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

In Case You Missed it

TRICARE® West Region e-Updates   October 2024

1. **A new TRICARE West Region contract is currently 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). 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**.

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. We will make exceptions for certain provider types. Please 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. **Learn about TRICARE's expanded hearing aid benefit.** TRICARE now covers **hearing aids and hearing aid services and supplies** for TRICARE-Prime enrolled children of retired service members. Previously this coverage was limited to active duty service members and their families. Eligible beneficiaries must have a profound hearing loss as defined by TRICARE. Medically necessary and appropriate services and supplies include hearing examinations and hearing aid repairs and replacements.

5. **Save time with self-service tools for your TRICARE business. HNFS offers many online tools** that offer the same information you would get by calling us. Avoid call wait times by using our website to do things like update demographics, view or submit claims, submit authorizations or referrals, and review covered TRICARE benefits. Some tools will require you to log in for access, so be sure to register if you don't already have an account.

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. **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.

8. **Recognizing mental health needs is vital to the well-being and readiness of our military force.** Find military-focused resources foryour TRICARE patients at **www.health.mil/mentalhealth**. You also can find printable handouts and web resources in our **Provider Toolkit**.

9. **Online health and wellness learning for TRICARE patients**. Benefits of online learning include the ability to learn from home, convenience to learn at one's own pace, greater ability to concentrate, and savings on class registration, materials, gas, and other costs. HNFS offers free online courses, recorded classes and health resources for TRICARE West beneficiaries. Remind your patients about our **Learning Center** today.

10. **October is Breast Cancer Awareness Month**. Encourage your patients to make mammograms a regular part of their health care. Visit the **CDC website** to find resources for your office and patients, such as handouts, posters, videos, podcasts, and shareable graphics. We offer additional handouts and web resources in the Cancer Prevention section of our **Provider Toolkit**.