





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: 8 am–5 pm (Closed Federal Holidays)
- 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