

# 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 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												
<b>Health care delivery</b>													
Health care delivery by HNFS ends Dec. 31, 2024	Health care delivery by TriWest starts Jan. 1, 2025												
<b>How to contact</b>													
<a href="http://www.tricare-west.com">www.tricare-west.com</a>	<a href="http://www.tricare.mil/west">www.tricare.mil/west</a>												
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<p><b>1-844-866-WEST (1-844-866-9378)</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">All support <i>except</i> 2025 enrollment (Open Season)</td> <td style="padding: 5px;">Through Dec. 31, 2024</td> </tr> <tr> <td style="padding: 5px;">Claims support for dates of service before Jan. 1, 2025</td> <td style="padding: 5px;">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><b>1-888-TRIWEST (1-888-874-9378)</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Support for 2025 enrollment only</td> <td style="padding: 5px;">Beginning Nov. 11, 2024 (start of Open Season)</td> </tr> <tr> <td style="padding: 5px;">Full call center</td> <td style="padding: 5px;">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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I Need To ...	Which Contractor and When
<b>General</b>	
Ask a general question about TRICARE	<ul style="list-style-type: none"> <li>Contact <b>HNFS</b> through Dec. 31, 2024</li> <li>Contact <b>TriWest</b> beginning Jan. 1, 2025</li> </ul>
<b>Enrollment</b>	
Enroll in TRICARE or make an enrollment change	<ul style="list-style-type: none"> <li>If you have a qualifying life event (QLE) prior to Jan. 1, 2025, contact <b>HNFS</b> through Dec. 31, 2024</li> <li>If it’s during TRICARE Open Season (Nov. 11-Dec. 10, 2024) or you have a QLE on or after Jan. 1, 2025, contact <b>TriWest</b></li> </ul>
Make an enrollment payment/set up automatic payments	<ul style="list-style-type: none"> <li>If your enrollment payment is due before Jan. 1, 2025, contact <b>HNFS</b> through Dec. 31, 2024</li> <li>If your enrollment payment is due on or after Jan. 1, 2025, contact <b>TriWest</b></li> </ul> <p><i>IMPORTANT: If you currently pay via credit card or electronic funds transfer, you will need to re-establish these payments with TriWest. HNFS cannot transfer confidential credit card or banking information.</i></p>
Change my primary care manager	<ul style="list-style-type: none"> <li>If the change will be effective before Jan. 1, 2025, contact <b>HNFS</b> through Dec. 31, 2024</li> <li>If the change will be effective on or after Jan. 1, 2025, contact <b>TriWest</b> after Jan. 1, 2025</li> </ul>

I Need To ...	Which Contractor and When
<b>Provider Network</b>	
<b>Find a provider or check if a provider is in the TRICARE network</b>	<ul style="list-style-type: none"> <li>• If the provider will render services prior to Jan. 1, 2025, check <b>HNFS'</b> directory through Dec. 31, 2024</li> <li>• If the provider will render services on or after Jan. 1, 2025, check <b>TriWest's</b> directory (available as of Nov. 1, 2024)</li> </ul>
<b>Get added as a TRICARE provider</b>	<ul style="list-style-type: none"> <li>• Check <b>HNFS'</b> website for details about adding providers to existing groups or becoming non-network certified through Dec. 31, 2024</li> <li>• Contact <b>TriWest</b> about joining the TriWest West Region network (to provide care on or after Jan. 1, 2025)</li> </ul>
<b>Claims</b>	
<b>Submit a claim</b>	<ul style="list-style-type: none"> <li>• If the date of service is before Jan. 1, 2025, submit to <b>HNFS</b> through April 30, 2025</li> <li>• If the date of service is on or after Jan. 1, 2025, submit to <b>TriWest</b></li> <li>• Submit to <b>TriWest</b> regardless of date of service beginning May 1, 2025</li> </ul>
<b>Check claim status</b>	<ul style="list-style-type: none"> <li>• If the date of service is before Jan. 1, 2025, and the claim was submitted to HNFS by April 30, 2025, check with <b>HNFS</b>: <ul style="list-style-type: none"> <li>• By phone through March 30, 2025</li> <li>• Online through June 30, 2025</li> </ul> </li> <li>• If the date of service is before Jan. 1, 2025, and the claim was submitted to TriWest on or after May 1, 2025, check with <b>TriWest</b></li> <li>• If the date of service is on or after Jan. 1, 2025, check with <b>TriWest</b></li> <li>• Check with <b>TriWest</b> regardless of date of service beginning May 1, 2025</li> </ul>
<b>Appeal a denied claim</b>	<ul style="list-style-type: none"> <li>• If the date of service is before Jan. 1, 2025, submit to <b>HNFS</b> through April 30, 2025</li> <li>• If the date of service is on or after Jan. 1, 2025, submit to <b>TriWest</b></li> <li>• Submit to <b>TriWest</b> regardless of date of service beginning May 1, 2025</li> </ul>
<b>Referrals/Authorizations</b>	
<b>Submit a referral or authorization request</b>	<ul style="list-style-type: none"> <li>• If it's before Jan. 1, 2025, submit to <b>HNFS</b> <i>(Any unprocessed requests as of Jan. 1 will be transferred to TriWest, as applicable, for processing.)</i></li> <li>• If it's on or after Jan. 1, 2025, submit to <b>TriWest</b></li> </ul>
<b>Check referral or authorization status</b>	<ul style="list-style-type: none"> <li>• If it's before Jan. 1, 2025, check with <b>HNFS</b></li> <li>• If it's on or after Jan. 1, 2025, check with <b>TriWest</b> <ul style="list-style-type: none"> <li>• TriWest will accept HNFS-issued referrals and pre-authorizations through their expiration date or June 30, 2025, whichever comes first</li> <li>• TriWest will accept Autism Care Demonstration referrals and pre-authorizations through the date issued by HNFS</li> </ul> </li> </ul> <p><i>Note: HNFS' Check Authorization Status tool will remain on <a href="http://www.tricare-west.com">www.tricare-west.com</a> through Jan. 31, 2025.</i></p>
<b>Appeal a denied authorization</b>	<ul style="list-style-type: none"> <li>• If it's before Jan. 1, 2025, submit to <b>HNFS</b></li> <li>• If it's on or after Jan. 1, 2025, submit to <b>TriWest</b></li> </ul>
<b>Website</b>	
<b>Access my secure portal</b>	<ul style="list-style-type: none"> <li>• Access some <b>HNFS</b>-specific secure tools at <a href="http://www.tricare-west.com">www.tricare-west.com</a> past Dec. 31, 2024, including: <ul style="list-style-type: none"> <li>• Authorization status (through Jan. 31, 2025)</li> <li>• Claims status (through June 30, 2025)</li> </ul> </li> <li>• Visit <a href="http://www.tricare.mil/west">www.tricare.mil/west</a> for information on <b>TriWest's</b> secure portal</li> </ul>

## Frequently Asked Questions

Find answers to frequently asked questions about the TRICARE contract transition at [www.tricare.mil/changes](http://www.tricare.mil/changes) and [www.tricare-west.com/go/transition](http://www.tricare-west.com/go/transition).