



The Next Steps for Your Specialty Referral

Your provider has requested a referral or consultation for specialty care. While we make every effort to schedule your care at Bassett ACH, you may be referred to another military treatment facility, or your referral may be sent to a civilian medical provider. The resources listed below will help you navigate your specialty care referral.

NEXT STEPS

- ▶ If your care can be provided at Bassett ACH, the **Bassett ACH Specialty Clinic** will call you within 3 business days to schedule your appointment.
- ▶ If your referral is being sent to another military treatment facility, **Bassett ACH Referral Office** will call you to inform you of what MTF your referral has been sent to, and provide you with their contact information so you can call to schedule your appointment.
- ▶ If you are referred to a civilian TRICARE authorized provider, **TriWest** will help you with your status updates, you can contact them at the options below:



<https://tricare-bene.triwest.com/signin>

- Sign up to receive text or email alerts for status of your referral.
- Once your referral is approved, you can view and print your authorization letter featuring contact information for your authorized provider. This may take up to 7 business days.

Note: Authorization letters are no longer mailed to home addresses.



1-888-TRIWEST (888-874-9378)

If you have other health insurance (OHI) or Medicare (with exception of Medicaid), TRICARE is the secondary payer ONLY after a claim has been filed with the primary insurance. If you have questions, please contact our local Referral Management Center for assistance.



**Bassett ACH
Referral Center Contact**

907-361-6421

**Bassett ACH Referral Center
Hours:**

Monday - Friday: 7:00 a.m. to 4:00 p.m.

Saturday - Sunday: Closed

** For more information on travel to medical care outside of the Fairbanks area, please refer to MEDDAC-AK Patient Travel Pamphlet. Pamphlet available at your PCM office, patient administration or referral center. **