

In Progress |



Action Needed |



Chat Support

X



Hi Jennifer, I'm Magellean, your MyReferral Navigator assistant.



How can I help you? Please describe your question in a full sentence to help me best direct you.

How can we help?

Send



Chat Support

X



Hi Jennifer, I'm Magellean, your MyReferral Navigator assistant.



How can I help you? Please describe your question in a full sentence to help me best direct you.



Why does my referral need to be processed when it was already ordered by my doctor?

How can we help?

Send



Chat Support



Hi Jennifer, I'm Magellean, your MyReferral Navigator assistant.



How can I help you? Please describe your question in a full sentence to help me best direct you.



Why does my referral need to be processed when it was already ordered by my doctor?



Your referral must be reviewed and authorized by your insurance to determine whether it will be covered.

How can we help?

Send



Chat Support

X



How can I help you? Please describe your question in a full sentence to help me best direct you.

J

Why does my referral need to be processed when it was already ordered by my doctor?



Your referral must be reviewed and authorized by your insurance to determine whether it will be covered.



Is there anything else I can help you with?

How can we help?

Send



Chat Support



J

Why does my referral need to be processed when it was already ordered by my doctor?



Your referral must be reviewed and authorized by your insurance to determine whether it will be covered.



Is there anything else I can help you with?

J

No thanks

How can we help?

Send



Chat Support

X



Is there anything else I can help you with?

J

No thanks



Ok, I'll share some resources that may help in the meantime.

Read our Referral FAQ

Start an Estimate

About Patient Care

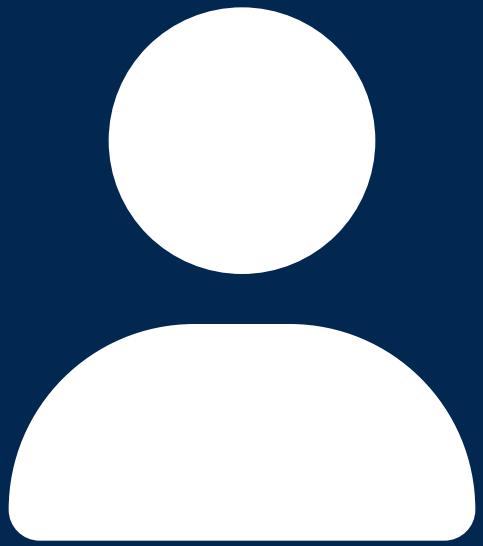
How can we help?

Send

Add Preferences

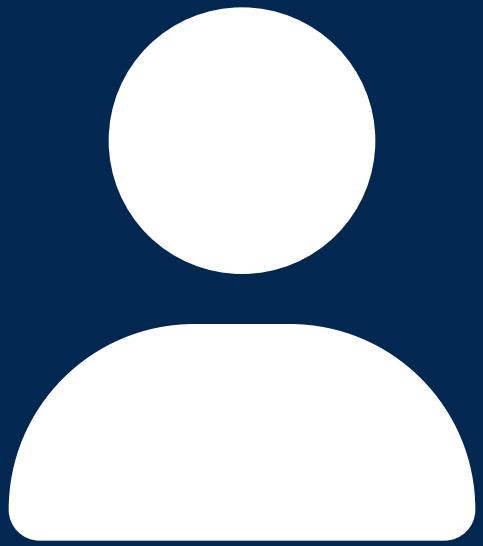
Apply Preferences

Confirm appointment



Scenario

- Jennifer is seeking an oncological referral.
- She is anxious based on previous healthcare interactions where the process and her insurance coverage have been difficult to understand.
- Jennifer values communication from her doctors.
- Jennifer is looking at her referral for the first time.



Scenario

Jennifer receives a text alert via her mobile phone that her oncological referral has been created.

9:41



9:41

Wednesday, March 13



MyReferral Navigator

now

A new referral has been added for you. Click
to view.



