Referral Information

****As a TRICARE PRIME enrollee, you must obtain a referral before seeing a civilian specialist or receiving care off-base.

If your PCM is sending you off base to a downtown provider:
- Your PCM enters a referral for you into our base computer. (Make sure your address is correct.)
- Come to the RMC, located near the Lab, after your PCM enters the referral. A copy will be printed for you to check for accuracy prior to processing.
- The Referral Management Center (RMC) at Robins reviews your referral and forwards it to TRICARE.
- TRICARE has to assign an authorization number to your referral which authorizes care by the downtown provider. This happens within 2-3 business days if all information is correct in the system.
  * NOTE: Provider changes can only be addressed after your referral is approved.

When will your referral be ready?
- Within 2-3 business days - if the referral is to a TRICARE network provider.
- If an out-of-network provider is requested, additional administrative steps are required which may take extra time for your referral.

How do you get a copy of your “authorized” referral?
- You can access your referral:
  1. Online: at www.humanamilitary.com
  2. Phone: call TRICARE at 1-800-444-5445 Monday-Friday 0800-1900 EST.
  3. Mail/Email: by Email notification from HMHS within 7-10 days.
  4. Face to face: Walk in to RMC in Bldg 700 Monday –Friday 0730-1630.

If you need to update an existing referral:
- Change a provider: On an unused referral, call 1-800-444-5445.
- Add visits to a current referral: Contact the Specialist, they will request additional visits on-line through TRICARE.
- If you are not offered an appointment within 30 days, call TRICARE at 1-800-444-5445.
- If you choose NOT to utilize your referral or have any other questions: Call RMC at 478-327-8020. We are your ONE STOP SHOP!

If you need to update your information in DEERS:  Update address at www.dmdc.osd.mil or call 1-800-538-9552

*At your appointment: Please notify your provider to fax clinical results to the RMC at 478-327-8388.
Referral Information

Patient Responsibilities:

- Know how many visits you are authorized.
- Know the expiration date of your referral.
- Contact your PCM team to renew your referral before it expires.

How do you get access to the Beneficiary Self-Service Log in on the Humana website?

1. Go to www.humanamilitary.com
2. Under Beneficiary Information, select “Log in/Register for Self-Service”
3. Click on “Register for an Account Today!”
4. Complete registration steps as prompted on the site (Review Information, Demographic Information, Create User ID and Password, Email Confirmation, Verify Information, Disclaimer).

What is available in the Beneficiary Self-Service Log in?

- Claims submitted to TRICARE.
- All Referrals and Authorizations.
- TRICARE Enrollment information, including PCM information.
- Ability to “Chat” with TRICARE personnel to receive immediate assistance.