



28th Medical Group In-Processing Guide



Welcome to the 28th MDG!

Our Mission

Multi-Capable Medics generating total force readiness and high reliability healthcare

Our Vision

Comprehensive, integrated healthcare cultivating ready forces for global strike and nuclear deterrence



*Trusted Care, Anytime,
Anywhere*

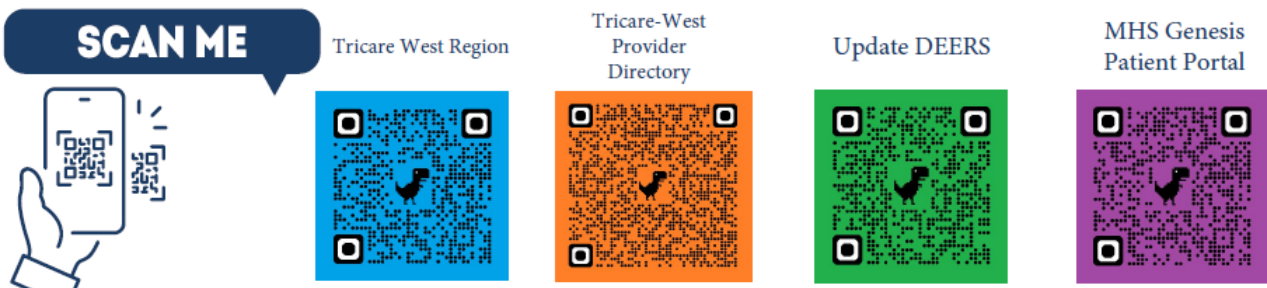
Medical In-Processing Checklist

Welcome to Ellsworth Air Force Base! Below, you will find a checklist of the items that you will need to complete for your medical group in-processing.

You MUST follow this checklist in the order listed below to prevent any delays.

- 1. Members must ensure their residential & mailing address is updated in DEERS first:**
<https://milconnect-pki.dmdc.osd.mil/milconnect/>
To ensure DEERS/TRICARE sync, members should use squadron address if in temporary lodging
- 2. Call TriWest to enroll with PCM;** provide Unit and UIC (Box 9 on orders, ex: FF...)
TriWest - 1 (888) 874-9378 ***Update enrollment information for Sponsor & any dependents
- 3. Review ASIMS/IMR for any overdue items; contact the MDG appointment line to schedule**
28 MDG Appointment Scheduling- (605) 385-6700
- 4. Dental:** Call or visit the dental clinic (385-3657) for a review of your IMR requirements.
- 5. Create MHS Genesis Patient Portal** <https://myaccess.dmdc.osd.mil/identitymanagement/app/login>
- 6. Create TriWest Beneficiary Patient Portal** tricare.triwest.com

For assistance with in-processing, please visit the 28 MDG Patient Administration Office between 0900-1100 M-F



Clinic Hours: Monday-Friday 0730-1630
****Training Day- 1st & 3rd Wednesday of the Month: Doors close at 1130****
Active-Duty Sick Call: Monday-Friday 0730-0745

To schedule an appointment:

Call the Appointment Line: 605-385-6700

NOTE: A referral is required for Active-Duty Service Members (ADSMs) to be seen at an urgent care clinic. Please call appointment line. Referral not required for emergency services (ER).

Services offered at the MTF

ADSM Only:

Optometry

Dental: 605-385-3657

Mental Health/ADAPT: 605-385-3656

Flight Medicine

ADSMs & ADFMs:

Diagnostic Imaging

Family Advocacy Program

Family Health

Immunizations

Laboratory

Pediatrics

Pharmacy

Physical Therapy

Public Health

Women's Health

Patient Advocate: Patient Advocates focus on your needs and helps to resolve concerns about the quality of your care. Each section has an assigned Patient Advocate that is available upon request.



Stay informed of 28th Medical Group happenings!

<https://www.facebook.com/28thMedicalGroup/>

<https://www.facebook.com/groups/368575116544329/>

<https://www.facebook.com/EllsworthAirForceBase/>

FAQ - How do I...?

Change my Primary Care Manager (PCM)?

Visit the Patient Admin office in the MDG to obtain a PCM change request form.
All ADSM requests must have justification and will be reviewed before approval.

Schedule/cancel an appointment?

Call appointment line – 605-385-6700
MHS Genesis Patient Portal –

Contact Mental Health?

Call Mental Health/ADAPT – 605-385-3656

Contact Pharmacy/refill medication?

Call Pharmacy & Refills – 605-385-6700, then option 2
<https://patientportal.mhsgenesis.health.mil>

Access medical services outside of clinic hours?

Call Nurse Advice Line – 1-800-874-2273

Access emergency medical services after hours?

Call 911 or go to nearest emergency room
Call Nurse Advice Line – 1-800-874-2273

File a civilian medical or dental claim?

TRICARE network providers are required to submit claims on your behalf
Call Beneficiary Counseling and Assistance Coordinator (BCAC) if you need assistance
– 605-385-3259/3341

Check the status of a claim?

<https://www.tricare.triwest.com> – “Beneficiary Login”, “Claim Status”

See co-payment/cost share/deductible fees for non-network care?

<https://tricare.mil> – “Costs”, “Copayments & Cost Shares”

See services in the local area?

<https://www.tricare.triwest.com> – “Network Provider Directory”

Get copies of medical records?

Contact Outpatient Records (OPR) – 605-385-3255
Visit Outpatient Records at the Medical Group

TRICARE Patient Guide: TriWest Portal & Managing Your Care

Bottom Line Up Front (BLUF):

To ensure seamless access to specialty care and track approved visits, all beneficiaries must maintain an active **TriWest Patient Portal** account.



