

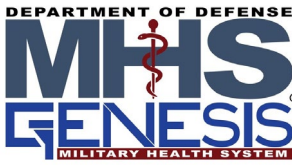
# Using the MHS Genesis Patient Portal

Submitting Messages to WAMC Referral Management

<https://my.mhsgenesis.health.mil/>



# Messaging Referral Management Staff



These instructions will assist patients on using the MHS Genesis Patient Portal to contact the WAMC Referral Management staff for referral questions.

- Messages received in the MHS Genesis Patient Portal will typically be responded to within 1-3 business days.
- At this time, you may not message from your account on behalf of someone else. Please call 910-643-2499 for assistance or walk-in between 0800-1600 to address your questions. Referral Management staff are located in PAD on the first floor, near the Rock Merritt Avenue entrance.

# Messaging WAMC Referral Management

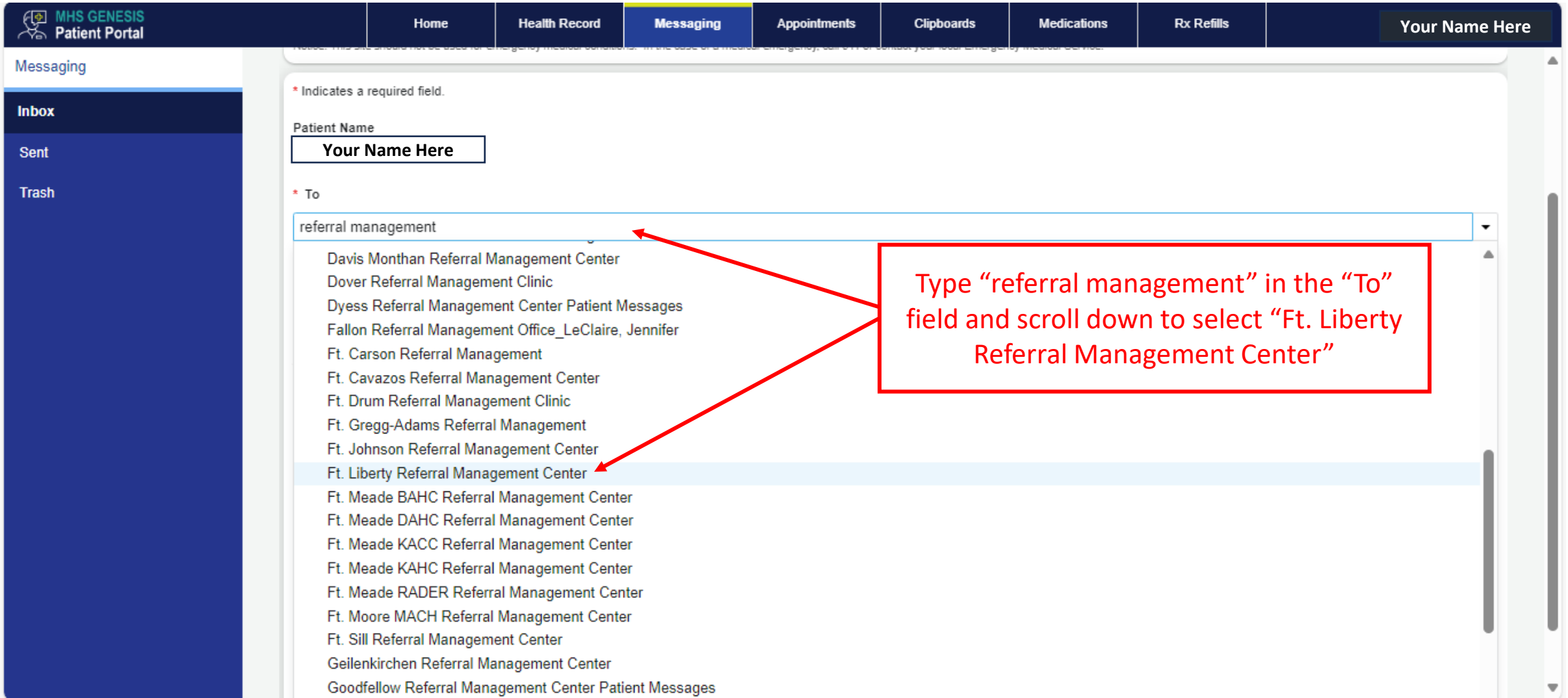


The screenshot shows the MHS GENESIS Patient Portal interface. At the top, a dark blue navigation bar contains the following tabs: Home, Health Record, **Messaging**, Appointments, Clipboards, Medications, Rx Refills, and Your Name Here. Below the navigation bar, there are three images showing healthcare interactions. A red arrow points from the 'Messages' tab in the navigation bar to the 'Messages' section on the page. The 'Messages' section displays 'Unread Messages (0)', an envelope icon, and the text 'No new messages'. Below this is a blue button labeled 'Send a Message'. A red box highlights this button with the text: 'Use Messaging tab at the top or select "Send a Message"'. Below the box, another red arrow points from the text 'From Messaging tab, select inbox or sent then "Send a Message"' to the 'Send a Message' button. The right sidebar contains a notification: 'You have an appointment starting in 5 days!' with an 'Options' dropdown. Below this are sections for 'Allergies' (No Known Allergies) and 'Latest Results' (Patient Viewable Results).

Use Messaging tab at the top or select "Send a Message"

From Messaging tab, select inbox or sent then "Send a Message"

# Messaging WAMC Referral Management



The screenshot shows the MHS GENESIS Patient Portal interface. The top navigation bar includes 'Home', 'Health Record', 'Messaging' (highlighted), 'Appointments', 'Clipboards', 'Medications', 'Rx Refills', and 'Your Name Here'. The left sidebar shows 'Messaging', 'Inbox', 'Sent', and 'Trash'. The main content area is titled 'Messaging' and contains a form with the following fields:

