



Accessing Urgent Care

TRICARE® urgent care initiative launches at nine military treatment facilities

TRICARE launched an urgent care initiative for TRICARE Prime beneficiaries enrolled at nine military installations across the country. If you are a beneficiary at one of these locations and you cannot reach your primary care manager (PCM) for a referral, you now have another option to receive urgent care either after hours or when traveling. You can call your regional contractor to get an authorization for these services.

The military treatment facilities that are part of this initiative are as follows:

- McGuire Air Force Base
- Fort Lee
- Patuxent River Naval Air Station
- Dyess Air Force Base
- Fort Stewart
- Naval Branch Health Clinic, Albany
- Luke Air Force Base
- Fort Riley
- Naval Station Fallon

For beneficiaries enrolled at one of these facilities, Health Care Finder lines are available, at minimum, from 3:00 p.m.–8:00 p.m. on weekdays and 8:00 a.m.–8:00 p.m. on weekends and holidays.

You should always call your PCM first for any required authorizations. If your PCM is unavailable, the Health Care Finder line is meant to bridge the urgent care gap and provide authorization after hours or when traveling. If you are traveling out of your Prime Service Area anywhere in the United States, including Hawaii and Alaska, the Health Care Finder line can authorize care and help you find a provider if the care request is considered urgent.

Urgent care is required for illnesses or injuries that would not result in further disability or death if not treated immediately. If you call seeking authorization for routine care, you will be referred back to your military treatment facility for instructions.

This initiative is intended to improve urgent care referral access, helping to reduce emergency room visits and health care costs for TRICARE beneficiaries.

FOR INFORMATION AND ASSISTANCE



TRICARE North Region

Health Net Federal Services, LLC
1-877-TRICARE (1-877-874-2273)
www.hnfs.com



TRICARE South Region

Humana Military Healthcare Services, Inc.
1-800-444-5445
www.humana-military.com



TRICARE West Region

TriWest Healthcare Alliance
1-888-TRIWEST (1-888-874-9378)
www.triwest.com