

Welcome to Naval Health Clinic Annapolis
695 Kinkaid Road
Annapolis, Maryland 21402

FAQ

I recently PCS'd how can I be seen at Naval Health Clinic Annapolis (NHCA) for my Primary Care?

1. Contact the Defense Enrollment Eligibility Reporting System (DEERS) 1-800-538-9552 or register with milConnect @ www.dmdc.osd.mil and update your new home address.
2. Contact Humana TRICARE East at 1-800-444-5445 and request to be assigned a Primary Care Manager at Naval Health Clinic Annapolis (NHCA). Make sure to set up an initial appointment with your new provider and request new referrals for any ongoing specialty care needs (Ortho, Physical Therapy, Sleep Apnea, etc...)
3. Currently NHCA has open enrollment for Active Duty Service Members only, at this time. For clarification and waiver consideration contact our Health Benefits Advisor at (410) 293-2276.

I recently PCS'd what do I do with my medical records?

1. As part of the in-processing process, turn in your medical records to our Patient Administration Department (PAD) Medical Records section, (410) 293-3610/11, located on the second floor.

How do I make an appointment once my DEERS and TRICARE is updated?

1. Simply contact the NHCA appointment line (410) 293-2273, option 1, and then option 1 again, to speak directly to an appointing agent who will schedule an appointment for you.

I'm already enrolled in TRICARE Prime. How do I change my Primary Care Manager?

1. Call Humana TRICARE East at 1-800-444-5445 or visit www.tricare.mil/bwe to select a new Primary Care Manager.

I can't keep my appointment, how can I cancel to avoid a "no-show"?

You call (410) 293-2273, Monday through Friday from 7 a.m. to 4 p.m. Press option 1, then option 1 again to speak with an agent to cancel your appointment. You can also cancel your appointments online at tricaeonline.com 24 hours a day, 7 days a week.

Do I need to make an appointment to get my medications filled?

No, you can simply use secure messaging www.tolsecuremessaging.com a safe, secure and confidential way to communicate about your non-urgent healthcare needs, including medication refills.

Is there a time frame in which I should expect a return call when I leave a message for my provider?

It is the goal of your Medical Home Port Team to contact you within 48 business hours of receiving your request.

How do I get a referral for specialty care?

1. You must visit your Primary Care Manager to obtain a referral.
2. Wait 48 business hours (administrative processing time).
3. Call 1-855-CAPMED1 (227-6331). You will be connected to the Centralized Appointment Center for the National Capital Region (NCR) where an agent will coordinate your appointment.

Can I be seen at Naval Health Clinic Annapolis if I'm 65 or older?

1. Naval Health Clinic Annapolis does not accept 65 and over beneficiaries. 65 and over beneficiaries have Medicare and TRICARE for Life (TFL) and can use our local Medicare providers in the area.
2. 65 and over patients can use our Pharmacy, Laboratory and Radiology services.

Can I use Naval Health Clinic Annapolis if I'm enrolled to the Uniformed Services Family Healthcare Plan (USFHP), sponsored by Johns Hopkins?

1. You cannot use the services at Naval Health Clinic Annapolis and/or any Military Treatment Facility (MTF) while enrolled in the USFHP plan.

What if I want to change my TRICARE Plan?

1. If you want to change your TRICARE Plan, you will have to do it during the TRICARE Open Season which begins November 9th and ends December 14th. Simply contact Humana TRICARE East 1-800-444-5445 for over the phone assistance.

What if I have additional questions and need clarification?

1. Contact our Health Benefits Advisor at (410) 293-2276.