

Referral Information

I need a referral, what do I do?

- New referrals generally require an appointment with your PCM Team.
- Renewal of a referral for a specialty for which you have already been seen can often be done with a message to your PCM team by using the MHS Genesis Patient Portal. If you cannot access the patient portal you can call the appointment line at **406-731-4633**.

How long does it take for my referral to get approved?

- Once a referral request is placed by your PCM team, it may take up to 5 business days to be authorized by TRICARE. Once it's approved it will be available on the TRICARE website for the you to view.

When will my referral be received by the OFF-BASE specialty clinic?

- Once a referral is processed by TRICARE, the Authorization Letter is faxed by HNFS to the provider same day.

Can I change the my referral provider?

- Patients can request a change by contacting TRICARE at 1-844-866-9378 or tricare-west.com ("Change an Authorization")

I have an Authorization Letter but the OFF-BASE provider says they never received it, what do I do?

- Contact TRICARE at 1-844-866-9378 and have them re fax the letter.

I sought specialty care without receiving a referral from my PCM, am I financially liable?

- Your PCM can backdate referrals on a CASE BY CASE basis only! You are required to manage your referrals. You may be required to pay any medical bills associated with your care without an approved referral.

PRP/FLY Status?

- If you are on PRP Status, you need to talk to your monitor after any medical appointment and can walk-in for a Return to Duty (RTD) appointment if needed.
- RTD: M-F 0730 or 1300 at the PRAP Clinic
- Members on FLY status should call Flight Med at 406-731-2309

Points of Contact and Resources

341 MDG Appointment Line:

- 406-731-4633

Referral Management Center (RMC):

- 406-731-2829
- (Fax) 406-731-2759

Benefits Counselor/Debt Collection Officer:

- 406-731-4117

Patient Travel:

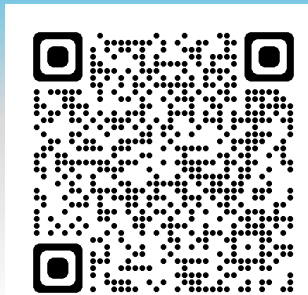
- 406-731-4759

TRICARE West (Health Net Federal Services):

- 1-844-866-9378
- tricare-west.com

MHS Genesis Patient Portal

View your health record, message your provider, schedule appointments, and refill your medications by accessing the Patient Portal



patientportal.mhsgenesis.health.mil

PATIENT REFERRAL GUIDE



You have been referred to:

Current as of: May 2023

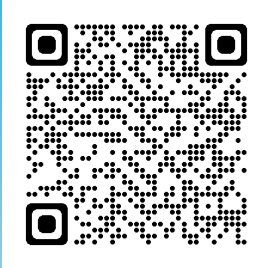
Referral Tracking

For ON-BASE referrals:

- You will be contacted to schedule an appointment within 5 business days

For OFF-BASE referrals:

- Go to tricare-west.com
- Under “Secure Login/ Register” select “Beneficiary”
- Select “DS LOGON” and log in
- Select “Authorization Status”
- Using the dropdown menu under “Show dates of service for the last” select “6 months” then select “Search”
- Select the authorization number for your referral
- Select “View authorization letter” and look for the contact info under “Referred To Provider”
- Call the specialty clinic to schedule an appointment
- **Once your appointment is scheduled contact the 341 MDG Referral Management Center (RMC) via the MHS Genesis Patient Portal “Malmstrom Referral Management” message pool or call 406-731-2829 so we can update your records**



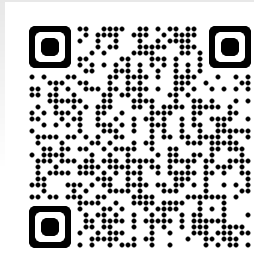
Do not call the RMC if the Servicing Provider has not received the referral. You must call TRICARE (Health Net Federal Services) and request that they resend the Authorization Letter to the Servicing Provider.

TRICARE/HNFS: 1-844-866-9378

Medical Travel

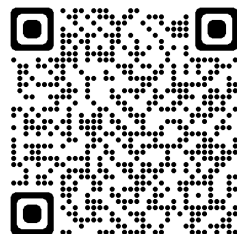
TRICARE Prime Travel Benefit

- Due to our geographic location there may be times when you have to travel outside of the local area for specialty medical care
- If you receive a referral that requires you to travel over 100 miles for care please contact the Patient Travel Office at 406-731-4759 to assist you with coordinating your trip
- Please have all appointment information available at the time of visiting the office
- You must have an active referral to be approved for travel and a Government Travel Card if you are Active Duty
- Please visit tricare.mil/primetravel for more info



341 MDG Clinic Services

Check out malmstrom.tricare.mil/ for a list of clinic services:



Medical Billing Concerns

Steps to take if you received a bill:

- Contact the billing department from where the bill was generated from.
- Verify your billing information with the billing department. Most commonly, there was an error in your insurance information.
- If you are receiving a bill due to not having a current referral, please message your care team on the MHS Genesis Patient Portal or leave a message with the appointment line. We will see if we can help, but cannot guarantee TRICARE coverage.
- If you are having issues with the bill being paid by TRICARE, stop by the TOPA Flight Office at the 341 MDG with all of the original documentation (we cannot accept emailed or photographed documentation).
- Please call 406-731-4117 to schedule an appointment to fill out an intake form and speak with the Debt Collection Assistance Officer.

Do not wait on medical bills! Addressing the billing issues as soon as they arise ensures they do not go to collections. It benefits you to be proactive.

Benefits Counselor and Debt Collection Assistance Officer: Mr. Mike Boily, 406-731-4117