



# Accessing Urgent Care

## TRICARE® urgent care initiative launches at nine military treatment facilities

TRICARE launched an urgent care initiative for TRICARE Prime beneficiaries enrolled at nine military installations across the country. If you are a beneficiary at one of these locations and you cannot reach your primary care manager (PCM) for a referral, you now have another option to receive urgent care either after hours or when traveling. You can call your regional contractor to get an authorization, which is required for these services.

The military treatment facilities that are part of this initiative are as follows:

- McGuire Air Force Base
- Fort Lee
- Patuxent River Naval Air Station
- Dyess Air Force Base
- Fort Stewart
- Naval Branch Health Clinic, Albany
- Luke Air Force Base
- Fort Riley
- Naval Station Fallon

For beneficiaries enrolled at one of these facilities, your regional contractor can provide an authorization, at minimum, from 3:00 p.m.–8:00 p.m. on weekdays and 8:00 a.m.–8:00 p.m. on weekends and holidays.

You should always call your PCM first for any required authorizations. If your PCM is unavailable, your regional contractor can bridge the urgent care gap and provide authorization after hours or when traveling. If you are traveling out of your Prime Service Area anywhere in the United States, including Hawaii and Alaska, your regional contractor can authorize care and help you find a provider if the care is considered urgent.

Urgent care is required for illnesses or injuries that would not result in further disability or death if not treated immediately, such as a sprain, sore throat, or rising temperature. If you call seeking authorization for routine care, you will be referred back to your military treatment facility for instructions.

This initiative is intended to improve urgent care referral access, helping to reduce emergency room visits and health care costs for TRICARE beneficiaries.

## FOR INFORMATION AND ASSISTANCE

<p><b>N</b> TRICARE North Region</p> <p>Health Net Federal Services, LLC 1-877-TRICARE (1-877-874-2273) <a href="http://www.hnfs.com">www.hnfs.com</a></p>	<p><b>S</b> TRICARE South Region</p> <p>Humana Military, a division of Humana Government Business 1-800-444-5445 <a href="http://Humana-Military.com">Humana-Military.com</a></p>	<p><b>W</b> TRICARE West Region</p> <p>UnitedHealthcare Military &amp; Veterans 1-877-988-WEST (1-877-988-9378) <a href="http://www.uhcmilitarywest.com">www.uhcmilitarywest.com</a></p>
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This fact sheet is **not** all-inclusive. For additional information, please visit [www.tricare.mil](http://www.tricare.mil).

### An Important Note About TRICARE Program Information

At the time of publication, this information is current. It is important to remember that TRICARE policies and benefits are governed by public law and federal regulations. Changes to TRICARE programs are continually made as public law and/or federal regulations are amended. **Military treatment facility guidelines and policies may be different than those outlined in this product.** For the most recent information, contact your TRICARE regional contractor, TRICARE Service Center, or local military treatment facility.