

# REFERRAL MANAGEMENT ROADMAP

**DO YOU HAVE A REFERRAL?**

**NO**

Do you need a referral?

 Please call  
**1-800-404-4506**  
to schedule an appointment  
with your provider

**OR**

Send your health care  
team a message through  
MHS Genesis Patient Portal

**YES**

**Wait 3-5 Business Days**  
for your referral to be processed



Log on to TriWest  
or call **1-888-874-9378**

to view and make changes to your referral



**Call Specialty Care Provider to Schedule**

Specialty provider **WILL NOT** call you

**NEED TO CANCEL A REFERRAL?**



Log on to TriWest  
or call **1-888-874-9378**



TriWest Patient Portal

**Referral Expiration Dates**

**Audiology / Radiology**



**3 Months**



**Physical Therapy**  
**Behavioral Health**  
**Adjunctive Dental**



**6 Months**



**All Other  
Specialties**

**12 Months**