

# TRICARE® Provider NEWS



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## Thank You From HNFS

“All good things must come to an end,” said Geoffrey Chaucer nearly 800 years ago. For Health Net Federal Services, LLC (HNFS), this common quote rings true for us today as we near the end of our transition out of the TRICARE West Region contract on Jan. 1, 2025.

Thank you for the partnership we’ve had to provide health care to uniformed men and women and their families through the HNFS TRICARE network. Working alongside you in service to the military community has been an honor and a privilege. We are proud of the impact we’ve had on the TRICARE benefit and the lives we’ve improved along the way.

HNFS has been a critical part of every iteration of the TRICARE health benefit, from the early days in the 1980s driving the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS) Reform Initiative to the largest change ever in the history of the program, the introduction of TRICARE Prime and Select, and through all the other improvements and changes along the journey. Collectively, our positive impact was only possible through the strong partnership we have enjoyed with the Defense Health Agency, Military Treatment Facilities, our 1,350 employees, and our exceptional TRICARE provider network that you have been a part of.

Together, we’ve achieved so much—helping military members and families receive health care in the aftermath of fire, floods, hurricanes, and other natural disasters, supporting beneficiaries through deployments in times of unrest and conflict, and working through global pandemics and local health crises. We finish this contract grateful that the 2.8 million eligible beneficiaries in TRICARE’s West Region have had access to the services they need because of network providers like you.

As we close this chapter, we are proud of the legacy we leave behind. We wish each of you success as you continue to support the health and wellbeing of our nation’s men, women, and children.

With deep appreciation,

Kathleen E. Redd  
President and Chief Executive Officer  
Health Net Federal Services



# New TRICARE Contract for 2025: Frequently Asked Questions

A new TRICARE West Region starts Jan. 1, 2025. With this, the West Region contractor will change from Health Net Federal Services (HNFS) to TriWest Healthcare Alliance (TriWest).

Please encourage your TRICARE patients to visit [www.tricare.mil/changes](http://www.tricare.mil/changes) to learn about any actions they may need to take.

Here are answers to frequent questions we've received from providers.

## Is HNFS still accepting providers into its network?

HNFS is no longer accepting new network contracts, new practitioner additions, or new facility locations. Providers still interested in supporting our military and who will render services between now and Dec. 31, 2024, can find instructions on our website on how to become a non-network provider. TRICARE-authorized providers must meet specific licensing and certification requirements and be certified by TRICARE to provide care under the TRICARE program.

## How can I stay as a TRICARE network provider to care for patients after Dec. 31, 2024?

Providers will need to [contact TriWest](#) about joining TriWest's West Region network.

## Will my network contract with HNFS automatically transfer to TriWest?

No. Providers will need to [contact TriWest](#) about joining TriWest's West Region network.

## What is HNFS' role in ensuring continuity of care?

HNFS is fully committed to providing exceptional health care during the remainder of our contract. We are working closely with TriWest to ensure a smooth transition, including providing TriWest with information needed to manage patients with complex care moving forward. For care that is scheduled into 2025, TriWest will accept unexpired referrals and pre-authorizations from HNFS through their expiration date or June 30, 2025, whichever comes first. (Autism Care Demonstration referrals/pre-authorizations will be valid through the date issued by HNFS.)

## When will we be able to verify which doctors will be in TriWest's West Region network?

You can preview TriWest's provider directory now at [www.tricare.mil/west](http://www.tricare.mil/west).

Find additional answers to frequently asked questions at [www.tricare-west.com/go/transition-out](http://www.tricare-west.com/go/transition-out). Read more about how HNFS will continue to support you on page 3.

## How to Make Demographic Updates for Claims Reimbursement

Letting us know about demographic updates as soon as possible helps expedite claims processing! We will continue to accept demographic updates submitted via our [Network TRICARE Provider Roster](#) through Dec. 31, 2024. If you need to update demographics for claims processing purposes (for example, address changes) after this date, our [Update Demographics](#) web tool will be available through June 30, 2025.

### REMINDER!

Providers who have questions about being a network provider for services rendered after Dec. 31, 2024, will need to [contact TriWest](#).

