

## WHEN MY MUNSON PROVIDER WRITES A REFERRAL FOR ME...

FIRST, IT IS REVIEWED INTERNALLY TO SEE IF IT IS A SERVICE MUNSON CAN OFFER.

**IF IT IS A SERVICE WE CAN PROVIDE AT MUNSON**, OUR REFERRAL MANAGEMENT OFFICE OR CLINIC WILL CONTACT YOU TO SCHEDULE YOUR APPOINTMENT. IF YOU DO NOT RECEIVE A PHONE CALL WITHIN 7 DAYS, PLEASE CONTACT THE REFERRAL OFFICE AT 913-684-6332 M-F 0800-1600 AND INFORM THEM THAT YOUR PROVIDER HAS WRITTEN A REFERRAL FOR YOU.

**IF IT IS A SERVICE WE CANNOT PROVIDE AT MUNSON**, THE REFERRAL WILL BE SENT TO HEALTH NET FEDERAL SERVICES (THE COMPANY THAT SERVICES TRICARE FOR OUR REGION). YOU MAY CONTACT HNFS 72 HOURS AFTER YOUR MUNSON PROVIDER WRITES THE REFERRAL AT 844-866-9378. YOU WILL NOT RECEIVE AN AUTHORIZATION LETTER IN THE MAIL.

You must go to [www.tricare-west.com](http://www.tricare-west.com) and register to view all information about your referrals and authorizations and print documents.

IF YOU HAVE GENERAL QUESTIONS ABOUT YOUR REFERRAL, YOU MAY CONTACT MUNSON'S REFERRAL MANAGEMENT CENTER AT 913-684-6332 M-F 0800-1600.

## FAQ

*Q: My Network Provider needs my MRI/CT/etc. ORDER so they know what exam to perform. How do I provide that to them?*

A: Call Referral Management with the Network Provider's fax number and it will be faxed for you.

*Q: I'd like to see a different provider than who HNFS has chosen for me, how do I change that?*

A: Call HNFS at 844-866-9378 and tell them which other Network Provider you would like to see. If you're unsure of who you would like to see, go to [www.tricare-west.com](http://www.tricare-west.com) and under 'Public Tools' select Network Provider Directory

*Q: I have a Referral that has been Authorized, how do I schedule my appointment?*

A: Call your Network Provider that you are Authorized to see and schedule your appointment. Please provide their office with this number (877-811-2187) to send results/reports back.

*Q: I keep getting an automated phone call about a referral, what do I do?*

A: When our providers at Munson write referrals, and Munson does not receive the records back from your visit within 60 days, the automated call is generated. Please contact Referral Management at 913-684-6332 with your appointment information so the records can be requested.

AARCC: 913-684-6250 MON-FRI 0700-1600 REFERRAL MANAGEMENT CENTER: 913-684-6332 MON-FRI 0800-1600

The above Munson offices are closed the 2<sup>nd</sup> Wednesday of every month beginning at 1200 for training.

For more information go to: <https://munson.tricare.mil/Getting-Care/Appointments-Referrals>

