



TRICARE® West Region Transition: Frequently Asked Questions

General Information

What are the new TRICARE regions and to whom were the Managed Care Support Contracts awarded?

The U.S. Department of Defense (DoD) awarded two regional TRICARE contract awards for the next iteration of TRICARE:

- TRICARE West awarded to Health Net Federal Services, LLC (HNFS)
- TRICARE East awarded to Humana Military

The TRICARE South and TRICARE North Region will combine to form the new TRICARE East. The TRICARE West Region remains the same, with the exception of the addition of the Lubbock and Amarillo, Texas areas.

When is the start of health care delivery for the new TRICARE contracts?

The start of health care delivery is Jan. 1, 2018. We encourage providers who have not already started the process to join our West Region network to do so now.

Where can I find additional information?

Please visit www.tricare.mil/changes and www.tricare-west.com for up-to-date information on the upcoming changes to TRICARE.

Provider Network/Credentialing

I am a current TRICARE Network Provider under UnitedHealthcare Military & Veterans (UnitedHealthcare) and want to remain a network provider under HNFS in 2018. What do I need to do?

Find detailed instructions on how to join the HNFS West Region network at www.tricare-west.com. We encourage you to start this process immediately.

What are the rates of reimbursement?

HNFS offers providers the opportunity to join our network at 100 percent of the TRICARE maximum allowable reimbursement rate.

When will my HNFS West Region TRICARE Network Participating Provider Agreement become active and why is it necessary to act now?

Your HNFS West Region TRICARE Network Participating Provider Agreement will become active on Jan. 1, 2018, the first day of health care delivery. However, the contracting and credentialing processes must be completed in advance to ensure our directories are current for health care delivery.

If I'm no longer a network primary care manager (PCM) as of Jan. 1, 2018, will my TRICARE Prime patients be enrolled to other network providers?

Yes. TRICARE Prime beneficiaries will automatically be reassigned to network providers. Beneficiaries will be notified of any PCM change beginning December 2017. If you want to continue to be a PCM under HNFS for the West Region beginning Jan. 1, 2018, please complete the TRICARE Network Provider Participation Agreement packet, available at www.tricare-west.com. We encourage you to start this process immediately.

If I sign an HNFS West Region TRICARE Network Participating Provider Agreement, will my network agreement with UnitedHealthcare Military & Veterans terminate?

No. Any current TRICARE Network Provider Agreements with UnitedHealthcare for the TRICARE West Region will remain in effect until the end of the current TRICARE contract, Dec. 31, 2017. HNFS and UnitedHealthcare will coordinate efforts to ensure a smooth transition and minimize any impact on you and/or your TRICARE patients.

My practitioner(s)/health care delivery organization was credentialed by UnitedHealthcare. Am I required to credential them with HNFS?

Yes. HNFS is required to conduct a credentials review on each network provider to determine if the provider meets the minimum requirements of the Defense Health Agency, HNFS and URAC.

As part of the provider agreement process, medical, surgical and/or behavioral health providers must complete this HNFS credentialing process.*

*Behavioral health-only practices are contracted and credentialed through Managed Health Network, Inc. (MHN), a subsidiary of Centene Corporation and sister company to HNFS. For information on joining the West Region network as a behavioral health provider, Visit www.mhn.com > Provider Site > Click here to visit MHN's Provider Portal > TRICARE West.

Authorizations and Referrals

My patient was authorized by UnitedHealthcare for services that extend beyond Jan. 1, 2018. Will HNFS honor the authorization or do I need to request approval from HNFS before I can treat my patient in 2018?

HNFS will honor authorizations and referrals issued by UnitedHealthcare for services that extend beyond Jan. 1, 2018. There may be rare cases where HNFS must update an authorization. Should that happen, you and your TRICARE patient will be notified.

Will HNFS honor referrals and authorizations issued to providers who will be out-of-network as of Jan. 1, 2018?

Yes. HNFS will honor the referral through the expiration date.

Who should I contact to fix an error on a referral requested before Jan. 1, 2018, for services on or after Jan. 1, 2018?

After Dec. 31, 2017, contact HNFS for all referral questions regardless of when the referral was processed.

How can I find out if HNFS' referral and prior authorization requirements differ from UnitedHealthcare's?

While TRICARE managed care support contractors must adhere to [program manuals](#), each is allowed some discretion as to when a prior authorization or referral may be required. Use our online Prior Authorization, Referral and Benefit tool on or after Jan. 1, 2018, to review the requirements and submit requests to HNFS.

Case Management

How are HNFS and UnitedHealthcare handling the transition of complex cases?

HNFS has already begun coordinating the transition of complex cases directly with UnitedHealthcare to ensure continuity of care. Affected beneficiaries and providers will be notified by HNFS' and/or UnitedHealthcare's Case Management team.

Claims

If HNFS honors a UnitedHealthcare authorization and the treatment date is in 2018, where do I send the claim?

Claims for dates of service on or after Jan. 1, 2018, should be submitted to HNFS for processing. Please review our [Where to Submit Claims](#) guide at www.tricare-west.com.

Important Date	Topic	Contact
Nov. 1, 2017	<ul style="list-style-type: none"> Launch of HNFS West Region website, www.tricare-west.com 	HNFS
Dec. 31, 2017	<ul style="list-style-type: none"> Last day TRICARE West Region referrals and authorizations are issued by UnitedHealthcare Last day to access UHCMilitaryWest.com accounts. 	UnitedHealthcare Military & Veterans
Jan. 1, 2018	<ul style="list-style-type: none"> First day to contact HNFS regarding: <ul style="list-style-type: none"> Referrals and prior authorizations (including those issued by UnitedHealthcare prior to Jan. 1, 2018) Claims with dates of service on or after Jan. 1, 2018 All other topics related to services on or after Jan. 1, 2018 	HNFS
March 31, 2018	<ul style="list-style-type: none"> Last day to contact UnitedHealthcare customer service with questions about claims with a date of service on or before Dec. 31, 2017 (call center closes April 1, 2018) 	UnitedHealthcare Military & Veterans
April 30, 2018	<ul style="list-style-type: none"> Last day to submit claims to UnitedHealthcare with dates of service on or before Dec. 31, 2017 Last day to submit appeals to UnitedHealthcare for claims with dates of service on or before Dec. 31, 2017. 	UnitedHealthcare Military & Veterans
May 1, 2018	<ul style="list-style-type: none"> First day to contact HNFS regarding all TRICARE topics, regardless of date of service 	HNFS