

What if I need more visits added to my referral?

As long as your referral is still within 11 months of when it was originally entered, you can add more visits.

Call (843) 963-6745 to add more visits.

My referral is a year or older (has expired) and I need a new one.

Only your healthcare team can create a new referral. Call (843) 963-6880 to schedule an appointment with your provider.

I'm getting calls reminding me about my referrals, why?

Our Audiocommunicator System is one of our processes to ensure you receive quality medical care.

The system accomplishes several goals:

1. Reminds you that you have a referral to see a specialist, which your provider determined was medically necessary.
2. Allows you to tell us that you have seen your specialist and that we need to obtain the notes from them. This ensures your provider is given the results of your specialty visit and can determine the next steps in your care.

Can I see a Civilian Provider and just work the referral after?

DO NOT see a civilian provider before you receive an authorization letter by mail, get the authorization # by calling 800-444-5445 or by viewing on www.Humana-Military.com

Can I go to the Emergency Room, or do I need a referral first?

You DO NOT need a referral for an emergency. Your health and safety are our priority. DO NOT wait to obtain emergency care because of a referral. Follow up with our clinic the next day.

I'm not feeling well and the clinic is closed.

For Medical Emergencies go to the ER!

If it is not an emergency, call our clinic (963-6880) and you will be transferred to our 24/7 Nurse Triage service. If you need to see a physician, they will give you instructions on how to.

I'm not feeling well and I'm on vacation.

Call 800-444-5445 and explain your situation. They will help you obtain access to a physician near you. Follow up with our clinic when you return.

628th Medical Group

Referral Management Informational Brochure

www.Humana-Military.com



Hours of Operation:

Monday – Friday 7:30am-4:30pm

Closed 1st Wednesday Afternoon each month while clinic is closed

Phone:

(843) 963-6745

Location:

TRICARE Area within the
628th Medical Group

204 W. Hill Blvd

Joint Base Charleston, SC 29404

My Provider said I will be getting a referral, what does this mean?

Your Medical Condition requires you to obtain care or a service that:

1. We do not offer at the 628th Medical Group.
2. Or, that we can not provide to you within established clinical timeliness standards.

Will I go to the Naval Health Clinic Charleston or to a Civilian Provider?

You will be referred to the Naval Health Clinic Charleston if:

1. They offer the specialty care or service your medical condition requires.
2. And, if they can offer this care or service within established clinical timeliness standards.

You will be referred to a Civilian Provider if:

1. Neither military treatment facility offers the type of care or service your condition requires.
2. Or, they can not provide this care or service within established clinical timeliness standards.

After my provider enters the referral, I'm going to have to wait, why? What is happening in the mean time?

1. Provider enters referral and a team of Referral Management Specialists review the referral to determine if you can be seen within another clinic of the 628th Medical Group, the Naval Health Clinic or need to be sent to a Civilian Provider.
2. For those patients sent to a Civilian Provider, the referral must then go to another team who works for Humana (our Managed Care Support Contractor) to coordinate approval, verify payment will be made on your behalf and determine the civilian provider you will see.

My provider said my condition requires me to see an outside provider right away. What do I do?

Your healthcare team will process a “STAT” or “ASAP” referral. You will be told before you leave the clinic or by telephone from your healthcare team where and when your off-base appointment is.

It was determined that I am going to the Naval Health Clinic Charleston (NHCC) or a Civilian Provider, how do I get notified and get an appointment?

This can happen one of two ways:

1. Log into www.Humana-Military.com

-Request an account.

-Once approved, you can view your referral information at any time online.

**Referral information will be posted 24 to 48 hours after your referral is placed by your provider and will be available before your letter arrives.*

2. You will get a letter in the mail (within 5-10 business days) with referral information including;

-Number of visits.

-Name, address and contact information of your specialist civilian provider.

-NHCC central appointment line:
(843) 794-6221

I haven't heard or seen anything and it's been 10 business days.

You can call two numbers:

-Local Referral Center (843) 963-6745

-Humana 800-444-5445