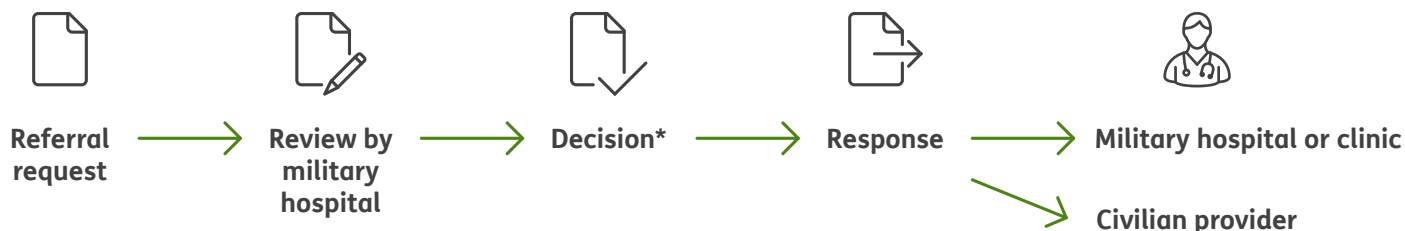



# Right of First Refusal (ROFR)




\* Approved to military hospitals or clinic for available service or approval to civilian provider if service is not available.

## The ROFR process

 In accordance with the *TRICARE Operations Manual, Chapter 8, Section 5.1*, “The referral request for beneficiaries residing within the PRIME Service Area shall follow the Right Of First Refusal allowing the local military hospital or clinic priority. Access standards, enrollment category, available specialty, as well as diagnosis and requested services/procedures are considered affording the military hospital the opportunity to see the patient....”

After it is determined a beneficiary needs to be referred for specialty care, the requesting provider will submit a referral/authorization to Humana Military for approval and ROFR processing.


 Many times the military hospital or clinic will have the specialized services available. In this scenario, they will notify us, usually within one or two business days, and the beneficiary will be referred there for treatment. They may contact the beneficiary to schedule an appointment, and Humana Military will provide the beneficiary with the information for contacting the military hospital or clinic.

If they cannot provide the services or care requested, the patient will be referred to a civilian network provider. However, it is important to understand if a provider is selected prior to the ROFR determination and the military hospital or clinic can provide the services, and accepts the care, this overrides any prior civilian provider selection.

Tips for ensuring the ROFR process is working in your office:

- Build/request referrals using the options available to your office at [HumanaMilitary.com](https://www.humanamilitary.com)
- Understand that even if you select a provider to refer to, the local military hospital or clinic may review and override the referral selection, applying the ROFR
- Ensure the beneficiary is aware the military hospital or clinic may take precedence on the referral selection

## Military hospitals and clinics and ROFRs

 Military hospitals and clinics are located on most military posts, bases and installations. Their primary focus is active duty readiness for military contingency operations. They are also responsible for TRICARE families and may choose to have Prime-referred services delivered within the military hospital or clinic for a number of reasons:

- To enhance the military graduate medical education program
- To hone the skills of military providers
- To ensure military hospital and clinic optimization, which helps to contain healthcare cost for TRICARE beneficiaries
- To assist in determining prevalent specialty access and adequacy needs for a particular TRICARE population