



YOU JUST RECEIVED A REFERRAL - What's Next?

Important Information

1. Your primary care provider referred you to a TRICARE network specialist. TRICARE will approve your referral within 7-10 business days.
2. As the patient, you can access your authorization letter by visiting www.tricare-west.com. Log in using your DS LOGON. You can also call Health Net Federal Services at 1-855-866-9378.

*****Authorization letters are not mailed to patients*****

3. As the patient, you are responsible for scheduling your appointment with the network provider.
4. You have the right to change your authorized provider to any network provider of your choice. You can do this through the TRICARE-West website or by calling Health Net Federal Services.
5. If your authorized provider cannot accommodate your appointment needs, you can contact Health Net Federal Services to request a different provider. For example, the approved provider does not accept new patients or does not offer the required service.
6. If you change your authorized provider, please call the Naval Health Clinic Lemoore Referrals Office at 559-998-4322, so we can send your medical record to the new provider.
7. If you do not receive your authorization letter on the TRICARE-West website within 10 business days or if you have difficulties correcting an error with Health Net Federal Services, please call the Naval Health Clinic Lemoore Referrals Office at 559-998-4322.