



How to Register at

www.humana-military.com

(Sponsor's Social Security number needed)

1. Select **'Beneficiary Services'**
2. Select **'Register Today'**
3. Create a **username** to log on

* A confirmation e-mail will be sent to the registration e-mail address with a link to complete the process.

Humana Military Tricare South

1-800-444-5445

www.humana-military.com:

Use Humana Military's Web site to manage your TRICARE benefit and to view and print claims, explanations of benefits, and specialty care authorizations (*referrals*). You can find a provider, learn about your benefit, download brochures, locate a TRICARE Service Center for in-person assistance, and more.

Humana. Military

The most trusted name in government health solutions.



Assistance Directory

Referral Management Center:
(325) 696-2157/2177

TOPA Flight Commander: 2nd Lt Sarah Lyon

Patient Advocate: Carol Mann (325) 696-2337

Central Appointment Line: (325) 696-4677

Family Practice Clinic: (325) 696-4754

Flight Medicine Clinic: (325) 696-5490

Physical Therapy: (325) 696-5451

HAWC: Nutritional Medicine: (325) 696-4140

Mental Health Clinic: (325) 696-5380

Patient Admin/Travel: (325) 696-4720

Pediatric Clinic: (325) 696-4750

Women's Health Clinic: (325) 696-5432

TRICARE: 1-800-444-5445



[HTTPS://ICE.DISA.MIL/](https://ice.disa.mil/)



Trusted and Preferred



Welcome to the 7th MDG

Referral Management Center



Hours of Operation

Mon-Fri 0730-1630
(325) 696-2157/2177
Fax: (325) 696-5114

The 7th MDG will be closed at 1100 the 2nd Friday of every month for training



Referral Information

Emergency Care

In case of emergency report to the nearest emergency room or dial 911. It is important, however, to notify your PCM as soon as practical.

Urgent Care

Should you require urgent care after-hours, you must contact Humana at 1-800-444-5445 prior to receiving care.

After-hours are 1631 thru 0729 Mon-Fri, weekends, holidays, and when the MTF is closed.

Failure to contact PCM will require you to pay Point of Services charges.

Change of Status

A new referral will be necessary if a patient's status changes (e.g. AD to retiree).

Unused Referrals

The RMC will make multiple attempts to communicate with you in an effort to coordinate the service ordered by your PCM. However, per AFMOA direction, should your referral remain unused after **120 days**, it will be closed and your PCM will be notified. If you decide that you want to visit the specialist after your referral is closed, you must schedule an appointment with your PCM by calling (325) 696-4677. Your PCM will re-evaluate your situation and enter a new referral, as necessary.

Greetings from the 7th Medical Group Referral Management Center (RMC)

We strive to provide you and your family with the best healthcare available. There will be times when that care needs to be delivered by a specialist. As a TRICARE Prime enrollee, you must first obtain a referral before seeing a specialist.

How do I get a referral?

In non-emergency situations, contacting your PCM is the first step to obtaining specialty care. Should your PCM determine that you need specialty care, you will be referred to a specialist within the TRICARE civilian network. The Referrals Management Center (RMC) will then contact Humana-Military Healthcare Services (HMHS), the Managed Care Support Contractor, to begin the process of obtaining a referral authorization, which is approval to seek the requested care.

How will I be notified when the Referral is Approved?

Humana (HMHS) will notify you in writing within 7-14 days. The referral information will outline the Provider name, address, number of authorized visits, services and an approved timeframe for treatment. However, *you may check the status of a pending referral by using the following recourses:*

- * Call HMHS at 1-800-444-5445 Mon-Fri 0800-1900
- * Visit the website www.humana-military.com
- * Walk into the TRICARE Service Center (TSC) located in the 7th MDG on the 1st floor
- * Walk in or call the RMC at (325) 696-2177 located in the MDG on the 1st floor

Note: *Please utilize these resources above as your PCM is unable to check the status off your referral.*

**** Once you have scheduled your initial appointment date/time, please notify the RMC at (325) 696-2177**

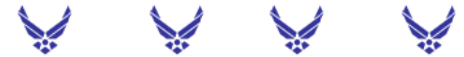


Keeping your contact Information Updated

Don't forget to update your address and contact number(s) with DEERS. Failure to keep this information current may result in future denial of office visits, specialty care, laboratory testing, and pharmacy services, including medical refills, as well as denial of pending claims.

To update your DEERS records, please contact the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552. Or you may visit the 7th Mission Support Squadron (7 MSS) Military Personnel Flight (MPF) 417 3rd Street Room 129. To update your address only in DEERS, please visit www.dmdc.osd.mil/appi/address/index.jsp.

You may also want to contact TRICARE to update your contact information by calling 1-800-444-5445.



Patients with Other Health Insurance (OHI)

TRICARE is the secondary payer if you have OHI, including Medicare. Your specialty care will need to be coordinated with your OHI company. If you require assistance please contact the RMC. Please have the specialist send, via fax, a report of your visit to your PCM via fax number (325) 696-5114.

