

Assistance Directory

Helpful HMHS/TRICARE Websites

www.humana-military.com

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

www.tricare.osd.mil/deersaddress

Update address and phone number with the Military Health System

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.



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Non-Active Duty Referrals and Patient Travel



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TAKE THE FOLLOWING STEPS:

- 1. Check your mailbox.** Humana Military Health Services (HMHS) will mail you an authorization to see a specialist. Direct any questions to HMHS; you may also check on the status of your referral on the HMHS website or by phone (see Directory on reverse side). Are your address and phone number up-to-date in DEERS? Find out by phone or online (see Directory).
- 2. Call the authorized specialist right away** for an appointment. Report the date of the appointment to Referral Management at (830) 298-6396.
- 3. Prepare for the appointment.** Make a list of medications you take and collect your recent lab tests and radiology (imaging disc) results; bring these to the appointment. 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 approved to qualify for travel reimbursement.

- 4. Contact Patient Travel** at (830) 298-6340/6520 for information about travel benefits before your trip. Save travel related receipts. You will be reimbursed for authorized expenses only.
- 5. Keep your appointment.** Arrive 15 minutes early to complete paperwork.
- 6. Follow up with your PCM** for care ordered by your specialist. Notify Referral Management if additional specialty care is needed.

PLEASE NOTE:

These steps apply only to non-active duty patients. If you are active duty military, ask clinic staff for a pamphlet detailing the steps you should take when given a referral by your PCM.

TRAVEL BENEFIT INFO:

To receive TRICARE travel benefits as a non-active duty patient, you must:

- (1) Be enrolled in TRICARE Prime;
- (2) have an active referral from your PCM; and
- (3) require specialty care that is not available within 100 miles of Laughlin AFB.

UNUSED REFERRALS:

An automated system will make four calls to remind you to use the service ordered by your PCM. Should the referral remain unused after 90 days, it will be closed and your PCM will be notified. If you still want to visit the specialist after your referral is closed, you must schedule an appointment with your PCM. Your PCM will re-evaluate and re-order the referral, if needed.

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