

## Featuring Online Tools Ready to Serve You 24/7



### Did You Know?

Health Net Federal Services, LLC (HNFS), the managed care support contractor for the TRICARE West Region, offers public and secure self-service tools at [www.tricare-west.com](http://www.tricare-west.com). These easy-to-use online tools let you conduct your TRICARE transactions safely and securely, and provide access to important health care information — *anytime you need it*.

### Secure Portal

Use your DS logon to access the secure portal at [www.tricare-west.com](http://www.tricare-west.com); if you don't have a DS Logon, you can register for a beneficiary account on the site. (Registration takes less than five minutes.)

### Immediate Online Access

By logging in, you'll get immediate online access to important documents from HNFS such as authorization letters, Explanation of Benefits and more with just a few key strokes. Our suite of online self-service tools lets you make payments online, check eligibility and claim status applications, make network-to-network provider changes on approved referrals, and more. You can also set your preferences to get email or text message alerts notifying you when HNFS is finished processing your referral and authorization requests.

### Secure Tools

- Secure Portal
- Check TRICARE Eligibility
- Make Enrollment Payment
- Change My Payment Method
- View Billing Information
- View Payment History
- Check Authorization Status
- Check Claim Status
- View Summary TEOB
- Update Other Health Insurance
- Create Annual Benefits Summary Report
- Preventive Services
- Ask Us a Question
- Upload a Document
- Secure Inbox
- My Account



Log on today at [www.tricare-west.com](http://www.tricare-west.com) to access our [secure portal](#) for you to conduct these TRICARE transactions:

<b>Check TRICARE Eligibility</b>	View eligibility status, deductibles and catastrophic cap, TRICARE plan and primary care manager details, and update your other health insurance (OHI) information.
<b>Make Enrollment Payment</b>	Make enrollment fee payments for you and your family members.
<b>Change My Payment Method</b>	Change your payment method to an electronic method so monthly payments transfer automatically from your checking or savings account, or are paid via a credit card.
<b>View Billing Information</b>	View billing details including past and current payments, past and current dues, billing method, and more.
<b>View Payment History</b>	View enrollment payment history for the past 24 months.
<b>Check Authorization Status</b>	View current, pending and past authorization details. You can also change the servicing provider to another network provider of the same specialty using this tool. Important: As of Jan. 1, 2018, TRICARE beneficiaries must go online to view/print referral and authorization determination letters. See "Secure Inbox" below.
<b>Check Claim Status</b>	View claim status and your TRICARE Explanation of Benefits (TEOB) for finalized claims. Important: As of Jan. 1, 2018, TEOBs are only accessible online and will not be mailed.
<b>View Summary TEOB</b>	Access your summary TEOB, which will include all claims within a specific date range.
<b>Update Other Health Insurance</b>	View the details of your OHI and make updates as needed.
<b>Create Annual Benefits Summary Report</b>	View a report of the annual benefits summary for yourself and family members.
<b>Preventive Services</b>	Get preventive care eligibility details. Check claims for previous visits and find out when services are next available for you or your family.
<b>Ask Us a Question</b>	Submit claims-related inquiries to PGBA, LLC (our claims processing partner) through Ask Us. You'll be notified by email or text with responses sent to your secure inbox.
<b>Upload a Document</b>	Upload claims-related documents to PGBA.
<b>Secure Inbox</b>	Access referral and authorization-related letters, responses to Ask Us questions, appeals or grievance responses, and more.
<b>My Account</b>	Update contact information, manage text/email notification preferences, add dependents and family members to your <a href="http://www.tricare-west.com">www.tricare-west.com</a> account, grant permissions for releasing medical information, and more.

## Public Portal

We also offer a variety of public tools that do not require you to log in or register to access. Public tools include:

<b>Network Provider Directory</b>	Search for network providers (military and civilian) by a specific address, ZIP code, specialty, and more.
<b>Non-Network Provider Directory</b>	Search for out-of-network (TRICARE-authorized) civilian providers by a specific address, ZIP code, specialty, and more.
<b>TRICARE Prime and PCM Selection</b>	Use the TRICARE Prime and PCM Selection Guide to determine if you reside within access to care standards of a TRICARE Prime Service Area.
<b>Military Hospital Locator</b>	Links you to the Find a Military Hospital or Clinic tool at <a href="http://www.tricare.mil/FindDoctor/mtf">www.tricare.mil/FindDoctor/mtf</a> .
<b>Covered Benefits</b>	Links you to the What's Covered section of <a href="http://www.tricare.mil/CoveredServices">www.tricare.mil/CoveredServices</a> .
<b>Copayment or Cost-Share</b>	View copayments and cost-shares based on TRICARE plan type, enlistment data and type of care.
<b>Is Approval Needed?</b>	Use our Prior Authorization, Referral and Benefit tool to determine HNFS approval requirements and benefit limitations. (If an approval is required, your provider will submit the request for you.)

Additionally, tabs on the beneficiary home page allow you to download forms, handbooks, manuals, and charts; check prior authorization and referral status; access wellness information; and more.

Visit [www.tricare-west.com](http://www.tricare-west.com) to find these tools along with up-to-date information about TRICARE.

