

About Specialty Referrals

A specialty referral is initiated when you PCM requests services he/she cannot provide. The referral center communicates the referral to the specialty department within the MTF or to Triwest if the services are not available within the MTF.

If the referral stays within the MTF the clinic or Triwest may call to set up an appointment. If you miss the call you can contact 1 (866) 299-4234 to schedule.

If the service is not available at the MTF, the referral is forwarded to Triwest for authorization. You will receive a letter by mail or notification by email if enrolled in Tricare online with an authorization number and instructions on how to make you appointment with the specialty provider.

If you have not had a call or received a letter within 10 days after the referral was placed, please call 1(888)TRIWEST for assistance. Additionally you can view your authorizations via Tricare Online.

Important: Please ensure you have a valid authorization prior to a network specialty appointment or you will likely have billing issues. Tricare online allows you to review your authorizations and print authorization letters as you require. You can also use Tricare online to book PCM appointments at the Military Treatment facility. To enroll, visit:

www.tricareonline.com

Authorization details and letters are not available at the Referral Center.

URGENT vs EMERGENT CARE

To utilize urgent care facilities when out of town contact your primary care manager for an Urgent Care referral. Referrals are required for urgent care use.

For emergent care (ER visit) no referrals are needed. Please be sure to notify Triwest within 24 hours so they can track your emergency claim to prevent unexpected financial liabilities.

Radiology

All radiology exams must be activated through the radiology department. If your MTF provider enters a request for you to have a radiology procedure please report immediately to the radiology department to activate you exam. Radiology will then schedule your exam if the MTF has the capability for your specific test or send the request to the referral center to be deferred to a network provider.

Specialty provider saying they want an order to schedule your procedure? Due to Medicare guidelines some facilities require a hand signed Dr's order (prescription) before they will schedule your exam. The request is sent to Triwest and they assign a payment profile that includes a range of tests allowed. To prevent fraud and unnecessary tests, the servicing provider is just ensuring that you are getting exactly what your doctor is asking for.