

Read the latest TRICARE West Region updates from HNFS!



# In Case You Missed it

TRICARE® West Region e-Updates

November 2024

- 1. A new TRICARE West Region contract starts Jan. 1, 2025.** With this, your West Region contractor will change from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest). During this year's TRICARE Open Season, which runs Nov. 11-Dec. 10, 2024, you'll need to [contact TriWest](#) to make plan changes that are effective on Jan. 1. If you need to make an enrollment change because of a qualifying life event that happens this year, we can help you. Learn more at [www.tricare.mil/openseason](http://www.tricare.mil/openseason).
- 2. Download our new TRICARE West Region transition contact reference guides.** HNFS is honored to continue providing exceptional service throughout the transition period and remainder of our contract. HNFS offers these guides to help you understand which contractor can help you with your TRICARE-related questions. Check them out today!
- 3. Are you looking for a new provider?** You can continue to search [HNFS' network directory](#) through the end of this year. Keep in mind, if you need to find out which providers will be in-network beginning Jan. 1, 2025, you'll need to check [TriWest's directory](#).
- 4. Do you have active referrals or authorizations issued by HNFS?** How you get care won't change for the rest of 2024. But you might have questions about what will happen in 2025, especially if you are getting care that may continue into next year. Learn more about [what to expect starting Jan. 1](#).
- 5. Your use of Beneficiary Web Enrollment will be limited Oct. 2-Dec. 31, 2024.** If you are already enrolled in a TRICARE health plan, you won't be able to make any health plan updates [online in milConnect via Beneficiary Web Enrollment](#). This outage allows the Defense Health Agency and regional contractors to transfer beneficiary enrollment in DEERS. If you need to change your primary care manager or your health plan due to a QLE, please [contact us](#). If you need to change your plan during TRICARE Open Season, please [contact TriWest](#).
- 6. Did you know?** You'll be able to access our complete suite of web-based tools at [www.tricare-west.com](http://www.tricare-west.com) through Dec. 31, 2024. Please note: We'll be limiting our web content on Jan. 1, 2025. We'll keep you informed as to what tools will remain available during our contract transition out period.
- 7. During cold and flu season, consider your virtual care options.** When you're ill, you may not feel comfortable going into a doctor's office. Visit our [Telehealth Options](#) page or use the "telemedicine" filter in our [provider directory](#) to find providers who offer telehealth care services. TRICARE referral requirements for telehealth are the same as with in-person care.
- 8. Resources to quit.** November 19 is [Great American Smokeout day](#), so join other quitters and use this day as your quit day. Prepare yourself by developing a quit plan with our [Time to Quit](#) self-paced online program or listen to our [Preparing to Quit Tobacco](#) recorded teleclass. Our [Tobacco Cessation Resources page](#) has information on covered benefits, tobacco cessation aids, and the Department of Defense's [YouCanQuit2](#) campaign.
- 9. Prevent and manage diabetes.** [Diabetes](#) is a risk factor for developing heart disease. View our [Essentials of Diabetes Management recorded class](#) to learn how to manage diabetes with medications, monitoring, meal planning, and movement. Learn how to make small lifestyle changes that can have a big impact on your heart and health.

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