

# Your Referral

Your healthcare provider is referring you to a medical specialist for a more in-depth evaluation

*Because We Care*



ireland.tricare.mil



@IrelandAHC



@IrelandACH

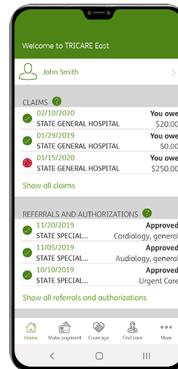
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# Take Control of Your Healthcare

**Humana**  
Military



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# IRELAND ARMY HEALTH CLINIC

# Specialty Care Referral Process



**What You Need  
To Know**

## THE REFERRAL PROCESS

If during your visit your primary care manager (PCM) determined that you require continued care from a specialist, your PCM will place a referral in the system. Please note that once a referral is placed in the system, your PCM has limited control of the routing during the referral process.

Your referral will first be routed through the Military Treatment Facility (MTF). If the services are available at IRAHC, you will receive a call from the specialty clinic to schedule an appointment within 3-4 business days.

If the MTF does not have the initial specialty care appointment available within 28 days due to lack of capacity, your referral will be routed to Humana Military for authorization to a Civilian Network Provider.

If you have not received a call from the specialty clinic after 4 days from the referral submission, please contact the Ireland Army Health Clinic (IRAHC) Appointment Line at **(800) 493-9602**.

Please review the next section "Receiving Care from a Civilian Provider" for additional information on the Civilian Network Provider process.

## RECEIVING CARE FROM A CIVILIAN PROVIDER

If you have been referred to a Civilian Provider Specialist, you can check the status of your referral, view your authorization or change civilian provider online at **www.humanamilitary.com** within 3-5 days after the referral was placed. You will have to register for a secure account.

Once you have registered for a Humana Military Beneficiary account, you can opt to receive an authorization letter or email depending on your TRICARE preferences. Change your settings by going to "Communication Preferences."

Your letter or email will provide the Specialist's information as well as an authorization number, number of visits allowed and an expiration date. You can then book the appointment with the Civilian Provider Specialist.

If additional visits are required, it is the responsibility of the Civilian Provider Specialist to request additional visits. If you need additional care beyond the expiration date identified on the authorization letter, schedule an appointment with your PCM at least 2-3 weeks prior to the expiration date of the referral to discuss current medical status and the need for obtaining a new referral for continued care.

Once the appointment is scheduled, report the name of the provider and date to our Referral Management Center at **(502) 624-0713**. We will use this information to post the report to your electronic medical record. If you are unable to schedule an appointment and need assistance, contact Humana Military at **(800) 444-5445**.

## PICKING A SPECIALIST

Humana Military will select a specialist close to your home zip code. However, you can see any provider in the network. The provider directory is available at **www.humanamilitary.com**.

Please notify Humana Military by calling **(800) 444-5445** if you change providers so that they can update the authorization. An authorization can be used for only one provider.

## IF YOU HAVE MEDICARE OR OTHER HEALTH INSURANCE

TRICARE is always secondary to MEDICARE or other primary health insurance. You must follow the rules of your primary insurance first. Please contact your primary health insurance carrier for guidance.

## KEEPING YOUR DEERS INFORMATION CURRENT

Failure to keep your DEERS information up to date may result in future denials or delay in care when you have appointments or referrals. To update your information, such as home address, email, and phone numbers, please call **(800) 538-9552** or visit the website at **www.tricare.mil/DEERS**

