



## How to Register at

[www.humana-military.com](http://www.humana-military.com)

*(Sponsor's Social Security number needed)*

1. Select 'Beneficiary Services'
2. Select 'Register Today'
3. Create a **username** to log on



\* A confirmation e-mail will be sent to the registration email address with a link to complete the process.

**Humana Military Tricare South**

**1-800-444-5445**

**Www.humana-military.com**

Use Humana Military's Web site to manage your TRICARE benefit and to view and print claims, explanations of benefits, and specialty care authorizations (*referrals*). You can find a provider, learn about your benefit, download brochures, and more.

## Referral Process Steps

1. Your PCM submits the referral request.
2. Humana takes 3-5 days to process the referral request. They will either approve, deny, or send it back for additional information.
3. Humana will mail the patient a letter which can take 2-3 weeks. ***You do not have to wait for the letter!*** It is faster to call Humana or go on-line to get the specialty provider's name and contact number.
4. Schedule your appointment. ***DO NOT*** schedule an appointment without an approved referral.
5. Call the Dyess Referral Management Center or send us a secure message via MiCare with the appointment date, time, and provider name at 696-2157/2177.

## Assistance Directory

**Referral Management Center:**  
(325) 696-2157/2177

**TOPA Flight Commander:** 1st Lt Sarah Lyon

**Patient Advocate:** Carol Mann (325) 696-2337

**Central Appointment Line:** (325) 696-4677

**Family Practice Clinic:** (325) 696-4754

**Flight Medicine Clinic:** (325) 696-5490

**Physical Therapy:** (325) 696-5451

**HAWC: Nutritional Medicine:** (325) 696-4140

**Mental Health Clinic:** (325) 696-5380

**Patient Admin/Travel:** (325) 696-4720

**Pediatric Clinic:** (325) 696-4750

**Women's Health Clinic:** (325) 696-5432

**TRICARE:** 1-800-444-5445



**[HTTPS://ICE.DISA.MIL/](https://ice.disa.mil/)**



***Trusted and Preferred***



Welcome to the 7th MDG

## **Referral Management Center**



### Hours of Operation

**Mon-Fri 0730-1630**  
**(325) 696-2157/2177**  
**Fax: (325) 696-5114**

The 7th MDG will be closed at 1000 the 2nd Wednesday of every month for training



## Referral Information

### Emergency Care

In case of emergency report to the nearest emergency room or dial 911. It is important, however, to notify your PCM as soon as practical.

### Urgent Care

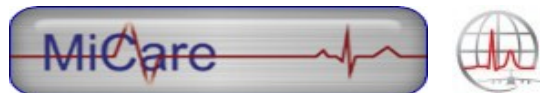
Should you require urgent care after-hours, you must contact Humana at 1-800-444-5445 prior to receiving care. After-hours are 1631 thru 0729 Mon-Fri, weekends, holidays, and when the MTF is closed. Failure to contact PCM will require you to pay Point of Services charges.

### Change of Status

A new referral will be necessary if a patient's status changes (e.g. AD to retiree).

### Unused Referrals

The RMC will make multiple attempts to communicate with you in an effort to coordinate the service ordered by your PCM. However, per AFMOA direction, should your referral remain unused after **120 days**, it will be closed and your PCM will be notified. If you decide that you want to visit the specialist after your referral is closed, you must schedule an appointment with your PCM by calling (325) 696-4677. Your PCM will re-evaluate your situation and enter a new referral, as necessary.



<https://app.relayhealth.com>

MiCare is an online application that allows patients to securely communicate with their medical Staff. Patients can contact the referral management center via MiCare with any questions regarding their referral. Avoid playing phone tag by communicating when it's convenient to you.

## Greetings from the 7th Medical Group Referral Management Center (RMC)

We strive to provide you and your family with the best healthcare available. There will be times when that care needs to be delivered by a specialist. As a TRICARE Prime enrollee, you must first obtain a referral before seeing a specialist.

### How do I get a referral?

In non-emergency situations, contacting your PCM is the first step to obtaining specialty care. Should your PCM determine that you need specialty care, you will be referred to a specialist within the TRICARE civilian network. The Referrals Management Center (RMC) will then contact Humana-Military Healthcare Services (HMHS), the Managed Care Support Contractor, to begin the process of obtaining a referral authorization, which is approval to seek the requested care.

### How will I be notified when the Referral is Approved?

Humana (HMHS) will notify you in writing within 7-14 days. The referral information will outline the Provider name, address, number of authorized visits, services and an approved timeframe for treatment. However, *you may check the status of a pending referral by using the following recourses:*

- \* Call HMHS at 1-800-444-5445 Mon-Fri 0800-1900
- \* Visit the website [www.humana-military.com](http://www.humana-military.com)
- \* Walk in or call the RMC at (325) 696-2177 located in the MDG on the 1st floor

Note: *Please utilize these resources above as your PCM is unable to check the status off your referral.*

**\*\* Once you have scheduled your initial appointment date/time, please notify the RMC at (325) 696-2177**



## Patient Responsibility

Patients are responsible for ensuring that their off-base medical treatment reports (including Lab reports) are submitted to their PCM team, to facilitate continuity of care.

## Keeping your contact Information Updated

Don't forget to update your address and contact number(s) with DEERS. Failure to keep this information current may result in future denial of office visits, specialty care, laboratory testing, and pharmacy services, including medical refills, as well as denial of pending claims.

To update your DEERS records, please contact the Defense Manpower Data Center Support Office (DSO) at 1-800-538-9552. Or you may visit the 7th Mission Support Squadron (7 MSS) Military Personnel Flight (MPF) 417 3rd Street Room 129. To update your address only in DEERS, please visit [www.dmdc.osd.mil/appj/address/index.jsp](http://www.dmdc.osd.mil/appj/address/index.jsp).



## Patients with Other Health Insurance (OHI)

TRICARE is the secondary payer if you have OHI, including Medicare. Your specialty care will need to be coordinated with your OHI company. Please have the specialist send, via fax, a report of your visit to your PCM via fax number (325) 696-5114.

