



Pediatric Neurosurgery Referrals

Important information for parents of TRICARE Prime patients referred to the Pediatric Neurosurgery Team at Children’s Hospital of the King’s Daughters (CHKD)

- TRICARE Prime patients need referrals and authorizations for most specialty care. A referral is a request for services that a Primary Care Manager (PCM) is not able to provide. An authorization is issued following a review of the referral for medical necessity and appropriateness of care.
- Naval Medical Center Portsmouth (NMCP) and Health Net Federal Services (HNFS) review all specialty referrals, consider the medical needs of the patient, and determine where services are available - NMCP, another military treatment facility (MTF) or in the civilian network.*
- In some cases, children may be referred to the Pediatric Neurosurgery Team at CHKD. Parents must be aware of the type of referral that is authorized for their child.
- A referral is for a specific period of time and number of visits, and may be for:
 - “Evaluation Only” - initial evaluation and diagnostic services, but *not* treatment.
 - “Second Opinion” - similar to “Evaluation Only”, but for a patient to see a different specialist about a health issue for which they have already been evaluated.
 - “Evaluation and Treatment” - evaluation, diagnostic testing, treatment and follow-up visits related to a specific condition for a specified period of time.
 - Some diagnostic tests and treatments, including certain surgical procedures, may require additional pre-authorization, such as:
 - Brain or spine MRI
 - PET scan
 - Spine surgery
- To check on the status of a referral, call HNFS at (877) 874-2273, or the Hampton Roads Appointment Center (HRAC) at (866) 645-4584.
- If the child needs hospitalization for treatment or surgery, CHKD must notify HNFS of the inpatient admission by the next business day.
 - CHKD must also notify HNFS by the next business day when the child is discharged from the hospital.

**** Any parent who is not satisfied with a referral determination may request reconsideration. For assistance, contact NMCP Health Benefits (Mike Williams) at (757) 953-2610/2611/2613. After hours, contact NMCP Medical Management (Dr. Steven Yevich) at (757) 240-1028 for assistance.***

NMCP Health Benefits

Building 3, 3rd Floor; Mon-Fri, 7 a.m.—3:30 p.m.
(757) 953-2610/2611

NMCP TRICARE Service Center

Health Net Federal Services
Building 249 (next to parking garage)
Mon—Fri, 7:30 a.m.—4:30 p.m.
1-(877) 874-2273



Appointments & Specialty Referral Status

Hampton Roads Appointment Center
Mon—Fri, 6 a.m.—8 p.m.
S, S & Holidays, 7 a.m.—3:30 p.m.
1-(866) 645-4584

To Schedule a Presentation

TRICARE Operations—Marketing
(757) 953-6153/6048