

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

First, the referral is reviewed internally to see if it is a service that Munson can offer.

IF IT IS A SERVICE WE CAN PROVIDE AT MUNSON, our Referral Management Office 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 8 a.m.-4 p.m. 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 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 Office at 913-684-6332 M-F 8 a.m.-4 p.m.

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 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 a referral is deferred to the civilian network, automated calls are generated to the patient at 7, 14 and 21 days reminding the patient that they have an open/active referral. The patient should contact our office once they have scheduled the appointment so we can log the appointment date in the Electronic Health Record. This ensures that our Referral Office knows when to reach out to the network provider to obtain the records for your visit. Please note: the only way to 'turn off' the automated calls is to notify the Referral Office of your scheduled appointment date.

Q: How do I get a copy of my authorization letter?

A: Health Net Federal Services (HNFS) is responsible for administering the TRICARE Benefit in our region for network referrals. As such, they generate authorization letters within 2-5 business days for routine referrals. You can check the status of your authorization, download authorization letters, and even sign up for text alerts when they are complete by following the procedures outlined on the [Accessing Electronic Authorization Letters \(West Region\) | TRICARE](#) website.

We encourage you to setup an account, identify your preferences, and check the website often for updates. You can also contact HNFS Monday through Friday, 5 a.m. – 9 p.m. at 1-844-866-WEST (1-844-866-9378) or online at <https://www.tricare-west.com/>.

Access Authorization Letters



Access Authorization Letters

https://www.tricare.mil/CoveredServices/BenefitUpdates/Archive/05_11_2023_Accessing_Electronic_Authorization_Letters_West-Region#:~:text=Go%20to%20%E2%80%9CMy%20Account%E2%80%9D%20and,on%20the%20status%20details%20page

Q: How do I change my network provider after a referral has already been issued?

We understand you would like to change your authorized network referral to a different provider. Although Munson is not able to process this request, it is easy to do so through Health Net Federal Services (HNFS), who is responsible for network care in our region. Please follow the process identified in the [Network-To-Network Provider Change Guide \(tricare-west.com\)](#). You can also contact HNFS Monday through Friday, 5 a.m. – 9 p.m. at 1-844-866-WEST (1-844-866-9378) or online at <https://www.tricare-west.com/>.

Change Network Provider



Change Network Provider

https://www.tricare-west.com/content/dam/hnfs/tw/bene/resources/pdf/Net_to_net_provider_change_guide.pdf

Call Center: 913-684-6250 M-F 7 a.m.-4 p.m.

Referral Management Munson: 913-684-6332 M-F 8 a.m.-4 p.m.

The above Munson offices are closed the 2nd Wednesday of every month beginning at 12 p.m. for training.

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

