

Questions and Answers

Q: How do I check on the status of my Referral?

A: For on-base care, call 653-CARE if you have not received a call from the MTF within 7 days.

For off-base care, you can log on to your account at www.triwest.com or call 1-888-TRIWEST for real-time updates on the status of your referral. West Region TRI-CARE beneficiaries who are registered TriWest.com users can receive notification of changes to their authorization and referral status by signing up for “Quick Alert” text, email or phone updates. Simply register, log in, and click the Referrals and Authorizations link to get started.

Q: Will you tell me more about United Healthcare?

A: On April 1, 2013, the TRICARE West Region contract will transition to and be managed by United Healthcare Military & Veterans (UHC M&V). Your TRICARE benefits remain the same; however, there may be changes such as phone numbers, mailing addresses, network providers, systems, etc. For updates on the West region contract change, visit website at: www.tricare.mil/t3contracts/west.aspx

Q: What about travel Benefits?

A. TRICARE Prime members referred more than 100 miles for care may be eligible for reimbursement of travel expenses. Call 653-2518 for details.

ATTENTION

Active Duty:

Notify Referral Management if you are PRP.

Important Websites:

www.tricare.osd.mil/deersaddress

www.relayhealth.com

www.mytricare.com

Send your provider a secure message thru MiCare.

If you are not registered, go to www.relayhealth.com

Want to know the status of your referral?

On Base Referrals:

- Give the specialty clinic 7 duty days to review your referral.
- If it has been more than 7 duty days and you have not receive a call, please call the Referral Management Center at 653-CARE to schedule your specialty care Appointment.



Off Base Referrals:

- Register 24/7 for a secure online account at www.triwest.com.
- Log on 24/7 to www.triwest.com to get real-time status on referrals, authorization, and even claims.

Important!

- **Make sure we have your current contact information before leaving today. We need this in order to reach you about your referral.**
- **Always keep your DEERS information current. You can update your information online at www.tricare.mil/DEERS/update-info.cfm.**

Mike O'Callaghan Federal Medical Center

Specialty Care Referral Process



99th Medical Group
4700 North Las Vegas Blvd.
Nellis Air Force Base, NV 89191

Quick and Easy Referral Information

Referral Process is Quick and Easy

1. Provider requests specialty care.
2. Stop by Referral Management Center to book your appointment or call 653-3270.
3. If the care is available in-house, the specialty clinic will initiate an automated call to you in about 7 days prompting you to call to schedule the appointment.
4. If the care is not available in-house, the referral is sent to TriWest to generate a payment authorization. You will receive a letter from TriWest in about 7 days notifying you of the authorization and instructions on scheduling the appointment off base with the provider in the TRICARE network.
5. If no call within 7 days call Referral Management Center at 653-3270.

Co-Pays for Off-base Care

TRICARE Prime patients who are referred to off-base care will receive a TriWest authorization number prior to visit. The following co-pays apply:

- Active Duty Members— No charge
- AD Family Members— No Charge
- Retires/Ret Family Members— \$12
- Retires/Ret Family Members for Behavioral/Mental Health— \$25
- Patients with Other Health Insurance: You **MUST** follow the rules of your primary insurance. TRICARE will pay secondary.

Picking a Specialist

In-house Care: Patients are scheduled with the specialist who has the next available appointment. You may request to see any provider in that clinic.

Off-Base Care: TriWest will select a provider close to your home zip code. However, you can see any provider in the TRICARE network. Check out the online provider directory at www.triwest.com. Please notify TriWest at 1-888-TRI-WEST if you change providers so they can send an updated authorization letter. An authorization can only be used for 1 provider.

Patients with Other Health Insurance: TRICARE is always secondary. You must follow the rules of your Primary insurance.



ATTN MEDI-

CARE PATIENTS: You must see a Medicare certified provider.

ATTN MEDICARE/TRICARE PLUS

(AGE 65+): Medicare will be the primary payer. TRICARE for Life will typically pick up the balance. If you have Other Health Insurance, Please follow the rule of the primary.

Appointment Preparation

In-House providers have access to your electronic medical record so they can easily reference your clinical history. For off base care TriWest faxes a copy of the referral and authorization to the network provider ahead of your visit. Be sure to take a copy of pertinent x-ray or lab results with you if you think it may be needed by the specialist.

Automated Messages

In house referrals are reviewed by individual specialty clinics. This may take up to 7 days. After the referral is accepted, you will receive an automated message asking you to call the Referral Management Center to book the appointment. The automated system will stop calling you once the appointment booked.

If your provider asks where to send the referral results, please use this information:

Preferred Option: Fax 1-866-867-7926

Mail:

Nellis Referral Management Center
99th MDSS/SGST
4700 North Las Vegas Blvd.
Nellis Air Force Base, NV 89191