11:59

32%

◀ Messages

<https://www.myreferralnavigator.com/jenn...>



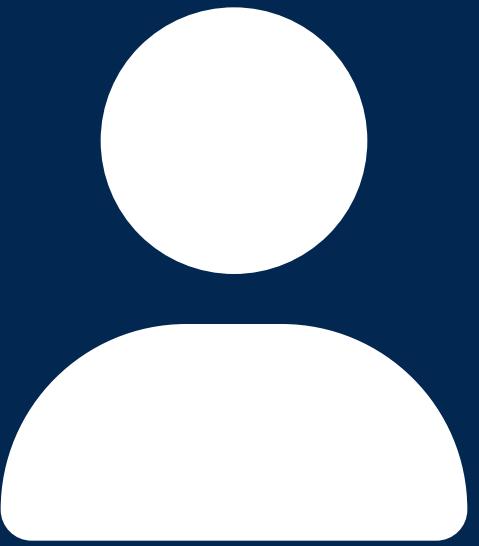
Welcome to **MyReferral Navigator**

**UC DAVIS
HEALTH**



52

...



Scenario

After initially scanning her referral on mobile, Jennifer logs into her referral once back at her desktop to complete the required actions needed to orient to and progress it.



A referral was ordered for you. See details in MyReferral Navigator by UC Davis Health.

11:45

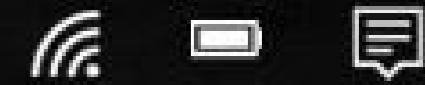
Wednesday, March 13

Team Meeting

9:00 AM - 10:00 AM

✉ 12

📅 13





Your Referral Progress

Action Needed | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling

Referrals

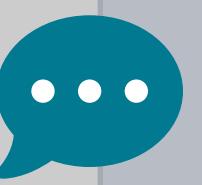
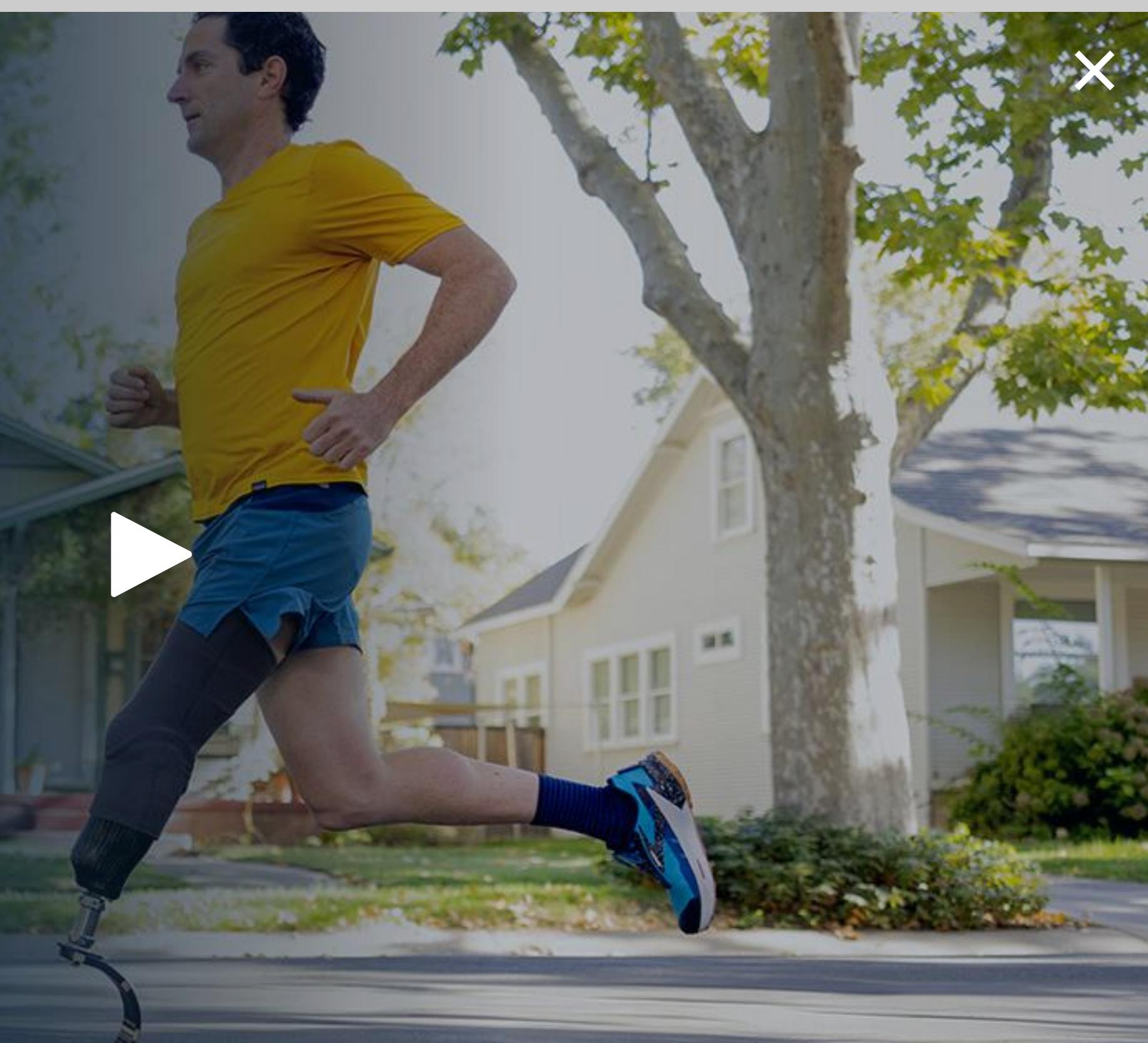
Process



