

## **YOUR REFERRAL**

Your healthcare provider is referring you to a medical specialist for a more in-depth evaluation of your health care problem or concern.



William Beaumont  
Army Medical Center

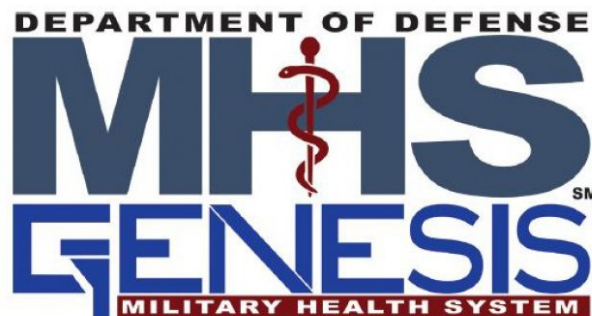
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# Take Control of your Healthcare

## MHS GENESIS PATIENT PORTAL

- ❖ Health Record
- ❖ Messaging
- ❖ Appointments
- ❖ Medications

<https://myaccess.dmdc.osd.mil/>



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# Stay Informed

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## Specialty Care Referral



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## What You Need To Know

## RECEIVING CARE FROM A MILITARY CLINIC

Whenever possible, we will try to offer you an appointment with a specialist at a military clinic. If the clinic is able to see you, you may receive a phone call from the clinic within 3-4 business days.

If you do not receive a call please call Central Appointments at  
**(915) 742-2273 (Select Option 1).**

It is very important that your phone number and address are current in DEERS since this is the information we will use to contact you about your appointment.



## RECEIVING CARE FROM A CIVILIAN PROVIDER IN TOWN

If an appointment is not available at the military clinic, you will be referred to a civilian specialist for medical care.

### **IF YOU HAVE TRICARE AND DO NOT HAVE OTHER HEALTH INSURANCE**

**Health Net Federal Service (844)866-9378** is the TRICARE contractor for the Western US.

As of 1 January 2018, you must go online to [www.tricare-west.com](http://www.tricare-west.com) to check on the status of your authorization determination. You WILL NOT receive authorization notices in the mail. You have to register for a secure account through your regional contractor.

Read the letter and follow the directions to make an appointment with the civilian provider. Report the appointment date and the name of the provider to WBAMC Referral Management Center (RMC) by calling:

**(915)742-2273 (Select Option 3)**

We will use this information to post the report to your electronic medical record. WBAMC Referral Center is committed to your on-going healthcare.

## **IF YOU HAVE MEDICARE OR OTHER HEALTH INSURANCE**

You will receive a letter in the mail from the WBAMC Referral Management Center within 7-10 days. You will not receive a letter for any Radiology Referrals. If you don't receive a call by the treating facility or RMC within 3-4 business days, please call RMC (915) 742-2273 (Option 3) to check on the status.

Read the letter and follow the directions to make an appointment with the civilian provider.

Report the appointment date and the name of the provider to the Referral Management Center by calling:

**(915)742-2273 (Select Option 3)**

We will use this information to post the report to your electronic medical record. WBAMC Referral Center is committed to your on-going healthcare

