





# The Next Steps for Your Specialty Referral

Your provider has requested a referral or consultation for specialty care. While we make every effort to schedule your care within a military specialty clinic first, your referral may be sent to a TRICARE-authorized provider. The resources listed below will help you navigate your specialty care referral.


## NEXT STEPS

- 1** If your care can be provided at a military specialty clinic, the **Puget Sound Military Appointment Center** will call you within 3 business days to schedule your specialty care appointment. Or, you can call them at:

 **1-800-404-4506**  
 Mon–Fri: 6 am–8 pm  
 Sat–Sun: 7:30 am–3:30 pm
- 2** If you are TRICARE Prime or Select and are referred to a TRICARE-authorized provider, **Health Net Federal Services** will help you with status updates:

 **www.TRICARE-West.com**

  - Sign up to receive text or email alerts for status of your referral. Click on “Beneficiary” under the “Register” tab.
  - Once your referral is approved, you can view and print your authorization letter featuring contact information for your authorized provider. This may take up to 7 business days.  
*Note: Authorization letters are no longer mailed to home addresses unless requested for each referral.*

 **1-844-866-9378**  
 Mon–Fri: 5 am–9 pm, PST  
 When prompted, choose option 2 (sponsor), then option 2 (referrals).
- 3** If you have **other health insurance** (OHI) or **Medicare** (with exception of Medicaid), TRICARE is the secondary payer **ONLY** after a claim has been filed with primary insurance. If you have questions, please contact your local Referral Management Center for assistance.

## Free Patient Shuttle



Available between Naval Hospital Bremerton and Madigan Army Medical Center. The patient shuttle recently upgraded to a larger 20-person ADA compliant shuttle.

Operates Monday through Friday\*

DEPART BREMERTON	DEPART MADIGAN
7:00 a.m.	8:30 a.m.
10:00 a.m.	11:30 a.m.
1:00 p.m.	2:30 p.m.
4:00 p.m.	5:30 p.m.
PICK-UP/DROP-OFF	PICK-UP/DROP-OFF
Main entrance (quarterdeck)	Main Medical Mall North entrance

## Referral Management Center

### Madigan Army Medical Center

Phone: 253-968-1145 opt. 5  
 Fax: 877-874-1031 (Medical Network Results)  
 877-874-1032 (Medical Record Requests)

### Naval Hospital Bremerton

Phone: 360-475-4455 • Fax: 877-883-9590

### Naval Health Clinic Oak Harbor

Phone: 360-257-9571 • Fax: 877-883-9591