



## The Patient's Guide to The Specialty Care Referral Process

*We will make every effort to schedule your care here at Madigan Army Medical Center. If we are not able to meet your needs, we will refer you to one of our Military Medical Treatment Facilities (MTF) or a TRICARE Network Provider.*

### WHAT IS THE NEXT STEP?

**Step 1: WAIT TWO BUSINESS DAYS** from the day of your appointment with your MTF Provider. Example: If you were seen on a Tuesday, then you would call to check on the status of your referral on Thursday. If you were seen on a Friday, then you would call to check the status on the following Tuesday.

**Step 2:** Call the TRICARE Regional Appointment Center (TRAC) at **1-800-404-4506, Mon-Fri, 6 am-8 pm; Sat & Sun, 7:30 am-3:30 pm**. The Call Center Representative will inform you of the status of your referral, make your appointment or give you instructions to call the Specialty Care Clinic(s) to schedule your appointment. TRAC will also inform you if you are being referred to a TRICARE Network Provider.

### IF YOU WERE REFERRED TO A TRICARE NETWORK PROVIDER:

**Step 1: WAIT 7 BUSINESS DAYS** from the time you were notified by TRAC you are being referred to a TRICARE Network Provider.

**Step 2:** Call United Healthcare Military & Veterans (UHC M&V) at **1-877-988-9378** to check on the status of your referral. You can view the referral status, change the selected TRICARE Network Provider, obtain contact information and print your authorization letter online by registering at **[www.uhcmilitarywest.com](http://www.uhcmilitarywest.com)**. You should receive an authorization letter in the mail from UHC M&V within **10 business days**. **If the TRICARE Network Provider did not receive a referral letter, or if you have other concerns about your referral, please call UHC M&V at 1-877-988-9378.**

### IF YOU HAVE ALREADY CALLED THE TRAC AND CONTACTED UHC M&V AND CONTINUE TO HAVE QUESTIONS ABOUT YOUR REFERRAL:

**Step 1:** Call the Madigan Referral Coordination Center at **253-968-2903, Mon-Fri, 7:30 am-4:30 pm** and leave a message. You should expect a response within **1 business day**.