- Patient Name:** A text box containing 'Your Name Here'.
- To:** A dropdown menu with 'referral management' entered. A list of referral management centers is displayed below the dropdown, with 'Ft. Liberty Referral Management Center' highlighted. A red box with arrows points to this selection, containing the text: 'Type "referral management" in the "To" field and scroll down to select "Ft. Liberty Referral Management Center"'. Other centers in the list include Davis Monthan, Dover, Dyess, Fallon, Ft. Carson, Ft. Cavazos, Ft. Drum, Ft. Gregg-Adams, Ft. Johnson, Ft. Meade (BAHC, DAHC, KACC, KAHC, RADER), Ft. Moore MACH, Ft. Sill, Geilenkirchen, and Goodfellow.



# Messaging WAMC Referral Management

MHS GENESIS Patient Portal

Home Health Record **Messaging** Appointments Clipboards Medications Rx Refills Your Name Here

Messaging

Inbox

Sent

Trash

\* Indicates a required field.

Patient Name  
Your Name Here

\* To  
Ft. Liberty Referral Management Center x

Select a recipient

\* Subject  
[Empty text box]

Attachments Maximum file size is 25 MB  
Choose File No file chosen  
[Add another attachment](#)

\* Message  
[Empty text area]

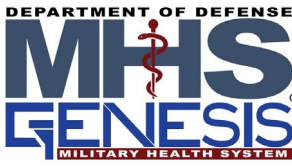
Send Cancel

Enter brief referral information in "Subject"  
For example: "Orthopedics" or "Off-base referral"

In the message, enter any questions or concerns regarding your referral submitted by your PCM. Add any additional information you feel may be helpful. Include the specialty type if not listed in the subject, and a phone number incase more information is needed to better serve you. When finished, select "Send"



# Additional Information on Referrals



Referrals that are accepted at WAMC are processed within 1-2 business days. Most specialty appointments can be scheduled by calling 910-907-APPT (2778).

Referrals that are deferred to the off-base network are processed within 3-5 business days and the patient will receive an authorization letter within 7-10 days with instructions on scheduling an appointment. You may call Humana Military at 1-800-444-5445 or visit <https://www.humanamilitary.com> using *Beneficiary Log In* after 3 business days if not contacted by WAMC for an appointment.

Additional information on Humana Military Beneficiary Self-Service can be found at:

<https://www.humanamilitary.com/beneficiary>

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