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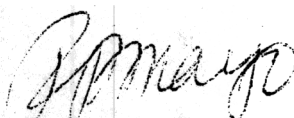
MEMORANDUM FOR DEPUTY SURGEON GENERAL OF THE ARMY
DEPUTY SURGEON GENERAL OF THE NAVY
DEPUTY SURGEON GENERAL OF THE AIR FORCE
TRICARE REGIONAL DIRECTORS

SUBJECT: Policy Guidance for Referral Management

As we transition to the new TRICARE Next Generation Contracts, this guidance further clarifies the contractor requirements for referral, authorization, and tracking of clinical referrals for each category of TRICARE beneficiaries. This guidance supplements the TRICARE Management Activity Policy Guidance for Referral Management dated May 5, 2004, delineating roles and responsibilities for military treatment facilities (MTFs) for referral management processes across the three new TRICARE Regions. The following guidelines will also be followed for specialty care referrals and authorization under new contracts.

All eligible TRICARE beneficiaries under age 65 who receive primary care or specialty care in the MTFs will have their network clinical referrals forwarded to the regional health care contractor for processing, authorizing, and tracking. Information from these consults where care is provided in the network is to be returned to the referring provider in the direct care system.

TRICARE beneficiaries who are dual-eligible for TRICARE and Medicare, on the basis of age as well as TRICARE Plus Program participants age 65 or older, will not have their clinical referrals forwarded to the regional health contractor for management and tracking. As a result, contractor referral and authorization processes, as outlined in the May 5, 2004, guidance, are not available to dual-eligible age 65 or older TRICARE and Medicare beneficiaries and TRICARE Plus Program participants. However, Contract Health Care finders and MTF Beneficiary Counseling and Assistance Coordinators are available to provide assistance to locate network providers for all TRICARE For Life (TFL) beneficiaries referred for specialty care. Other sources of information found in the TRICARE Service Centers regarding the location of network providers, claim assistance, and other points of contact for other health care contracts will also be provided to all TFL beneficiaries.


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