Visit...

https://www.hnfs.net/content/hnfs/home.html

For other helpful information

Important Information:

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Tel: 1-855-CAPMED1 (1-855-227-6331)
OR
1-877-TRICARE (1-877-874-2273)

NAVAL HEALTH CLINIC QUANTICO
3259 CATLIN AVE
QUANTICO VA 22134

WWW.QUANTICO.MED.NAVY.MIL
**APPOINTMENT PROCESS Step-by-step**

**Step 1:** Your Primary Care Manager (PCM) has written a referral/consult for specialty care.

**Step 2:** Please wait 48 hrs and then call 1-855-CAPMED1 (1-855-227-6331) and listen closely for the correct option. Your will be connected to the Appointment Center for the new Integrated Health System in the National Capital Region.

**Step 3:** The clerk will attempt to assist you in booking a Military Treatment Facility (MTF) appointment.

****If an appointment is *NOT* available in an MTF, your referral is forwarded to the Referral Management Center (RMC) for one final review of MTF availability.

**Step 4:** If your referral has been sent to the RMC you will either:

A. Receive a phone call to book an MTF appointment within 3 days.

    **OR**

B. Your referral will be forwarded to HEALTH NET, the medical support contractor for this area, for authorization to a civilian network provider. You will receive a letter within 7 to 10 business days with your authorization information.

**Step 5:** Upon receipt of your letter from HEALTH NET, you should contact the provider’s office listed in order to book an appointment.

- Please **DO NOT** make an appointment until you receive your letter with your authorization information.

- If you **DO NOT** receive a letter the 10th business day, contact HEALTH NET by calling 1-877TRICARE or 1-855-CAPMED1 to check on the status of your referral.

- Also...if it is necessary to request a change of provider other than the one that is listed in the authorization letter you receive, you should contact HEALTH NET at 1-877-TRICARE.

**Step 6:** Once you’ve kept your appointments (s) with your specialist, any further follow up appointments beyond what was initially authorized, any procedures, tests and/or surgery that is required pertaining to the episode of care should be requested by your specialist thru HEALTH NET at 1-877-TRICARE

Always remember what number you called and get the name of the person assisting you so that if there are problems it can be tracked back to the source.