



Referral and Authorization Requests for Newborns and Children (10 and Under)

Frequently Asked Questions for TRICARE Providers

Key Points

- Newborns must be eligible in the Defense Enrollment Eligibility Reporting System before their record will appear in the online referral management system for the referral and authorization process.
- If you do not find a match, use the TRICARE-eligible parent or legal guardian's information to confirm coverage until the newborn or child's details are up to date in DEERS.



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Introduction

When caring for a newborn or child under 10 years old, providers may experience delays or difficulties locating the child's information in the online referral management system, which may result in no returned matches. Providers should ensure eligibility before proceeding with referrals or authorizations to avoid processing delays.



How do I search for a child under 10 when I don't have their member ID number?

Normally, children under 10 years old do not have a Military ID card. In those situations, a TRICARE-eligible parent or legal guardian must show their ID card to the provider. Please note, the ID numbers on the parent/guardian's ID card will be for the card holder, and not the child.

You can use the name and date of birth search functionality described below to search for the child.



Why can't I find a newborn in the online referral management system?

Newborns may not yet have their information in DEERS. As a result, searches in the online referral management system may not return a match. The online referral management system allows you to conduct a name and date of birth search when a Department of War (DOW) ID or Defense Benefits Number (DBN) is not available.

Follow these steps to begin your search:

1. Search by name and date of birth only.
2. If the search is successful, select the appropriate member.
3. Expand the member's details to confirm the correct demographics before proceeding.
4. If this search method is not successful, please proceed to the next question below.

The screenshot illustrates the TRICARE Member Search process. It shows a search form with fields for Member ID, Name, and Birth Date. A search for 'mickey' with a birth date of 05/14/1967 returns one record. The record is displayed in a table with columns for Member ID, Name, Gender, and Birth Date.

Member Search

Member ID

Name

Member Search

Member ID

Name

1 records matched your criteria. Please choose a record from the grid below.

Member ID	Name	Gender	Birth Date
1225091826	MICKEY, MOUSE	MALE	5/14/1967



Member Search

Member ID: 1225091826
Name: MICKEY, MOUSE
Look Up

Search Results

Authorizations (0)
Care Plans (0)

Member Details

Member: MICKEY, MOUSE
Date of Birth: 5/14/1967
Sex at Birth: MALE
Gender Identity: None
Preferred Pronouns: None
Sexual Orientation: None
Alias / Preferred Name:
Phone Number: 1111111111
Address: 1600 SPEARHD DIV AVE
1234, NM 87114
Coverage: 013 - Reimbursable
Direct Care for DoD
Affiliates (OCONUS
Only)
Coverage Dates: 1/1/2025 - (None)

How should I submit a referral or authorization if I can't locate a newborn in the online referral management system?

You can submit your referrals and authorizations via fax. For newborn and NICU patients, please fax the face sheet to 866-852-1885. The face sheet should include full member or patient demographics along with supporting clinical documentations.



Change Log

Version	Effective Date	Summary	Approver, Title
1.0	December 11, 2025	Template update	Communications Team
1.1	June 16, 2026	Alternative Referral and Authorization form is decommissioned. Added fax number for newborn and NICU.	Communications Team, Provider Network Mgt, Clinical Operations

[View detailed change log](#)