

## 436th Medical Group Referral Management Center (RMC)

### Referral Process

When a patient needs specialized care, they will either be referred to a specialist in the 436 MDG or to a network specialist in the local community. In either case, the patient's Primary Care Manager (PCM) will generate the referral and send it to the RMC for processing.

### In-House Referrals

If the 436 MDG has the specialty care available within the facility, your referral will be reviewed by the specialty clinic to determine whether they can provide the specific medical care requested.

- If the specialty clinic **can** provide the care requested, the RMC will contact you within 72 hours to schedule your appointment.
- If the specialty clinic **cannot** provide the care requested, your referral will be directed to the RMC for coordination with a network provider (see "Network Specialty Referrals" section for further details).

#### *Important Considerations:*

- The in-house referral will expire after 30 days if the initial appointment is not completed.

### Network Specialty Referrals

Authorization is needed before scheduling an appointment at a network (off-base) medical facility. After your provider puts in the referral, you may obtain the authorization letter in the following ways:

- In the mail in 7-10 business days
- Print the letter (in 3-4 business days) from [www.mytricare.com](http://www.mytricare.com) (directions on back page of this pamphlet)
- The RMC can print the letter or give you the information over the phone at your request

The authorization letter will provide the following information:

- The number of authorized visits
- The specialty physician or physician group's name and contact information
- Approved timeframe for treatment

When you receive the authorization letter, schedule your appointment with the physician or physician group listed.

#### *Important Considerations:*

- If the referral is not used at least one time in 90 days, the referral will expire
- If you do not plan to use your referral, please call the RMC to have it cancelled.

***\* If you schedule your appointment and visit the specialist WITHOUT prior authorization, you WILL incur the cost for the visit and any services rendered.***

### Emergency Room (ER) and Urgent Care Center (UCC) Visits

#### **ER care DOES NOT require a referral**

- After being seen in the ER, follow-up with your PCM within 24 hours.

#### **UCC visits DO require a referral**

- Whether during duty hours, after duty hours, weekends, holidays, or Wing down- days, ALWAYS call the 436 MDG appointment line (302) 730-4MED (4633) before seeking urgent care
- Depending on the patient's condition, the on-call provider will generate the UCC referral
- If medical care is needed when you are out of the area, call the 436 MDG appointment line to obtain a referral

#### **You should not incur a bill from an ER or UCC visit.**

- If you DO receive a bill do not ignore it! Contact the Debt Collection and Assistance Coordinator (DCAO) IMMEDIATELY at (302) 677-2530.
- Once a payment has been delinquent for 6 months, it will be sent to collections and the DCAO will be unable to assist you

## **Additional Information**

- Your referral will expire after:
  - (1) the number of visits authorized are used
  - (2) the expiration date is reached (whichever comes first)
- If additional visits are needed, contact your provider for a new referral **at least 10 days prior** to the expiration date
- Family members who travel 100 miles one way for medical care and Active Duty members who travel outside of their regular commute may be eligible for travel reimbursement. Contact the RMC for more information.
- If after 10 business days you have not received your authorization letter, please contact the RMC at (302) 677-3106.
- Keep your DEERS information current. Without updated contact information, TRICARE will not be able to contact you regarding your referral and your authorization letter may not be sent to the correct address (see next section for directions to update DEERS).
- The RMC cannot generate referrals. All referrals must be initiated by your PCM.
- For questions regarding the authorization letter, call 1-877-TRICARE
- Communicate with your provider team conveniently through MiCare Secure Messaging. See the Family Health front desk to sign-up!

## **Updating DEERS**

Three ways to update your information:

- Call DEERS automated service at:  
1-800-538-9552
- <http://www.tricare.osd.mil/DEERSaddress>
- Update in person at the Military Personnel Section (MPS) in Building 520, Dover AFB

## **To Print Authorization Letter:**

- Sign in to [www.mytricare.com](http://www.mytricare.com)
- Click on “View Authorizations and Referrals”
- Enter search criteria and click “Search”
- Choose the referral to print
- Scroll to bottom of the referral and click “Print” button

## **For Information and Assistance**

### **Referral Management Center**

436th Medical Group  
300 Tuskegee Blvd, Room 1C209  
Dover AFB, DE 19902

**302-677-3106**

Hours of operation:

Monday - Friday, 7:30AM - 4:30PM

**\*The 436 MDG is closed for training the 2nd Tuesday of each month from 12:00PM - 4:30PM**