



Photo by Coast Guard Petty Officer 3rd Class Matt Thieme

Submit referrals and authorizations

Via provider self-service on HumanaMilitary.com



TRICARE is administered in the East region by Humana Military. TRICARE is a registered trademark of the Department of Defense, Defense Health Agency. All rights reserved.

Referrals and authorizations: What can you do?



- Sign up for provider self-service (one-time activation code required). It is the fastest way to obtain a referral or authorization.
- Enter the exact CPT code(s) and diagnosis code(s) for a specific patient.
- Most referrals/authorizations submitted through the portal will be approved instantly.
- All referrals/authorizations receive immediate confirmation.
- Majority of referrals/authorization are processed within 24 hours with accurate information.
- You can upload supporting documentation for referral/authorization to get a faster response.
- New submission of a referral can take less than 90 seconds.
- Update existing referrals and authorizations.
- Submit and track claims for payment.


Referrals and authorizations: What do you need?


- Sponsor's Social Security Number (SSN) or the patient's Department of Defense (DoD) benefits number on the back of the military ID.
- Patient's name and Date of Birth (DOB).
- Other Health Insurance (OHI) information if applicable.
- Type of service, location of service.
- Diagnosis code(s), CPT code(s), HCPCS code(s).
- Supporting documentation (if needed).

Referrals and authorizations: What do you get?

Confirmation of successful submission



 [Ask a question](#)




Create new referral or authorization

Request submitted: Pending review*



Patient	[REDACTED]
Service	Cardiology - Cardiology, General
Rendering provider	[REDACTED] [REDACTED] [REDACTED]
Date submitted	09/03/2021


*Most web requests are processed within 24 hours [View details →](#)


[Request another service](#)

 Would you like to refer a beneficiary to one of our clinical management programs? [Refer now](#)

Approval of submitted request



 [Ask a question](#)




Create new referral or authorization

Request submitted: Approved

Authorization #	[REDACTED]
Patient	[REDACTED]
Service	Dermatology - Dermatology, General
Rendering provider	[REDACTED] [REDACTED] [REDACTED]
Date submitted	09/03/2021

[View details →](#)

[Request another service](#)

 Would you like to refer a beneficiary to one of our clinical management programs? [Refer now](#)

Provider self-service: Additional functions

- Multi-location access
- Update referrals/authorizations
- Submit/Check the status of claims
- Check patient eligibility
- Send a secure message
- Online chat
- Help manage patient care
- Code look up
- Notifications (explanation of remittance)
- E-mail alerts
- Update office locations

Thank you

