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](http://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.

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<th>Operates Monday through Friday*</th>
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<tr>
<td>DEPART BREMERTON</td>
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<tr>
<td>7:00 a.m.</td>
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<td>PICK-UP/DROP-OFF</td>
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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

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