GOT A REFERRAL?

Your provider has referred you to the _____ specialty clinic.

NOW WHAT HAPPENS?

1. Your referral will be **processed for authorization**. For CG Clinic patients, please sign the **DD2870**, Authorization for Release of Information, so your documents will be promptly sent afterwards.

    a. Check your referral status, request changes, or report network provider errors on-line by setting up an account at: **Humanamilitary.com**

2. Once you receive your authorization, call the specialty clinic (within 5 days) and set up an appointment. *Note - Naval Branch Clinic Belle Chasse offers Right of First Refusal for Physical Therapy.

3. You will also receive a letter in the mail from **Humana Military**. This letter will have the authorization number, name of the provider, and office phone number. Follow the instructions in the letter to make your appointment.

4. After your visit with the specialty clinic, request they forward your notes to your Primary Care Clinic and then schedule a follow up appointment with your primary care provider. CG Clinic Fax: (504) 253-4717

WHAT IF I DON'T HEAR FROM HUMANA MILITARY?

If you are not contacted to schedule an appointment either by **phone** or **mail (USPS)** within **fourteen (14)** calendar days:

1. Log on to your Humana Military account and select Referrals & Authorizations under the Beneficiary tab to locate your referral.
2. Call **Humana Military at 1-800-444-5445** if you are unable to locate your referral under your account.
3. If you are still unable to locate your referral, contact your civilian Primary Care Clinic or the CG Referral Technician at (504) 253-4683.

How can I be sure that I get a call for an appointment or receive a letter from Humana Military?

Humana Military relies on the information in **DEERS**. If your address or telephone information is **not current**, the processing of your referral **may be delayed**.

Keep Your DEERS Information Current

- Log on to the website at: https://www.dmdc.osd.mil/milconnect
- Or visit your local Uniformed Services ID Card facility