

NHCL
QUANTICO

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*For other helpful
information*

Important Information:



**Be sure to jot down important information
for future use.**

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JANUARY 2012**

NAVAL HEALTH CLINIC QUANTICO

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QUANTICO VA 22134

WWW.QUANTICO.MED.NAVY.MIL

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HOW TO BOOK
SPECIALTY
CARE
APPOINTMENTS



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

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. You 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.