



# TRICARE Prime Beneficiary Referral Process



## Step 1

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

## Step 2

The Referral Team within the MTF will check to see if there is a specialist appointment available at your MTF or a nearby MTF. If an appointment is available (check which applies).

- The MTF personnel will call you at your current telephone number to schedule an appointment date
- Call the number below 2 days after you receive this document 1-855-CAPMED1 / (1-855-227-6331).
- Go to MTF Referral Center to make arrangements for your specialty appointment.

## Step 3

If a specialist is not available in the MTF, the MTF personnel will contact Health Net to arrange for a referral to a civilian network specialist.

## Step 4

Health Net will make sure that the requested service can be paid under your TRICARE benefit to avoid unnecessary out of pocket costs to you.

## Step 5

Health Net will find a civilian Network provider who is convenient to you. Health Net will also verify that the doctor is able to see you within 4 weeks.

## Step 6

Health Net will send you a letter that will include the doctor's name, address and telephone number. Please make sure your address in DEERS is correct. If you have not received your letter from Health Net within 5-7 business days, or if you would like a different doctor, you can call Health Net at 1-877-TRICARE (1-877-874-2273).

## Step 7

You will now have the flexibility to schedule your appointment with the civilian doctor for a time that best meets your schedule. If you have problems arranging an appointment within four weeks or if the provider requires additional information to book the appointment, please contact Health Net at 1-877-TRICARE (1-877-874-2273).

## Step 8

When you have arranged an appointment please contact Health Net at 1-877-TRICARE (1-877-874-2273) to let them know the date of your appointment. When Health Net knows your appointment date, they will help get the specialist's consultation information to your PCM.

If your specialist believes you need additional medical services, the specialist will need to contact Health Net to arrange additional treatment.

## Step 9

Your referral will expire 28-days from the date of your referral and you may need a new referral if your appointment has not been scheduled. If you need assistance, please call Health Net at 1-877-TRICARE (1-877-874-2273).

## Step 10

If your appointment has been scheduled in an MTF and you cannot keep or wish to change the date of your appointment, please call 1-855-CAPMED1 / (1-855-227-6331) .

If your appointment has been scheduled with a civilian doctor and you cannot keep or wish to change the date of your appointment, please call the civilian doctor to reschedule your appointment, then notify Health Net of your new appointment date by calling 1-877-TRICARE (1-877-874-2273).

[www.healthnetfederalservices.com](http://www.healthnetfederalservices.com)

- Locate a TRICARE network provider using the online provider directory
- Visit the Online TRICARE Service Center
- Use helpful tools including forms and healthy living information



**Find Everything You Need to Know About TRICARE!**