Our Referral Process

A Step-by-Step Guide

Referrals





Your Referral Progress

Action Needed | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received



Processing

Medical Review

Scheduling

[Learn more about our referral process](#)

Referral Details

Processing



March 13, 2024 | 10:56 AM

Documents are requested. [See more details.](#)

Referral Received



March 13, 2024 | 10:54 AM

Heather Joy Bevan, M.D. has ordered a referral to Oncology for you.



March 13, 2024 | 10:40 AM

Your insurance pre-authorization has been completed.





Your Referral Progress

● In Progress | Pending Internal Triage | [Jump to details ↓](#)

+/- Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling

i [Learn more about our referral process](#)

Referral Details

Processing



March 13, 2024 | 1:13 AM

We're reviewing your documents. We expect to finish processing them in 48 hours or less. We'll reach out if we have any questions.

We have everything we need from you.



March 13, 2024 | 10:56 AM

Documents are requested. [See more details.](#)

March 13, 2024 | 1:09 PM

Jennifer uploaded a document.

March 13, 2024 | 1:12 PM





Your Referral Progress

● In Progress | Pending Internal Triage | [Jump to details ↓](#)

+/- Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling



i [Learn more about our referral process](#)

Referral Details

Processing



March 14, 2024 | 8:24 AM

After a review of your insurance, we are confirming the details of your plan with Kaiser Permanente.



March 13, 2024 | 1:13 AM

We're reviewing your documents. We expect to finish processing them in 48 hours or less. We'll reach out if we have any questions.

We have everything we need from you.



March 13, 2024 | 10:56 AM

Documents are requested. [See more details.](#)

March 13, 2024 | 1:09 PM





5 days later



Your oncology referral was updated. See details in MyReferral Navigator by UC Davis Health.

11:45

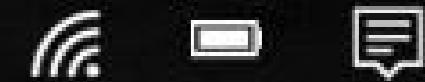
Tuesday, March 19

Team Meeting

9:00 AM - 10:00 AM

✉ 12

📅 13





Your Referral Progress

Ready to Schedule | Action Needed | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review



Scheduling

[Learn more about our referral process](#)

Referral Details

Scheduling



March 18, 2024 | 8:06 AM

Your referral is ready to schedule please complete your provider preferences, so you can be matched with a specialist.

