Information for Patients being referred to the Network

If the care you need is not available at Martin Army Community Hospital (MACH) you will be referred to a civilian network provider. PRIME enrollees must use a TRICARE network provider and have the authorization number provided by TRICARE to avoid out-of-pocket expenses. A letter or email will be sent to you from TRICARE with your authorization number and information regarding your authorization. If you have questions or concerns regarding your referral or have not received your authorization letter or email from TRICARE within ten (10) days, please call the Humana Military TRICARE Service Line at 1(800)-444-5445 during regular business hours: 8 a.m. to 7 p.m. Eastern Time. You may also go to the web site www.Humana-military.com to obtain more information. Once you receive your referral please be sure to note any limitations on the dates or number of visits authorized.

Medical Records

Most network providers will require your medical records while you are in their care. It is the patient's responsibility to ensure your medical records make it to your network provider. Below are your options:

1) Your network provider can request your medical records by calling (762) 408-0061/0075/0033 or by sending a FAX to (762) 408-0027/0028. The network provider will need to provide your referral authorization number when requesting the records.
2) You can pick up a copy of needed medical documents from Medical Records and hand carry them to your appointment. Medical Records is located in the Hospital Basement (BC-150). To authorize the release of your records, you will need to fill out DD FORM 2870 (Authorization for Disclosure of Medical or Dental Information). If requesting your entire medical record vs. specific documents it is a 30 day turn around.
3) You can log into Tricare Online (https://www.tricareonline.com) and click the "Blue Button" to view and print a majority of your medical records.

Note: The following facts prevent MACH from being more proactive with getting patient records to our network counterparts: HUMANA not MACH assigns the patient's network provider; not all patients utilize their referral; HIPAA restrictions prevent MACH from sending patients medical records to a network provider before an appointment is booked.

Network Provider Lab Requests

Outpatient Lab is accepting Outside Provider Lab requests from our beneficiaries Monday- Friday. The requisition must be legible with the following information before being accepted: requesting tests name, patient's name, date of birth, fax number, patient's contact number, provider's name printed and signature, provider's DEA and license number, and provider's specialty (for example internal medicine, family medicine, etc) . The requisition must not be over 30 days old.

Once all the lab tests are completed, the results are faxed to the outside provider's. Faxing of results to provider may take up to 21 days to be faxed. If you are in need of lab results before 21 days, please request a copy of your results from the Patient Administration Division (PAD) correspondence section.

Information for Patients being referred to MACH for Specialty Care

If you have been receiving care outside the TRICARE Network (MACH or another Military Treatment Facility) and are now receiving care at MACH you are responsible for getting a copy of your medical records from the Non-TRICARE facility and turning them into MACH Medical Records to be uploaded into your medical records. Medical Records is located in the Hospital Basement (BC-150). If you have any questions by call medical records at (762) 408-0061/0075/0033.