# <u>Know the difference</u>....

## What is MHS Genesis?

MHS Genesis is the new electronic health record for the Military Health System that allows patients to manage their health information online. In MHS Genesis, a patient can view their health information, schedule appointments, exchange secure messages with their care team, request prescription renewals, and much more. To access the MHS GENESIS Patient Portal and to learn more, visit https://patientportal.mhsgenesis.health.mil.

## What is the Tricare Online Patient Portal?

The Tricare Online Patient Portal (TOLPP) is the previous, Electronic Health Record (EHR) and is being replaced by MHS Genesis Patient Portal (see above for more information). Tricare Online can only be used to access your healthcare records prior to April 24, 2021, visit https://www.tricareonline.com/.

## What is Tricare-West.com?

Tricare-West.com is an online self-service tool to help authorized members get access to information regarding their or their family member's referrals, authorization letters, claim status, change servicing providers, make payments, and so much more. For more information, visit https://www.tricare-west.com/.

# Important Q & A:

**How do I enroll into the Tricare program?**
For instructions on how to enroll into a Tricare program please visit, https://www.tricare-west.com/content/hnfs/home/tw/bene/enroll/plans/prime-enroll-active.html.

**How do I get access to Tricare-west.com?**
Go to https://www.tricare-west.com/content/dam/hnfs/tw/bene/resources/pdf/Bene_Web_Tools_Guide.pdf, for a step by step guide on how you can get access to Tricare's secure portal.

**What do I do if I'm having issues logging into my Tricare-West.com account?**
Please contact Healthnet's registration support center at **1-800-440-3114**, M-F 0630-1900 PST.

**How do I get a referral/authorization to see a specialty provider off post?**
First, you will need to schedule an appointment with your Primary Care Manager (PCM) at Munson Army Health Center (MAHC). This can be done by going onto the MHS Genesis Patient Portal to schedule an appointment or you can call the Appointment line at 913-684-6250 M-F 0700-1600. If it is determined that the service cannot be provided at Munson a referral will be sent to Health Net Federal Services.

**How long does it take for a referral/authorization to process?**
Referrals that get sent to Health Net Federal Services (HNFS) can take 3-5 business days to process, in some cases it can take longer if Health Net is requiring additional information.

**Where do I go to find out if my referral/authorization has been approved?**
To check a status on one or more of your referrals, visit https://www.tricare-west.com/content/hnfs/home/tw/bene/auth/check_auth_status.html.  Or you can call Health Net Federal Services at **844-866-9378.**
If a step by step guide is needed please visit, https://www.tricare-west.com/content/dam/hnfs/tw/bene/resources/pdf/Bene_Auth_Status_Tool.pdf.

**How do I add a dependent on the Tricare-West.com Portal?**
You can add all of your minor dependents to your portal by going to Tricare-West.com. Once Logged in, click on My Account in the upper right area of the screen, then on the next screen, on the left side under the My Account section, select add Dependents, once the add Dependents screen comes up, fill out the information required and select Add. If you have any issues you can contact HNFS at 844-866-9378.

**Where do I go to change my servicing provider on a referral/authorization?**
To make a change to a referral/authorization, you can call Health Net Federal Services at
**844-866-9378** or you can visit https://www.tricare-west.com/content/hnfs/home/tw/bene/auth/check_auth_status.html.
You can also visit, https://www.tricare-west.com/content/dam/hnfs/tw/bene/resources/pdf/Net_to_net_provider_change_guide.pdf, for a step by step guide on how to make these changes.

**What do I do if I haven't received a phone call from my authorized network provider that is listed on my referral?**
If you have not received a call from your authorized network provider, then you can call that providers office to schedule your appointment. If you need help locating your authorized network provider, then you can call Health Net at **844-866-9378** or login to your Tricare-West.com portal.

**I got a call from my authorized servicing provider and my authorization has not been faxed to their office, what do I do?**
First, if you can get a good fax number for the Network Servicing Provider, then you can call Health Net at 844-866-9378 and have them fax your authorization again.

**My authorized servicing provider called and stated they need a Doctors Order, what do I do?**
Please get a good fax number for that provider then you can call referral Management at 913-684-6332 and ask to have them fax the Doctors order to the authorized servicing provider. Don't forget to provide them with a good fax number. This is will help in speeding up the process.

**For more information please visit:**
Web Address: https://munson.tricare.mil/
Facebook: https://www.facebook.com/munsonhealth/
Youtube: https://www.youtube.com/channel/UCzm0zt1Q74tpsVFPmPYDjYw