

# TIDEWATER REFERRAL MANAGEMENT



Your guide to specialty care services through resource sharing capabilities provided by Naval Medical Center Portsmouth, Langley Medical Group, and McDonald Army Health Center.

## **Key Points:**

- Referrals are either *accepted* at the military treatment facility (MTF) or *deferred* to the private sector (TRICARE civilian network system) for specialty medical services.
  - **Accepted at the MTF:** Expect referral to be processed within 1-2 business days. If you have opted for text/call reminders you should receive an automated message indicating that your referral has been accepted at the MTF.
  - **Deferred to Private Sector:** If your referral has been deferred to the private sector, check the referral status by visiting your TRICARE East Self-Service Portal online or by calling TRICARE East 1-800-444-5445. Please allow 48-72 hours for processing.
    - If your referral has been deferred to the private sector, please visit TRICARE East online to verify benefit eligibility and to find a TRICARE authorized Provider.  
<https://www.tricare.mil/>
    - Seeking care from a private sector provider without prior authorization may incur TRICARE *point of service charges*, which could result in significant out-of-pocket costs. **Before seeing a private sector provider for non-emergent care**, please ensure that you have appropriate authorization. [www.tricare.mil/pointofservice](http://www.tricare.mil/pointofservice)
- If your specialty care has been provided by the private sector, please request that a copy of your medical record be faxed to your enrolled MTF:
  - NMC Portsmouth FAX: (855) 647-3441
  - Langley MDG FAX: (757) 764-4886
  - McDonald AHC FAX: (630) 570-5902

- Referrals are **NOT** required for *dependents* in need of most preventative care services, routine eye exams, or mental/behavioral health services. <https://tricare.mil/HealthWellness/Preventive>
- TRICARE Select, TRICARE Reserve Select, TRICARE Young Adult, and TRICARE For Life do **NOT** require referrals for most deferred specialty care services, however, pre-authorizations may be required. Check your benefit eligibility for more information. <https://www.tricare.mil/GettingCare/ReferralsPreAuth>
- Referrals **are required** for all specialty care and urgent care services for TRICARE *Active Duty Service Members* (ADSMs), however, TRICARE Prime dependents may utilize an approved TRICARE authorized Urgent Care Center (UCC) without a referral. If an enrollee utilizes a UCC provider that is NOT TRICARE authorized, the standard point of service deductible and cost share apply, which could result in out-of-pocket expenses.
- For TRICARE for Life beneficiaries Medicare acts as the primary insurance and TRICARE is secondary. If you require care outside the MTF, please call the Referral Management Center (contact info below) so we can assist with coordinating your care. **You will not receive a letter from TRICARE.**

### **How to schedule your Specialty Care Appointment:**

- **Accepted at the MTF:** To schedule, please call the Hampton Roads Appointing Center (HRAC), 1-866-645-4584.
- **Deferred to Private Sector:** You will first need contact information of the authorized and appointed servicing provider. This information can be obtained by contacting TRICARE East or by calling the Hampton Roads Appointment Center (HRAC). Please call the provider’s office directly to schedule your appointment.
  - TRICARE East: 1-800-444-5445
  - HRAC: 1-866-645-4584

### **Tidewater Referral Management Contact Information:**

<p><b>Naval Medical Center Portsmouth</b>            620 John Paul Jones Circle            Portsmouth, VA 23708  <u>Information:</u> (757) 953-5008  <u>Health Benefits:</u> (757) 953-2610  <u>Referral Management:</u> (757) 953-9535</p>	<p><b>Langley Medical Group</b>            77 Nealy Avenue            Hampton, VA 23665  <u>Information:</u> (757) 225-7630  <u>Health Benefits:</u> (757) 225-5111  <u>Referral Management:</u> (757) 225-7630</p>	<p><b>McDonald Army Health Center</b>            576 Jefferson Avenue            Fort Eustis, VA 23604  <u>Information:</u> (757) 314-7500  <u>Health Benefits:</u> (757) 314-7748  <u>Referral Management:</u> (757) 314-8066</p>
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