[Add Preferences](#)

Medical Review



March 15, 2024 | 8:05 AM

Your referral was reviewed for medical necessity.





Your Referral Progress

Ready to Schedule | Action Needed | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling



Add Your Provider Preferences

X

Select your preferred details to help match you with a specialist.

Gender

No preference



Language

English



Apply Preferences

Medical Review

March 15, 2024 | 8:05 AM

Your referral was reviewed for medical necessity.





Your Referral Progress

Ready to Schedule | Action Needed | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling



Add Your Provider Preferences

×



Success! Your preferences have been applied.

What's next? A provider will be recommended in your referral details or you may be asked to call to schedule.

Close

Med



March 15, 2024 | 8:05 AM

Your referral was reviewed for medical necessity.





Your Referral Progress

Ready to Schedule | Action Needed | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling



[Learn more about our referral process](#)

Referral Details

Scheduling



March 19, 2024 | 12:25 PM

A provider with availability matching your preferences has been selected. Confirm the appointment to schedule or call our Patient Care Center for assistance: [800-282-3284](#).



Hui (Amy) Chen, M.D.

[View profile →](#)

Appointment date | April 10

Arrive by 12:45 pm

UC Davis Comprehensive Cancer Center

[Confirm appointment](#)

[Select a different specialist](#)



March 19, 2024 | 12:10 PM

Your provider preferences have been added.





Your Referral Progress

Scheduled | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling

[Learn more about our referral process](#)

Referral Details

Scheduling



March 19, 2024 | 12:30 PM

Your appointment has been confirmed. If you have any questions before your appointment, one of our team members in the Patient Contact Center will be happy to help you: [800-282-3284](tel:800-282-3284).

[+ Add to calendar](#)

Would you like to share anything with Hui (Amy) Chen, M.D. in advance?

She will be able to review it before your appointment.

Type your optional response here.



March 19, 2024 | 12:25 PM

A provider with availability matching your preferences has been selected. Confirm the appointment to





Your Referral Progress

Scheduled | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling

[Learn more about our referral process](#)

Referral Details

Scheduling



March 19, 2024 | 12:35 PM

We're preparing an estimate of your anticipated statement for your upcoming visit.



March 19, 2024 | 12:30 PM

Your appointment has been confirmed. If you have any questions before your appointment, one of our team members in the Patient Contact Center will be happy to help you: [800-282-3284](tel:800-282-3284).

[+ Add to calendar](#)

Would you like to share anything with Hui (Amy) Chen, M.D. in advance?

She will be able to review it before your appointment.

Type your optional response here.





15 days later



Your oncology referral estimate has been added. See details in MyReferral Navigator by UC Davis Health.

11:45

Wednesday, April 3

Team Meeting

9:00 AM - 10:00 AM

✉ 12

📅 13





Your Referral Progress

Scheduled | [Jump to details ↓](#)

Oncological consultation from Heather Joy Bevan, M.D. | March 13, 2024



Referral Received

Processing

Medical Review

Scheduling

[Learn more about our referral process](#)

Referral Details

Scheduling



April 3, 2024 | 7:30 AM

An estimate for your upcoming appointment has been prepared.

If you have any questions about your anticipated statement one of our team members in the Patient Contact Center will be happy to help you: [800-282-3284](#).

[Download estimate](#)



March 19, 2024 | 12:30 PM

Your appointment has been confirmed. If you have any questions before your appointment, one of our team members in the Patient Contact Center will be happy to help you: [800-282-3284](#).

[+ Add to calendar](#)

Would you like to share anything with Hui (Amy) Chen, M.D. in advance?

She will be able to review it before your appointment.

