

TRICARE Prime Referral Process

Your referral to a specialty clinic follows these steps:

1. **When there is a specialty clinic located** at your Military Treatment Facility (MTF) or a nearby MTF:
 - a. You will receive the notice TRICARE Prime Beneficiary Referral Process.
 - b. Two days after you receive this notice, please call to check appointment availability: 1-866-NAVYMED (1-866-628-9633).
2. **If a specialty appointment is not available** at your MTF or any local MTF, your referral will be forwarded to HealthNet by the NNMC Referral Management Center to locate a specialist in the civilian network:
 - a. You will receive a letter from Health Net, the area TRICARE contractor, to inform you of an available specialist in the civilian network.
 - b. Health Net will verify that the service can be paid under your TRICARE benefit.
 - c. Health Net will verify the appointment is available within 4 weeks.
 - d. You will schedule the appointment directly with the specialist's office.
 - e. Please notify Health Net of the appointment date: 1-877-TRICARE (1-877-874-2273) to help get the specialist's consultation information to your PCM.
3. **Referral expiration:**
 - a. Your referral (consult) expires 28 days from the date it was written.
 - b. If an appointment has not been made within the 28 days, you may need to contact your Primary Care Manager (PCM) for a new referral.
 - c. Call Health Net for further information and assistance: 1-877-TRICARE (1-877-874-2273).
4. **Need to change or cancel your appointment?**
 - a. At an MTF, call 1-866-NAVY MED (1-866-628-9633).
 - b. With a civilian doctor, call the doctor's office directly. Then please notify Health Net of your appointment change: 1-877-TRICARE (1-877-874-2273).
5. **Experiencing difficulty?** Contact HealthNet at 1-877-TRICARE (1-877-874-2273):
 - a. To check on the status of your referral,
 - b. To obtain the provider information if you have not received your letter from Health Net within 5-7 business days,
 - c. To request a different doctor if needed.

Phone Numbers

Concerning your **MTF** specialist appointment:
1-866-NAVYMED (1-866-628-9633)

Concerning your **civilian** specialist appointment:
HealthNet: 1-877-TRICARE (1-877-874-2273)