

MANAGING MY REFERRALS

**KNOW
BEFORE
YOU GO!**

Always verify that your referral was authorized before an appointment or procedure, to avoid out of pocket expenses.

Don't rely on the specialist to verify this for you.

You will not get a copy of the authorization in the mail.

To check authorizations, you must use the HNFS website at www.tricare-west.com

Or

Call HNFS at
1-844-866-WEST (9378).

For any questions about referrals or authorizations

CALL
HEALTH NET FEDERAL SERVICES
1-844-866-WEST (9378)

Also don't forget to utilize the patient account option to see authorizations at www.tricare-west.com


For questions about
Claims/billing issues

Or

Referral processes, benefits

CALL
REFERRAL MANAGEMENT CENTER
(RMC)

1-660-687-2188, Option 3,
Option 1



My PCM wrote a referral for me to see a specialist or to have special

HEALTH NET FEDERAL SERVICES
Also known as HNFS is the managing contractor for your TRICARE health benefit.

HNFS processes all of your referrals.

HOW TO USE THE HNFS WEBSITE

WHAT SHOULD I DO WHEN I GET A REFERRAL?

1. Go to the HNFS website www.tricare-west.com.
2. View your referral.
 - If approved, note which specialist/facility was assigned to provide your care. (You may change to a different provider using the website or call HNFS at **(1-844-866-9378.)**)
 - If denied, contact HNFS for further assistance.
3. Call the specialist assigned and schedule your appointment.
4. Once you have an appointment, call the Referral Management Center (RMC) at **1-660-687-2188 (option 3, option 1)** and provide the date and location of the appointment.

NOTE: The RMC uses this appointment information to request medical results from the civilian specialist and to ensure your PCM remains up to date regarding your medical status.

1. Go to www.tricare-west.com. (Website is created and maintained by HNFS)
2. Select Beneficiaries
3. Select My Account
4. At the prompt, register for a new patient account or sign in. *You will be prompted to update your password for this site on a regular basis.*
5. Once signed in, you should see the title “TRICARE West Secure for Beneficiaries” at the top of the screen. Now you are ready to view and manage your referrals.
6. To view your referral
 - Click on the tab “Check Authorizations” (*left side of screen*)
 - Enter the name of the person on this patient account and choose a date range that will include the referral you are looking.
 - Choose the appropriate referral to open a secondary screen.
 - You should now see how HNFS has processed your referral (approved or denied).
 - You will also see the civilian provider or group assigned by HNFS to provide your care or service, including their contact information.

FREQUENTLY ASKED QUESTIONS

- **How do I cancel a referral I do not intend to use?**
Call the RMC at 660-687-2188. Option 3, Option 1
- **Should I use a network provider?**
Patients who utilize the PRIME benefit choice should use providers who are TRICARE authorized network providers. If you aren't sure, please contact HNFS at 1-844-866-9378.
- **My civilian provider needs health care records from the military treatment clinic, how do I get these?**
Visit the 509th Medical Group Release of Information (ROI) located on the first floor or call them at 660-687-2102. You may also have civilian provider fax a request to 660-687-4351.
- **What if my civilian provider wants to order exams, surgeries or other procedures which require prior approval?**
It is the civilian provider's responsibility to request approval from HNFS. Remember – Know before you go!