



PROVIDER & PROVIDER TEAMS

If your provider determines you need to be referred to a specialist off-base, your provider team will submit a referral for the requested care. Once the referral has been initiated, the provider team will route the referral to the Referral Management Center inside the 23rd Medical Group within two business days. If you are on active duty, all Specialty Care and Urgent Care must have a referral before being seen so that TRICARE will not charge you for specialty care services. Dependents with TRICARE Prime do not require a referral for Urgent Care.

1

The Provider Team submits the referral and routes to Referral Management Center (RMC).

Emergency Care does not require a referral. Emergency care is defined as a threat to life, limb or eyesight. TRICARE Select and TRICARE for Life beneficiaries may seek care without referrals with civilian providers; however, published co-pays and deductibles may apply.

REFERRAL MANAGEMENT CENTER

The Referral Management Center will confirm the referral request, verify demographics, contact information, and route to HUMANA, the Managed Care Support Contractor, for approval. This process is completed within three business days. Incorrect DEERS information may cause a delay or denial of your off-base referral.

2

The Referral Management Center will review the referral and route to HUMANA, for acceptance.

Please contact the Referral Management Center for any additional referral questions at 229-257-3041.

HUMANA

HUMANA will accept or decline the referral within three business days. **HUMANA will assign all accepted referrals to a provider within the network directory.** Visit www.humanamilitary.com/Beneficiary to check the status of your referral. You will also receive an authorization letter, email or text depending on your selected TRICARE preferences, which you can edit by going to www.humanamilitary.com/Beneficiary under "Communication Preferences".

****If authorization is not available on www.humanamilitary.com/Beneficiary, please contact RMC at 229-257-3041****

3

HUMANA will accept the referral and assign to a network provider.

The referral will include the specialist contact information, an authorization number, number of visits allowed and an expiration date for that authorization.

PATIENT'S RESPONSIBILITY

Once the referral has been approved by HUMANA, it is YOUR responsibility to call and schedule your appointment with the assigned specialty care provider. If you would like to change your assigned specialty care provider call 800-444-5445. If your specialist requests any clinical notes they should fax requests to 229-257-3779. Once Medical Records has been notified, records will be faxed to the requested specialty care provider within three business days. All urgent referrals, including release of medical records, will be coordinated through the Provider Team. Prime beneficiaries enrolled in TRICARE, with an approved referral to specialty care more than 100 miles from their PCM, may be entitled to reimbursement for travel. Please contact Patient Travel Office within the 23d Medical Records Office for further guidance at 229-257-4932.

4

Schedule your specialty appointment!

To update any demographic information such as home address, email, phone numbers, please visit www.milconnect.dmdc.osd.mil.

DON'T FORGET

REMINDERS

- ❖ It is YOUR responsibility to schedule your own specialty care appointments. Most referrals are good for up to **180 days** after being approved. Don't delay in scheduling your appointment.
- ❖ To avoid out of pocket expenses, check your authorization period of your referral. This information can be found on your referral letter under valid dates.
- ❖ Patients need to keep DEERS information up to date!
- ❖ Manage your referrals at www.humanamilitary.com/Beneficiary or scan the qr code below to download the HUMANA app.
- ❖ You may need to coordinate the transfer of imaging for some specialties (Ortho/Neurosurgery/Podiatry/Pain Management) please see Diagnostic Imaging for instructions.
- ❖ The MHS GENESIS Patient Portal is a secure website where you can access your health information 24 hours a day, 7 days a week. You can also manage your appointments, talk to your care team, request prescription renewals, etc. Link provided below.
- ❖ Sponsor's have access to view their dependent minors in the HUMANA portal. If not, please ensure DEERS data is up to date and contact HUMANA for assistance. Permission can be granted to family members to access your protected health information (PHI) over the phone. These family members must be on your DEERS family list and 18 or over. Please contact HUMANA at 844-444-5445 or <https://infocenter.humana-military.com/beneficiary/service/ROI/ROI>

TELEPHONE NUMBERS

TRICARE / HUMANA: 800-444-5445

23rd MDG - Appointment Line: 229-257-2778

23rd MDG - Referral Management Center: 220-257-3041

23rd MDG - Referral Management Center Fax: 229-257-5818

Medical Records / Release of Information: 229-257-2917

Medical Records / Release of Information Fax: 229-257-3779

Benefits Assistance / Debt Collection Counselor (BCAC & DCAO): 229-257-4355

23rd MDG - Patient Travel: 229-257-2917



HELPFUL LINKS

HUMANA Registration:

<https://www.humanamilitary.com/beneficiary>

HUMANA Network Provider Search:

<https://www.humana.com/find-care>

How To Update DEERS:

www.tricare.mil/DEERS

www.milconnect.dmdc.osd.mil

MHS GENESIS Patient Portal:

<https://my.mhsgenesis.health.mil/>



Humana

