

# Assistance Directory

## Helpful HMHS/TRICARE Websites

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

Log in as a beneficiary and [track referral/authorization status online.](#)

[www.tricare.osd.mil/deersaddress](http://www.tricare.osd.mil/deersaddress)

Update address and phone number with the Military Health System

[www.mytricare.com](http://www.mytricare.com)

Submit claims online and learn how to read your TRICARE Explanation of Benefits

## Organizations

Referral Mgt Center Phone: (830) 298-6396

Fax: (830) 298-6370

Patient Travel Lines (830) 298-6340

(830) 298-6520

Resource Mgt/Reimbursement (830) 298-6320

Central Appointment Line (830) 298-6333

SAMMC Appointment Line (210) 916-9900

HMHS (TRICARE) 1-800-444-5445

DEERS 1-800-538-9552

## On-Call Doctors

(Evenings/Weekends/Holidays/Training Days)

Family Health (830) 703-6199

Pediatrician (830) 703-6199

Flight Surgeon (830) 298-5167

## Patient Advocate



**2d Lt Brian J Quinn**

TRICARE Operations and Patient Administration Flight Commander

## Avoid Unnecessary Bills

### Emergency Care

In case of an emergency (potential loss of life, limb, or eyesight) report to the nearest emergency room or dial 911. You need not notify your PCM beforehand; however, do call your PCM as soon as is practical.

### Urgent Care

Illness/injury that requires immediate medical attention but does not threaten loss of life, limb, or eyesight must be approved prior to your receiving care. During business hours, call the central appointment line. Outside of business hours, call the relevant on-call doctor's number. If you are outside of the Del Rio/Laughlin geographic area, you may call HMHS (TRICARE) for directions on where to go for care.

(See Directory to the left). Program these numbers in your phone so you will have them when you need them.

### About Managed Care

Non-active duty, TRICARE Prime patients on may seek care without a referral from their PCM, but they will be responsible to pay the point of service charge that would apply under TRICARE Standard. Active duty service members may not receive care without consulting their PCM. Know the rules; protect your pocketbook.



**U.S. Air Force**

INTEGRITY • SERVICE • EXCELLENCE

## Active Duty Referrals and Patient Travel



**U.S. Air Force**

## TAKE THE FOLLOWING STEPS:

### 1. **Wait for instructions.**

You will be notified of your appointment and medical TDY eligibility by phone or encrypted e-mail. You may also check on the status of your referral on the HMHS website (see Directory on reverse side). You will receive an appointment verification form. Take this form to your appointment. You'll receive TDY orders if you require specialty care not available within 100 miles of Laughlin AFB (except for elective care).

### 2. **Prepare for the appointment.**

Gov't transportation must be the first option for travel; contact your unit's vehicle control officer to arrange for a gov't vehicle. Make a list of medications you take and collect your recent radiology (imaging disc) and lab tests results; bring these to the appoint-

ment. Seek pre-authorization from your primary care manager (PCM) if you need a non-medical attendant (NMA) to help you get to or from your appointment. NMAs must be pre-approved to qualify for travel reimbursement.

### 3. **Keep your appointment.**

All non-elective medical appointments are mandatory! Failure to keep appointments will be reported to your First Sergeant and/or Commander. Arrive 15 minutes early to complete paperwork. Make certain that the specialty provider or their staff sign your verification form.

### 4. **Return the signed form** within 5 days of the end of your trip to the Resource Management Office located in the Laughlin AFB Clinic.

### 5. **You must follow up with your PCM** for services/care ordered by your specialist. Notify Referral Management

if additional specialty care is needed so that it may be processed.

### 6. **Contact Patient Travel** at (830) 298-6340/6520 for Travel Voucher forms and for any travel allowance questions. Keep your lodging receipts if your orders require an overnight stay. Per diem and mileage (if no gov't vehicle is available) will be given to you at set rates. No allowances are given for elective (non-essential) procedures.

### **PLEASE NOTE:**

These steps apply only to active duty military patient referrals. If you are not an active duty service member, ask clinic staff for a pamphlet detailing the steps you should take when given a referral by your PCM.

**U.S. Air Force**