

Section 4: Non-medical Attendant (NMA)

- NMAs are individuals authorized to accompany a patient during transportation. The attendant is not required to be TRICARE-eligible, and may be a parent, spouse, guardian, or other member of the patient's family 21 years or older.
- If a NMA is warranted, a written letter from the primary care manager is required prior to travel and the MTF Medical Chief of Staff is required to approve/disapprove if it's establish medical necessity.
- **DoD employee or service member serving as a NMA:** It is the responsibility of the qualifying NMA to arrange absences with his/her unit or duty station chain of command.
- **Non-DoD personnel serving as a NMA:**
 - Reimbursed will be at actual expenses incurred - receipts will be required.
 - It is understood that patients under the age of 18 would need a NMA.

Please visit the TOPA office located on the 2nd floor prior to NMA travel.

Section 5: Important Facts

- **Per Diem Entitlements:**
 - ◇ Beneficiaries must be aware of the allowed entitlements for each trip. Expenses exceeding per diem limits will not be reimbursed.
 - ◇ Per diem entitlements will be different for active duty and non-active duty beneficiaries.
- **Documentation to complete a travel voucher:**
 - ◇ Referral authorization
 - ◇ Proof of appointment
 - ◇ NMA letter (*as applicable*)
 - ◇ Lodging receipt (*as applicable*)
 - ◇ All other receipts—dependents only (*as applicable*)
- **Elective Surgery:** Travel reimbursement cannot be claimed
- **Referral Changes— Provider/Location:** If a beneficiary chooses to change their authorization to another provider/facility, when care is available locally, travel reimbursement is forfeited.



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27th Special Operations Medical Group



Referral and Patient Travel Guidance

Referral Management Contact Number:

575-784-2778, option 5, option 3, then 1

Patient Travel Contact Number:

575-784-2778, option 5, option 3, then 2

Located on the 2nd floor of the clinic

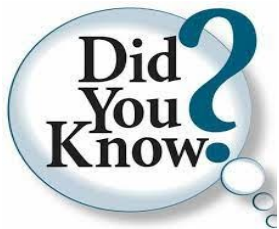
Hours of Operation:

Monday—Friday
0730—1630

**Closed the 1st Friday of the month
for training**

Section 1: Initial Referral Process

- Once your primary care manager (PCM) advises that a specialty referral was submitted, please visit the TOPA Office located on the 2nd floor of the medical treatment facility (MTF) to activate your referral.
- Your referral information will be posted in your account (on [Tricare-west.com](https://www.tricare-west.com), please view section 2 “Referral Authorization Retrieval Process”) within 5-7 days.
- If you have issues scheduling your appointment or with you the referral process, contact the Referral Management Office at **(575) 784-2778**, option **5**, option **3**, then **1**.



Section 2: Referral Authorization Retrieval Process

Login or register your beneficiary account at www.tricare-west.com to access the beneficiary portal.



- The referral authorization will provide the following information:
 - ◇ Referred provider name
 - ◇ Referred provider contact number
 - ◇ Referred provider address
- You may also call TRICARE West at **1-844-866-9378** to request your referral information by mail or over the phone.



Section 3: Patient Travel Guidance

- If you were referred outside of the 100 miles from the MTF. You can request for travel reimbursement.
- TRICARE Prime Travel Benefit reimbursement requirements:
 - ◇ TRICARE Prime enrollment
 - ◇ Current specialty care referral
 - ◇ Patient is traveling more than 100 miles away from the MTF
- **Active duty patients:** Must retain receipts for lodging
- **Non-active duty patients:**
 - ◇ Report to the Patient Travel Office to initiate travel orders
 - ◇ Must provide receipts for all incurred costs (i.e. meals, lodging)
 - ◇ Reimbursement is limited to the local per diem rate.
- All patients will submit travel vouchers within 5 business days upon completion of their medical travel.

