

TRICARE® West Region Transition

Contact Reference Guide from Health Net Federal Services



New TRICARE contracts start on Jan. 1, 2025. With this, your TRICARE West Region regional contractor will change from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest). HNFS offers this guide to help you understand which contractor can help you with your TRICARE-related questions.

Health Net Federal Services	TriWest												
Health care delivery													
Health care delivery by HNFS ends Dec. 31, 2024	Health care delivery by TriWest starts Jan. 1, 2025												
How to contact													
www.tricare-west.com	www.tricare.mil/west												
<table border="1"> <tr> <td>All online services</td> <td>Through Dec. 31, 2024</td> </tr> <tr> <td>Limited services</td> <td>Through June 30, 2025 (see below for details)</td> </tr> </table>	All online services	Through Dec. 31, 2024	Limited services	Through June 30, 2025 (see below for details)	<table border="1"> <tr> <td>Secure online option to set up 2025 enrollment payments</td> <td>As of Oct. 7, 2024</td> </tr> <tr> <td>TriWest's provider directory</td> <td>As of Nov. 1, 2024</td> </tr> <tr> <td>Secure beneficiary portal</td> <td>As of Nov. 11, 2024</td> </tr> <tr> <td>All online services</td> <td>Beginning Jan. 1, 2025</td> </tr> </table>	Secure online option to set up 2025 enrollment payments	As of Oct. 7, 2024	TriWest's provider directory	As of Nov. 1, 2024	Secure beneficiary portal	As of Nov. 11, 2024	All online services	Beginning Jan. 1, 2025
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<p>1-844-866-WEST (1-844-866-9378)</p> <table border="1"> <tr> <td>All support <i>except</i> 2025 enrollment (Open Season)</td> <td>Through Dec. 31, 2024</td> </tr> <tr> <td>Claims support for dates of service before Jan. 1, 2025</td> <td>Through March 30, 2025</td> </tr> </table>	All support <i>except</i> 2025 enrollment (Open Season)	Through Dec. 31, 2024	Claims support for dates of service before Jan. 1, 2025	Through March 30, 2025	<p>1-888-TRIWEST (1-888-874-9378)</p> <table border="1"> <tr> <td>Support for 2025 enrollment only</td> <td>Beginning Nov. 11, 2024 (start of Open Season)</td> </tr> <tr> <td>Full call center</td> <td>Beginning Jan. 1, 2025 (see "Check Claim Status" below for exception)</td> </tr> </table>	Support for 2025 enrollment only	Beginning Nov. 11, 2024 (start of Open Season)	Full call center	Beginning Jan. 1, 2025 (see "Check Claim Status" below for exception)				
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Claims support for dates of service before Jan. 1, 2025	Through March 30, 2025												
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Full call center	Beginning Jan. 1, 2025 (see "Check Claim Status" below for exception)												

Topic	Date of Service/Incident	Contact or Submission Date	Who to Contact
General Inquiries	N/A	Through Dec. 31, 2024	HNFS
	N/A	On or after Jan. 1, 2025	TriWest
Appeals (Authorizations)	Through Dec. 31, 2024	Through Dec. 31, 2024	HNFS
	Through Dec. 31, 2024	On or after Jan. 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Appeals (Claims)	Through Dec. 31, 2024	Through April 30, 2025	HNFS
	Through Dec. 31, 2024	On or after May 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Claims Status	Through Dec. 31, 2024	Submitted to HNFS by April 30, 2025	HNFS*
	Through Dec. 31, 2024	Submitted to TriWest on or after May 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Claims Submission	Through Dec. 31, 2024	Through April 30, 2025	HNFS
	Through Dec. 31, 2024	On or after May 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest

continued

Topic	Date of Service/Incident	Contact or Submission Date	Who to Contact
Enrollment Inquiries	Enrollment payments due or plan changes effective before Jan. 1, 2025	Through Dec. 31, 2024	HNFS
	Enrollment payments due on or after Jan. 1, 2025	On or after Oct. 7, 2024 (web) or Nov. 11, 2024 (phone)	TriWest
	Enrollment changes effective on or after Jan. 1, 2025	During Open Season (Nov. 11-Dec. 10, 2024)	TriWest
Provider Networks	Care rendered through Dec. 31, 2024	Through Dec. 31, 2024	HNFS
	Care rendered on or after Jan. 1, 2025	On or after Nov. 11, 2024 <i>(TriWest's directory available as of Nov. 1, 2024)</i>	TriWest
Referral and Authorization Submissions	Care initiated by Dec. 31, 2024	Through Dec. 31, 2024	HNFS**
		On or after Jan. 1, 2025	TriWest
	Care initiated on or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Referral and Authorization Status	Through Dec. 31, 2024	Through Dec. 31, 2024	HNFS***
		On or after Jan. 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest

* Claims status through HNFS available by phone through March 30, 2025, and at HNFS' tricare-west.com website through June 30, 2025. TriWest will handle all claims status inquiries regardless of date of service beginning May 1, 2025.

** Any unprocessed requests as of Jan. 1, 2025, will be transferred to TriWest, as appropriate, for processing.

*** Referral/authorization status available by phone through Dec. 31, 2024, and at HNFS' tricare-west.com website through Jan. 31, 2025.

Frequently Asked Questions

Find answers to frequently asked questions about the TRICARE contract transition at www.tricare.mil/changes and www.tricare-west.com/go/transition.