## Pharmacy Coverage Remains Unaffected by TRICARE West Region Contract Transition

The TRICARE West Region contract will transition from Health Net Federal Services to TriWest Healthcare Alliance on Jan. 1, 2025. Express Scripts will continue to provide TRICARE beneficiaries with pharmacy benefit services during and after this transition. No changes or updates are required to continue pharmacy coverage.

Express Scripts provides pharmacy benefit services to 9.6 million uniformed service members, military retirees, and their families. To learn more about Express Scripts, visit <https://militaryrx.express-scripts.com/>.

**Note:** The Defense Health Agency encourages beneficiaries to check the Defense Enrollment Eligibility Reporting System (DEERS) to confirm all their information is current. This will help ensure they don't miss important communications about their TRICARE benefit.

For information on the transition, visit [www.tricare.mil/changes](http://www.tricare.mil/changes).





# HNFS Will Support You During the Contract Change

Here's what you need to know about connecting with Health Net Federal Services (HNFS) in the coming months.

## Get Our Printable Reference Guide

Not sure which regional contractor to contact when? Download our printable contact reference guides, available at [www.tricare-west.com/go/transition-out](http://www.tricare-west.com/go/transition-out).

## Website

You can access HNFS' full [www.tricare-west.com](http://www.tricare-west.com) website through Dec. 31, 2024. Be sure to download any important documents from the secure portal on or before that date. You will have access to your HNFS Secure Inbox through June 30, 2025, but content will be limited starting Jan. 1, 2025. After June 30, 2025, the website will no longer be available.

HNFS' **1-800-440-3114** web support line will stay open through June 30, 2025. (See "Changes to [www.tricare-west.com](http://www.tricare-west.com)" article on page 4.)

## Customer Service

You can reach HNFS' customer service team at **1-844-866-WEST** (1-844-866-9378) during normal business hours through Dec. 31, 2024.

From Jan. 1-March 30, 2025, HNFS is only able to accept calls about claims with dates of service prior to Jan. 1, 2025.

HNFS' customer service line will not be available after March 30, 2025.

## Claims

HNFS can accept claims for care received before Jan. 1, 2025, through April 30, 2025. You can check claim status with HNFS through March 30, 2025 (phone support) or June 30, 2025 (secure web portal). This support is specific to claims HNFS processed.

For services on or after Jan. 1, 2025, please submit claims to TriWest. Beginning May 1, 2025, all claims must be submitted to TriWest, regardless of the date of service.

## Provider Network

HNFS' online network directory and 24/7 provider locator services at **1-844-866-WEST** (1-844-866-9378) will be available through Dec. 31, 2024.

HNFS is unable to assist with questions about TriWest's provider network; however, you can preview TriWest's TRICARE West Region network directory now at [www.tricare.mil/west](http://www.tricare.mil/west) or contact TriWest at **1-888-TRIWEST** (1-888-874-9378).

## Referrals and Authorizations

Through Dec. 31, 2024, continue to submit referral and pre-authorization requests to HNFS. We are responsible for managing care through the remainder of our contract. Be sure to submit all clinical information necessary for HNFS to complete our review. We may cancel requests received in late December that are missing required clinical documentation and ask that you resubmit to TriWest. We will transfer any requests that are pending at the close of our contract to TriWest as appropriate.

Beginning Jan. 1, 2025, TriWest will be responsible for managing care that is requested and/or received on or after Jan. 1.

- TriWest will accept unexpired referrals and pre-authorizations from HNFS that were issued prior to Jan. 1, 2025. These will be valid through their expiration or June 30, 2025, whichever comes first.
- For your patients enrolled in TRICARE's Autism Care Demonstration (ACD), TriWest will accept ACD referrals and pre-authorizations from HNFS that began prior to Jan. 1, 2025, through their expiration date. You can use HNFS' website to check authorization status through Jan. 31, 2025, if HNFS processed the request.

## Appeals

HNFS can accept appeals for **authorization** denials through Dec. 31, 2024. If you want to appeal a **claim** that HNFS denied, you can do so through April 30, 2025. Follow the instructions at [www.tricare-west.com](http://www.tricare-west.com), as there are time limits on submitting claims appeals.