1. Action Required: Access Your Portal Account

You need a portal account to manage care and verify authorizations *before* attending appointments.

- **Sign-in Portal:** <https://tricare-bene.triwest.com/signin>
- **Alternative Access:** tricare.mil/west
- **TriWest Call Center:** 1-888-TRIWEST (874-9378)

Note: Proactively connect with specialty providers to ensure your care plan is established.

2. Understanding Your Care: Referral vs. Authorization

You **must** have an **Authorization** before receiving specialty care to avoid unexpected out-of-pocket costs.

Referral / Order (The "Handshake")

What It Means: A formal request from your PCM or specialist for you to see another provider.

Authorization (The "Green Light")

What It Means: Official approval from TriWest confirming billing coverage and approved visits.

3. Important Information for Retirees

Please ensure your records are up to date to prevent any lapse in coverage.

Payment Method	Status & Action Required
Retirement Allotment	Payments should have transitioned automatically to TriWest. Verify your latest retirement statements to ensure the allotment is pulling correctly.
Bank Account / Credit Card	Immediate Action Required! If you pay via bank draft or card, your info did NOT transfer. Call 1-888-TRIWEST (874-9378) to update your payment details.

Retiree Checklist:

- Ensure your family or spouse's coverage is active in the new TriWest system.
- Update contact information in DEERS if you have moved or changed phone numbers.

4. Information for Beneficiaries Over Age 65

If you are Medicare age (over 65) and use **TRICARE For Life (TFL)**, please note:

- **Contract Change Impact:** This specific regional contract change to TriWest **does not affect** your TRICARE For Life coverage.
- **Medicare Part B Requirement:** You are still required to maintain Medicare Part B to keep your TRICARE for Life benefits active.
- **Eligibility:** Ensure your DEERS information is current to avoid any eligibility issues with Medicare and TFL coordination.

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28th Medical Group: Your Guide to the Referral Process

Bottom Line Up Front (BLUF):

Your provider is referring you to a specialist for off-base care. This guide explains the process from start to finish. Once your referral is approved by TriWest, it is **your responsibility** to call the specialist and schedule your appointment.

The Referral Process in 5 Steps

Step	Action
1. Your Provider Team	Your provider submits the referral request to the Referral Management Center (RMC).
2. RMC Review	The RMC reviews your referral and demographic information, then routes it to TriWest for approval.
3. TriWest Approval	TriWest reviews, accepts, and assigns your referral to a network provider. You will receive an authorization letter in your TriWest patient portal at https://tricare.triwest.com .
4. Your Responsibility	You must call the specialty provider listed on your authorization letter to schedule your appointment.
5. Follow-Up	If you have checked your portal and do not see an authorization within 72 hours, please call TriWest at 1-888-874-9378 or the 28 MDG RMC at (605) 385-3218 .

Key Reminders & Patient Responsibilities

- **You Schedule the Appointment:** It is your responsibility to book your own specialty care appointments.
- **Keep DEERS Updated:** Your care may be delayed or denied if your contact information in DEERS is incorrect. Update it at www.tricare.mil/DEERS or call **1-800-538-9552**.
- **Referral Policy:**
 - TRICARE Prime **Active Duty Members** must have a referral/authorization for all Urgent Care and Specialty Care Visits.
 - TRICARE Prime **Family Members** require a referral/authorization for all Specialty Care Visits.
- **Referral Validity:** Referrals are valid for up to **1 year** for family members and **6 months** for Active Duty personnel.
- **Travel Reimbursement:** If you are a Prime beneficiary referred to a specialist more than 100 miles from your PCM, you may be entitled to travel reimbursement. Please contact the Patient Travel Office for guidance.

Helpful Contacts & Resources

28 MDG Appointment Line: (605) 385-6700

Referral Management Center (RMC): (605) 385-3218

Medical Records / Info Release: (605) 385-3334

TriWest Healthcare Alliance: 1-888-874-9378

Essential Web Links

Resource	Link
Check Referral Status	https://tricare.triwest.com
TriWest Provider Directory	https://tricare.triwest.com/provider-directory
Update Your DEERS Info	https://www.tricare.mil/deers
MHS Genesis Patient Portal	https://patientportal.mhsgenesis.health.mil

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MHS GENESIS Patient Portal

MHS GENESIS is the new secure patient portal for TRICARE. It will eventually deploy to all military medical and dental facilities worldwide and replace the TOL Patient Portal.

MHS GENESIS Features

With the MHS GENESIS Patient Portal, you'll have a direct view and 24/7 access into your current medical and dental health records.

- View, download and transmit your health data
- Book or cancel appointments
- Request prescription refills
- View clinic notes and certain laboratory/test results
- Exchange messages with your health care team
- Complete a pre-visit, dental health history questionnaire online (active duty only)
- Look up health information related to your health concerns, results, and prescriptions

What You Need to do to Use MHS GENESIS

Save the new portal location: <https://patientportal.mhsgenesis.health.mil>

- Login with a DS Premium Level 2 Account
- Remember your username and password

As soon as your record is created, you'll be able to see your health data in MHS GENESIS.

Using a DS Logon

Many TRICARE secure online patient services, including the MHS GENESIS and TOL patient portals, require a DS logon account through the Defense Manpower Data Center (DMDC). The DS Logon user ID and password ensures your personal and health information is secure while allowing you the convenience of online access to your health information and self-service tools.

To sign up* for a DS Logon account, visit the [DS Logon Help Center](https://myaccess.dmdc.osd.mil/identitymanagement/help.do?execution=e1s1):
<https://myaccess.dmdc.osd.mil/identitymanagement/help.do?execution=e1s1>

TRICARE does not manage the DS Logon program. For technical issues and support with DS Logon, contact the DMDC Support Center at (800) 538-9552.