

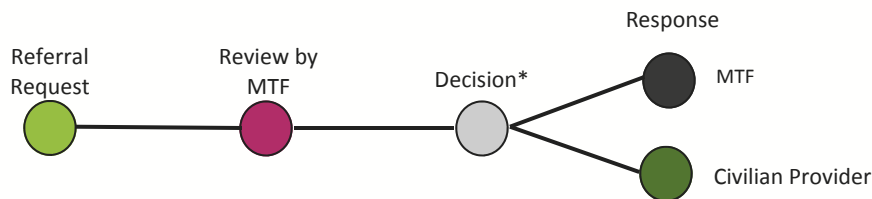


# TRICARE Right Of First Refusal (ROFR) Process

April 2012

Military Treatment Facilities (MTFs) have the Right Of First Refusal (ROFR) to provide care for a TRICARE beneficiary. When a TRICARE Prime beneficiary's civilian network provider is unable to provide a specialized medical service, the network provider must contact Humana Military to request a referral.

## THE ROFR PROCESS



After it is determined that a beneficiary needs to be referred for specialty care, the requesting provider will contact Humana Military for a referral or authorization. We will then send the request to the local MTF for review.

Many times the MTF will have the specialized services available. In this scenario, the MTF will notify us, usually within one business day, and the beneficiary will be referred to the MTF. The MTF may contact the beneficiary to schedule an appointment, and Humana Military will provide the beneficiary with the information for contacting the MTF.

If the MTF cannot provide the services or care requested, the patient will be referred to a civilian network provider.

The important thing to understand is even if a provider has already been selected, the local MTF may review and override that referral by exercising its Right Of First Refusal.

*\*Approved to MTF for available service or approved to civilian provider if MTF service is not available*

In accordance with the *TRICARE Operations Manual* (Chapter 8, Section 5, 6.2.2), "The referral request for beneficiaries residing within the PRIME Service Area shall follow the Right Of First Refusal allowing the local MTF priority. Access standards, enrollment category, available specialty, as well as diagnosis and requested services/procedures are considered affording the MTF the opportunity to see the patient...."

## TIPS FOR ENSURING THE ROFR PROCESS IS WORKING IN YOUR OFFICE

- ◆ Build/request referrals using the options available to your office (online at [Humana-military.com](http://Humana-military.com)) or by faxing a referral/authorization request using the Patient Referral Authorization Form (PRAF).
- ◆ Understand that even if you select a provider to refer to, the local MTF may review and override the referral selection, applying the Right Of First Refusal.
- ◆ Ensure the beneficiary is aware the MTF may take precedence on the referral selection.

## MILITARY TREATMENT FACILITIES AND ROFRS

MTFs are located on most military posts, bases and installations. Their primary focus is the readiness of active duty military contingency operations. The MTF is also responsible for TRICARE families and may choose to have PRIME referred services delivered within the MTF for a number of reasons:

- ◆ To enhance the military graduate medical education program
- ◆ To hone the skills of military providers rotating through the MTF nearest you
- ◆ To ensure MTF optimization, which helps to contain health care cost for TRICARE beneficiaries
- ◆ To assist in determining prevalent MTF specialty access and adequacy needs for a particular TRICARE population