





Authorization Status Tool

Check status and view/print determination letters

Health Net Federal Services, LLC (HNFS) offers providers an easy way to view authorization details with our secure, online Authorization Status tool.

This tool is for providers registered at www.tricare-west.com.

Key features:

- Check referral and authorization status.
- Print determination letters.

Providers:

- Use the Authorization Status tool whether you submit requests through CareAffiliate® or our Web Authorization/ Referral Form (WARF).
- We automatically fax authorization letters to the referring and servicing providers.

Step 1:

Go to the provider portal at www.tricare-west.com. Under the Secure Tools section, select "Authorization Status." If you are not already logged in, you will be directed to do so.



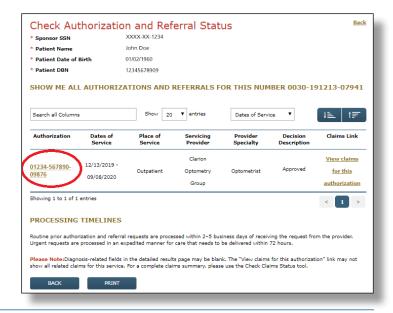
Step 2:

Search by Social Security number (SSN) or Department of Defense Benefits Number (DBN) and enter in the required information. You may search for a date range or an exact authorization number. Then click "Search."



Step 3:

Once you locate the authorization you'd like to view, click on the authorization number to view details.



Step 4:

The details page will show you the authorization status (approved, pended/pending, canceled or denied). This page will also give you an option to view the authorization letter. Click on "View authorization letter" to view and/or print the determination letter from HNFS. The option to view or print an authorization letter will only exist if one has been generated.



End of Guide