## Case and Disease Management

If you have patients currently enrolled in an HNFS case or disease management program, they will continue to work with your HNFS care management team through Dec. 31, 2024. HNFS has provided TriWest with all the information needed to manage beneficiary care starting Jan. 1, 2025, including care plans and records of interactions with HNFS case managers. TriWest-assigned case managers will be reaching out to beneficiaries directly. Beneficiaries who have questions about their case manager assignment will need to reach out to TriWest on or after Jan. 1.



# Changes to www.tricare-west.com

Beginning Jan. 1, 2025, you'll see changes to HNFS' [www.tricare-west.com](http://www.tricare-west.com) website as HNFS shifts its focus to claims support during the dual operations period. Here's what visitors can expect to access when logging in to HNFS' secure portals after Dec. 31, 2024. HNFS' website will not be available after June 30, 2025.

HNFS will continue to offer website access support at **1-800-440-3114** through June 30, 2025.

**Important:** The data and tools available on [www.tricare-west.com](http://www.tricare-west.com) in 2025 will be specific to care received **prior** to Jan. 1, 2025.

## For Providers

Through Jan. 31, 2025	Through March 30, 2025	Through April 30, 2025	Through May 15, 2025	Through June 30, 2025
<ul style="list-style-type: none"> <li>Check authorization status</li> </ul>	<ul style="list-style-type: none"> <li>Ask Us secure email</li> <li>Recoupments</li> </ul>	<ul style="list-style-type: none"> <li>Submit a claim</li> <li>Upload a (claims-related) document</li> <li>View patient other health insurance*</li> </ul>	<ul style="list-style-type: none"> <li>Submit new EFT Authorization Agreement form</li> </ul>	<ul style="list-style-type: none"> <li>Check claim status</li> <li>Claims reports</li> <li>View and print remits</li> <li>Update demographics (<i>for claims processing purposes only</i>)</li> <li>Secure Inbox</li> <li>My Account</li> </ul>

## For Beneficiaries

Through Jan. 31, 2025	Through March 30, 2025	Through April 30, 2025	Through June 30, 2025
<ul style="list-style-type: none"> <li>Check authorization status</li> </ul>	<ul style="list-style-type: none"> <li>Ask Us secure email</li> </ul>	<ul style="list-style-type: none"> <li>Submit a claim appeal (log in not required)</li> <li>Upload a (claims-related) document</li> </ul>	<ul style="list-style-type: none"> <li>Check claim status</li> <li>EOB summaries</li> <li>Secure Inbox</li> <li>My Account</li> </ul>

\*OHI Questionnaire may be submitted via mail or fax through April 30, 2025, if needed to complete processing of claims with dates of service prior to Jan. 1, 2025.

## It's Not Too Late to Educate Refer your patients to HNFS' **Learning Center!**

Health Net Federal Services (HNFS) offers a variety of free online courses, recorded and live telephone-based classes, and online health resources for TRICARE West Region beneficiaries. Share these educational opportunities with your patients—available until Dec. 31, 2024.

They can choose from a variety of online health programs and recorded and live classes they can take from the comfort of their home. Here are just some of the options they'll find.

- HNFS' recorded **Stress Management in Times of Uncertainty** class can help patients understand stress and learn skills for reducing the impact it has on their life.
- Patients can learn how to prevent or manage a chronic health condition. HNFS offers self-paced courses on **asthma management, diabetes management, heart health, anxiety and depression.**

- Help patients quit tobacco by recommending HNFS' **recorded class** or **online program**. These programs teach how to deal with the challenges of quitting tobacco, walk participants through creating a quit plan and provide skills and strategies to help people successfully quit.
- If you have patients who need help reaching and maintaining a healthy weight, have them try HNFS' **Basics for Healthy Weight** online program. Or for more in-depth nutrition and exercise education, engagement and resources, they can complete one or all six modules of **Healthy Weighs for Life.**

Through Dec. 31, 2024, find additional patient resources on our **Health and Wellness Programs Resources** page.

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### CONTACTS

Health Net Federal Services, LLC  
1-844-866-WEST (1-844-866-9378)  
[www.tricare-west.com](http://www.tricare-west.com)

Express Scripts, Inc.  
Pharmacy inquiries  
1-877-363-1303  
[www.militaryrx.express-scripts.com](http://www.militaryrx.express-scripts.com)

PGBA, LLC  
EDI/EFT Help Desk  
1-800-259-0264

Visit us at [www.tricare-west.com](http://www.tricare-west.com).

