




## 27 SOMDG REFERRAL PROCESS (AS OF 30 JUNE 2025)

**\*\*PLEASE NOTE CHANGES IN RED BELOW:** Patients are no longer required to visit TOPA to “activate” a referral. Only if specialty provider requests notes.\*\*



When was your referral placed by your provider?

Between 1 January - 8 June 2025	After 9 June 2025
<p>TriWest waivers are valid for services rendered until 30 September 2025 with the exception of: Inpatient Care, Applied Behavior Analysis (ABA)/Autism Care Demonstration (ACD) services, Laboratory Developed Test (LDT), Extended Care Health Option (ECHO) services &amp; other services that require pre-authorization.</p> <p><u>To view/print your referral from the MHS GENESIS Patient Portal:</u></p> <p>Step 1: Log into portal: <a href="https://patientportal.mhsgenesis.health.mil">https://patientportal.mhsgenesis.health.mil</a></p> <p>Step 2: Select Health Record</p> <p>Step 3: Select Clinical Notes/Documents</p> <p>Step 4: Select Provider Letter to Download/Print</p> <p><u>To choose a specialty provider:</u></p> <p><a href="https://tricare.triwest.com">https://tricare.triwest.com</a></p> <p>Step 1: Click on Find a Provider</p> <p>Step 2: Choose a location and plan</p> <p>Step 3: Type in zip code</p> <p>Step 4: Choose insurance plan</p> <p>Step 5: Search by name/specialty/group or type</p>	<p>Referral Management determines if care is available in the Military Treatment Facility (MTF) or if it needs to be deferred off-base.</p> <p>If referral is in the MTF (on-base):</p> <ul style="list-style-type: none"><li>• Your appointment will be coordinated by Referral Management or the Specialty Clinic</li><li>• You will receive a call within 3 business days of referral being accepted to schedule your appointment</li></ul> <p>If referral is deferred off-base:</p> <ul style="list-style-type: none"><li>• You will receive automated phone calls regarding your referral authorization within 5 business days of the referral being deferred</li><li>• To review your referral authorization, please visit <a href="https://tricare.triwest.com/en/beneficiary/">https://tricare.triwest.com/en/beneficiary/</a></li><li>• You will then need to call your assigned specialist to schedule your appointment</li><li>• To change to a different TRICARE Authorized Provider please visit the provider directory at <a href="https://tricare.triwest.com/en/beneficiary/">https://tricare.triwest.com/en/beneficiary/</a> or scan the QR code below.</li></ul>  <p>If further assistance is needed, please call TriWest at 1-888-874-9378</p>
Note: If you receive referrals on different dates, you may need to follow multiple processing options.	

**Once you have an appointment with your specialist,** provide the date and time to Referral Management by calling 575-784-2778 opt 5, 3, 1 or you will continue to receive automated phone calls reminding you to take action on your referral.

**\*NOTE: THIS IS A CHANGE AS OF 9 JUNE 2025\* Medical Documentation Needed To Schedule or Attend Your Visit?**

Your network specialist may fax the request to TOPA at: 575-784-2308 or you can visit TOPA (2nd floor of MTF) to request for your clinical notes to be faxed to your specialist. You may also be able to access these notes via the MHS GENESIS Patient Portal mentioned above. Patients are no longer required to visit TOPA to “activate” referrals/have notes sent unless specialist is asking for this documentation.

## FOR PATIENT TRAVEL INFO & DTS AUTHORIZATION/VOUCHER INSTRUCTIONS:

<https://cannon.tricare.mil/Getting-Care/Appointments-Referrals>