

Check out the latest news from HNFS!



HEALTH NET
FEDERAL SERVICES
A Wholly-Owned Subsidiary of Centene Corporation

In Case You Missed it

TRICARE® West Region e-Updates

November 2024

- 1. On Jan. 1, 2025, the TRICARE West Region contractor will change from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest).** 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](#). **New!** Check out our [contact reference guides](#) so you'll know which contractor to connect with during the transition period.
- 2. Need to make a change to your network provider group?** Please keep in mind that HNFS is no longer accepting new network practitioner additions or new facility locations for those groups that we credential. This is due to the upcoming West Region contract transition. Visit our "[Become a TRICARE Provider](#)" page for more details.
- 3. Do you have active referrals or authorizations issued by HNFS?** How your TRICARE patients get care won't change for the rest of 2024. But you or your patients might have questions about what will happen in 2025—especially for your patients who have active referrals. [Learn more about what to expect](#). (Continue to submit referral and pre-authorization requests to HNFS through Dec. 31, 2024.)
- 4. Continue to use HNFS' self-service tools for your TRICARE business.** [HNFS offers many online tools](#) that offer the same information you would get by calling us. You'll be able to access our complete suite of web-based tools 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.
- 5. Encourage flu and COVID-19 vaccines.** With flu season approaching, remind patients the COVID-19 vaccine does not protect against the flu, and that the flu vaccine and COVID-19 vaccine can be given together. Get the latest Centers for Disease Control Prevention (CDC) recommendations by visiting the [CDC website](#). Encourage your patients to protect themselves this fall and winter season.
- 6. Be sure to submit timely consultation reports.** If you are treating a TRICARE patient who was referred by a military hospital or clinic, you will need to submit consultation documentation – also known as clear and legible reports – to the referring provider within required time frames. We offer a short, self-paced course for you to easily learn what you need to know about returning consultation documentation to military hospitals and clinics.
- 7. Resources to quit.** November 19 is [Great American Smokeout day](#), so it's the perfect time to encourage your patients to get ready to quit. Our [Tobacco Cessation Resources page](#) has all of the information we have to offer, from online programs, recorded classes, covered benefits, and tobacco cessation aids. Patients can get started with preparing a quit plan with our [Time to Quit online](#) program.
- 8. Diabetes resources available for your patients.** [Diabetes](#) is a risk factor for developing heart disease. [The Essentials of Diabetes Management recorded class](#) can help your patients learn how to manage diabetes with medications, monitoring, meal planning, and movement. They will learn how to make small lifestyle changes that can have a big impact on their heart and health.

Please do not respond to this email. The originating email account is not monitored.

This message was sent to you by Health Net Federal Services, LLC (HNFS) to the email address associated with your HNFS network participation agreement, and/or your [www.tricare-west.com](#) account. To update the email address associated with your HNFS network agreement, log in at [www.tricare-west.com](#) to use the Update Demographic Information tool. Please allow a minimum of two weeks to update. To update the email associated with your [www.tricare-west.com](#) account, log in to access the "My Account" section.

To ensure delivery of important TRICARE-related information to your inbox (and not to your bulk or junk folders), please add us to your address book. To unsubscribe to educational emails sent by HNFS as part of the TRICARE education requirement, please [click here](#). If you are registered at [www.tricare-west.com](#), you can also update your email preferences by logging in and selecting "Manage Preferences" under the "My Account" section.