



# Referrals & Authorizations

## TRICARE Prime & TRICARE Prime Remote

- Referrals are requests for specialty services or procedures that are not considered primary care.
  - This includes urgent care that is not provided by the primary care manager (PCM).
  - Exceptions include emergency care, certain preventive and diagnostic services, and the first 8 behavioral health visits.
- Military treatment facility (MTF) PCMs enter referral requests into the military health care computer system.
- Civilian PCMs fax a *Health Net Federal Services TRICARE Service Request/Notification Form* to Health Net at 1-888-299-4181.
  - This form is available on the Health Net web site—[www.healthnetfederalservices.com](http://www.healthnetfederalservices.com).
  - Health Net enters the referral into their system and then forwards it to the NMCP Referral Management Center (RMC), which enters it into the military system.
- The appropriate NMCP specialty clinic reviews the referral entry within 24 to 48 hours.
  - NMCP has right of first refusal (ROFR) for all Prime specialty referrals.
  - If the specialty care *is* available at NMCP, the patient can schedule an appointment by calling the Hampton Roads Appointment Center (HRAC) at 1-866-645-4584.
  - If the specialty care *is not* available at NMCP, the patient will be told when calling the HRAC that the care is being deferred to the civilian network, and the referral will be forwarded to Health Net.
  - Within 7-10 business days, Health Net will send an authorization letter to the patient with instructions on scheduling an appointment with a civilian specialist.
    - The patient may call Health Net at 1-877-874-2273 for information and assistance before receiving the letter.
  - The patient may then contact the civilian specialist's office to schedule an appointment.
- The access-to-care (ATC) standard for scheduling an initial appointment for routine specialty care is 28 days.
- ASAP or urgent specialty referral requests are usually coordinated doctor-to-doctor.

## TRICARE Extra/Standard, TRICARE Reserve Select, TRICARE Plus & TRICARE For Life (TFL)

- Non-Prime patients do not require referrals for most specialty care or certain diagnostic services (such as an MRI) if they get them from a civilian provider.
  - Patients with other health insurance (OHI), such as an employer-sponsored health plan or Medicare, must follow the referral and authorization requirements of that plan. A review will be performed at the time the claim is submitted to TRICARE after payment by the OHI.
- Non-Prime patients may receive specialty care at NMCP on a space-available basis. A referral request is needed.
  - The patient's doctor (usually a civilian provider, except for TRICARE Plus) may fax a request for specialty care or diagnostic services to the NMCP RMC at 1-757-953-9826.
  - The RMC enters the referral into the military system.
  - The applicable specialty clinic will review the referral entry within 24 to 48 hours.
  - If the services *are* available at NMCP, an appointment will be scheduled when the patient calls the HRAC.
  - If the services *are not* available at NMCP, the patient will have to choose a civilian specialist.

## Prior Authorization

- All TRICARE patients require prior authorization for certain services when TRICARE is the primary payer.
  - Certain outpatient and inpatient behavioral health care.
  - Transplants except corneal transplants.
  - Clinical trials.
  - Home health care, home infusion therapy and hospice care.
  - Extended Care Health Option (ECHO) - ADFMs only.
  - Adjunctive dental care including dental anesthesia.

## Active Duty Service Members (ADSMs)

- ADSMs require prior authorization for all inpatient admissions and outpatient facility care, and are required to obtain approval for most civilian care and services.

## 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