



In Case You Missed it

TRICARE® West Region e-Updates

September 2024

- 1. A new TRICARE West Region contract is scheduled to start Jan. 1, 2025.** With this, the TRICARE West Region contractor will change from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest). Additionally, **six states are moving** from the East Region to the West Region. HNFS is honored to continue providing exceptional service throughout the transition period and remainder of our contract. For more information, please review our [frequently asked questions](#) (FAQ). Also check out www.tricare.mil/changes and TRICARE's [FAQ page](#).
- 2. Check the Defense Enrollment Eligibility Reporting System (DEERS) to confirm your information is current.** Keeping information in DEERS up to date is an important step in making sure you can use your TRICARE benefit if and when you need it. It also will help make sure you don't miss important communications about your TRICARE benefit and upcoming changes. Learn more at www.tricare.mil/DEERS.
- 3. You have access to mental health care.** Taking care of your mental health is just as important as your physical health. With TRICARE, **you have options** to keep your mental health care on track. You can easily search for mental health providers in our [Network Provider Directory](#). If you are not comfortable going into an office setting, or simply prefer receiving care remotely, we have a network of providers who offer [telemental health care](#). If you or someone you know needs support now, call or text 988 or chat at 988Lifeline.org. 988 connects you with a trained crisis counselor who can help.
- 4. Use our self-service automated phone system to get the information you need.** HNFS offers a variety of self-service tools so you can easily access your TRICARE information. While many of these tools are [online](#), don't forget you can also use our automated self-service telephone system at any time, 24/7. Need to check your eligibility, make an enrollment payment, locate a provider, or review your authorization/ referral status? Simply [contact us and use the self-service phone prompts](#) to get started.
- 5. Speech therapy options include telehealth.** The start of a new school year is a time full of excitement, growth, and new challenges. If during a regular pediatric exam or through a school recommendation, your child is referred for speech therapy, we're here to help. TRICARE covers [speech therapy](#). You'll need a referral or prescription before obtaining services. In the TRICARE West Region, HNFS' provider network includes virtual speech therapy options. Visit our [Telehealth Options](#) page to learn more.
- 6. Learn more about medical claims and reimbursements.** While all TRICARE network providers have agreed to file claims for TRICARE patients, there may be situations – such as getting care while traveling – that will require you to file a claim with TRICARE to get reimbursed. The Defense Health Agency offers [helpful tips about the claims and reimbursement process](#).
- 7. Take caution to protect your personal information.** Keeping your personal information safe is important to avoid identity theft and other personal issues. You can safeguard your information by being alert and careful when conducting transactions via phone, email, text, etc. Keep in mind, TRICARE and its contractors will never call to ask for payment, your personal identifying information, or your health information. You should never share personal or financial information with someone you don't know. If you suspect you are or have been targeted, please [report any suspicious activity](#).
- 8. Well-child care for your newborn.** Newborn screenings are essential for a child's long-term health because they help detect conditions early. This early detection allows doctors to start treatment right away, giving each child the best chance for a healthy future. Learn more about TRICARE coverage at www.tricare.mil/newborn.
- 9. Check out HNFS resources for your mental health.** In support of National Suicide Prevention Month, HNFS reminds you we offer recorded classes on anxiety, depression and stress management. Visit our [Learning Center](#) for details. Also check out our [Health Topics](#) section for additional resources.
- 10. Make long-term healthy changes!** Do you ever get distracted from your health goals? Whenever you get off track, the skills learned in our online class can help you be successful at making and maintaining healthy changes. Register for our next [Making Healthy Changes for Life](#) webinar on November 13. If classes aren't for you, try our [Assessing Your Readiness for Healthy Change](#) online program to determine your level of readiness for change.