the beneficiary section and create a secure log in.

You now have the flexibility to schedule your appointment with the network provider for a time that best meets your schedule. You are responsible for booking your appointment, keeping track of the authorized number of visits and expiration of your authorization. Please call the provider's office noted on the authorization letter for your appointment. Ensure to ask the provider whether you need to bring any additional information such as medical records or digital x-rays. If you have any questions or concerns about your authorization letter, you may call TRICARE at (800) 444-5445.

If your specialist believes you need additional medical services, the specialist will need to contact TRICARE to arrange additional treatment. If you are Active Duty, your PCM must enter all specialty referrals.

TRICARE Prime Travel

TRICARE Prime beneficiaries are eligible for reimbursement for medically necessary non-emergency specialty care greater than one hundred (100) miles from Fox if it is not available at a location within the FAHC area. Reimbursement is for actual travel related expenses incurred for travel (lodging, gas, meals). Contact the Patient Administration Division **prior to travel** @ 955-8888 ext. 1616.