

# 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 a specialist to verify this for you.

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

- To check authorizations, visit [tricare-west.com](http://tricare-west.com) or call HNFS at 1-844-866-WEST (9378).



WESTERN MISSOURI  
MEDICAL CENTER

## TO SCHEDULE AN APPOINTMENT, PLEASE CALL CENTRAL SCHEDULING:

(660) 262-7370  
Monday – Friday  
8 am – 5 pm

403 Burkarth Road  
Warrensburg, MO 64093  
[WMMC.com](http://WMMC.com)

*This institution is an equal opportunity  
provider and employer.*

## Questions about referrals or authorizations?

Health Net Federal Services  
1-844-866-WEST (9378)  
[www.tricare-west.com](http://www.tricare-west.com)

Referral Management Center  
1-660-687-2188  
Option 1, Option 3



# Managing My Referrals

*Health Net Federal Services Referral  
Processes*



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## What is Health Net Federal Services?

Health Net Federal Services (HNFS) is the managing contractor for your TRICARE health benefit. HNFS processes all your referrals.

## What should I do when I get a referral?

1. Go to the HNFS website to view your referral: [www.tricare-west.com](http://www.tricare-west.com)
  - If approved, note which specialist/facility was assigned to provide your care. You may choose a different provider through the website or by calling HNFS at 1-844-866-9378.
  - If denied, contact HNFS for further assistance.
2. Call your specialist and schedule your appointment.
3. Once your appointment is scheduled, 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.

## Navigating the HNFS Website

1. Go to [www.tricare-west.com](http://www.tricare-west.com).
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. You are now ready to view and manage your referrals.

## Viewing Your Referral

- Click "Check Authorizations" on the left side of screen.
- Enter the name of the person on the patient account and choose a date range that includes your referral.
- Choose the appropriate referral to open a new window.
  - You should now see if HNFS has approved or denied your referral, as well as the contact information of the civilian provider or group assigned by HNFS to provide your care.

## 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 that require prior approval?

- It is the civilian provider's responsibility to request approval from HNFS.

Remember – Know Before You Go!