

Referrals and Authorizations

STEP 1: Wait for Approval

- Routine referrals may take 7-10 business days, ASAP referrals 4-24 hours.
- All referrals are managed by Health Net Federal Service

STEP 2: Go Online to View

- Go online to www.Tricare-west.com to view authorizations.
- Remember Health Net has gone paperless, you will no longer receive prior authorizations or referrals in the mail.

Step 3: Schedule Appointment

- Referrals will include the name, address and phone number for specialty providers you have been authorized to see.
- Please call the provider's office directly to set up an appointment.
- If provider is not available, please call Health Net at **1-844-866-9378** to request another provider/need assistance with referral questions.

Step 4: Provide Fax Number to provider

- Before leaving doctor's office provide them with Point Mugu Fax number **805-989-8448**. This will help facilitate record transfer.

Step 5: Call for Questions

- If authorization is not online after 7 -10 business days, **contact Health Net: 1-844-866-9378**
- If you are still unable to obtain authorization status or need further help please call the Managed Care Department at Port Hueneme: **805-982-6322 or 6323**