



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 clinic first, your referral may be sent to a civilian medical provider. The resources listed below will help you navigate your specialty care referral. If you have questions about your referral, please contact us:

Referral Management Center:

Madigan Army Medical Center

Phone: 253-968-1145 opt. 5
 Fax: 877-874-1031 (Medical 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

NEXT STEPS

If your care can be provided at a military 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: 7:30 am–3:30 pm

If you are referred to a TRICARE-authorized provider, **Health Net Federal Services** can 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
 When prompted, choose option 2 (sponsor), then option 2 (referrals).

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