

WAMC Referral Process

PCM writes a referral

Referral is reviewed by WAMC Referral Management and routed to the appropriate specialty clinic. If capacity and capability are known to defer, the referral will be directed to Humana for in-network care.

Referral is accepted at WAMC Specialty Clinic

To schedule an appointment after 72 hours has passed, the patient can either (1) call the WAMC Specialty Clinic directly, (2) call the appointment line at 907-2778, or (3) or wait to receive a call from WAMC. After 3 unsuccessful attempts by WAMC to contact the patient, the referral will remain active for 120 days, then closed.

The patient has the right to be seen within 28 days of calling to make an appointment. If no appointment is available, the patient can request a referral to a different provider.

Referral is sent to an off-base Specialty Provider

Referrals sent off-base will be processed within 3-5 business days. Humana will mail a letter within 7-10 business days, detailing authorization and instructions on scheduling an appointment with an in-network provider. Patients may call Humana Military at 1-800-444-5445 for assistance before receiving the letter or check the status on Humana Military website.

Any changes to the network location must be made **by the patient** by contacting Humana Military by phone or using the Humana Beneficiary Self-Service site before scheduling.