



Honored to Serve the Healthcare Needs
of Those Who Serve Our Nation

Health Net Federal Services - TRICARE

Heritage of Service

Health Net Federal Service's history in military health care management began in 1988 as one of the first contractors to administer an early version of TRICARE through the CHAMPUS Reform Initiative (CRI). Through CRI, the Department of Defense made its first exploration into Managed Care Support Contracts, like TRICARE, to find cost-effective solutions to keep the nation's military communities in good health and mission ready. Today, with our heritage of expertise in military health care, we remain a dedicated partner delivering quality health care to service members and their families.



2017 TRICARE Managed Care Support Contracts Awarded

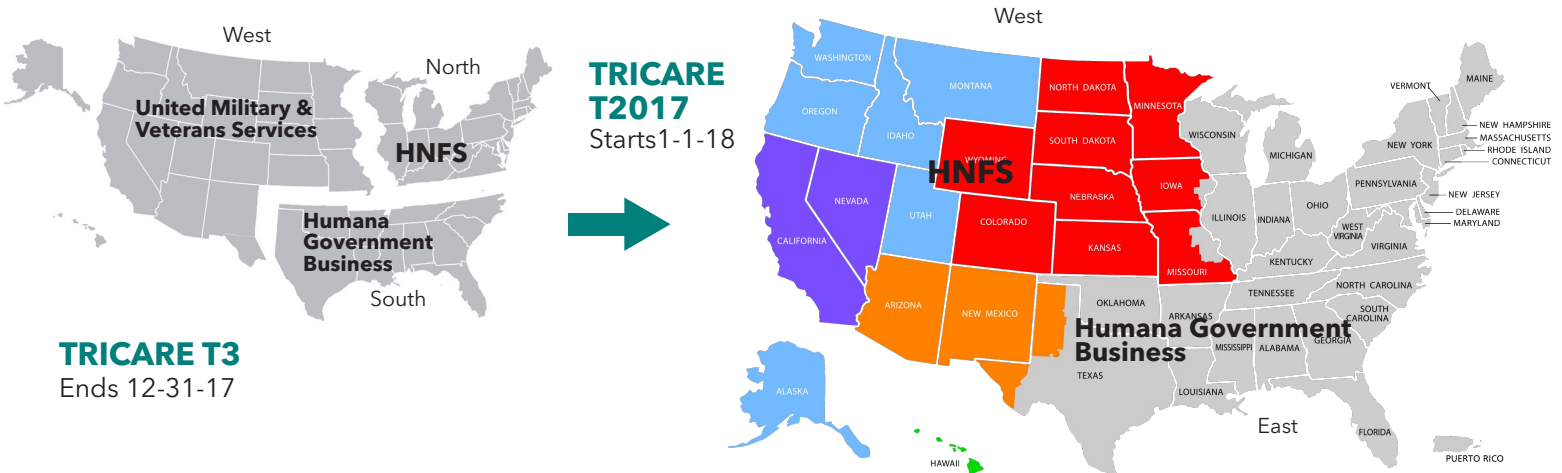
On July 21, 2016, the U.S. Department of Defense awarded two regional TRICARE contract awards for 2017:

- TRICARE West awarded to Health Net Federal Services, LLC
- TRICARE East awarded to Humana Government Business, Inc.

Health care delivery will start January 1, 2018.

Two New Regions

The West Region will look the same as it does under the current TRICARE contract, with the exception of the addition of the Lubbock and Amarillo areas in West Texas. The East Region merges the current north and south regions to make a new singular region.



HNFS - TRICARE West Region Operations

Regional Support Offices (RSO)

- 1 Tacoma, WA
- 2 Colorado Springs, CO
- 3 San Diego, CA
- 4 El Paso, TX
- 5 Honolulu, HI

Program Operations Offices

- ★ Rancho Cordova, CA
- ★ Arlington, VA
- ★ Hampton, VA
- ★ Johnstown, PA
- ★ Surfside Beach, SC (PGBA)

Alaska Support Offices

- Anchorage
- Fairbanks

TRICARE West Region Overview

- ▶ 2.8 million beneficiaries
- ▶ 144 military treatment facilities (MTFs)
- ▶ 21 states
- ▶ HNFS headquarters: Rancho Cordova, CA
- ▶ TRICARE Regional Office West (TRO-W): San Diego, CA

A History of Collaboration and Service



Department of Defense - TRICARE

For nearly 30 years, Health Net Federal Services, LLC (HNFS) has partnered with the Department of Defense to provide health care services to the men and women who serve, and their family members. Through the TRICARE program, HNFS currently assists nearly 2.9 million beneficiaries in the TRICARE North Region, including active duty, retired, National Guard and Reserve, and family members. Health Net Federal Services was one of the first companies in the U.S. to develop comprehensive managed care programs for military families.

Department of Veterans Affairs

Veterans Choice Program and Patient-Centered Community Care

The U.S. Department of Veterans Affairs (VA) Veterans Choice Program (VCP) and Patient-Centered Community Care (PCCC) program provide eligible Veterans access to care through a comprehensive network of community-based providers in 37 states, and the District of Columbia, Puerto Rico and the U.S. Virgin Islands. These programs augment VA's ability to provide specialty inpatient and outpatient health care services to Veterans. To date, HNFS has ensured over 1.5 million veterans received timely healthcare in their communities.



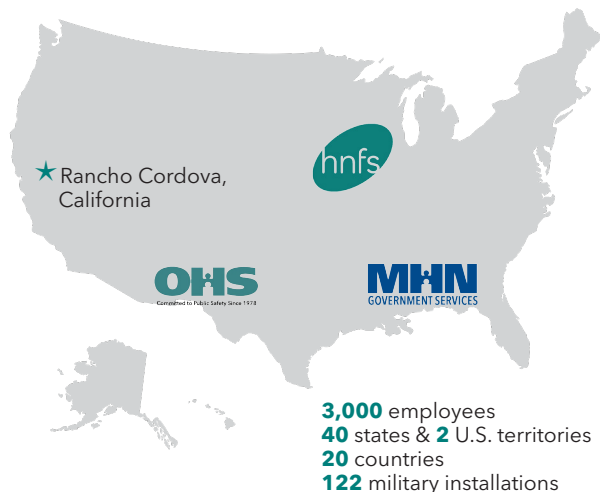
Department of Defense - Military & Family Life Counselor Program

For over a decade, HNFS has provided worldwide behavioral health and one-on-one medical counseling services through the Department of Defense Military and Family Life Counseling program for active duty service members, National Guard and Reserve, and family members. The MFLC Program provides short-term, problem-solving situational counseling; program includes a robust network of credentialed, trained, and program-experienced counselors supporting 122 military installations in 21 states and two U.S. territories, and 20 countries.



HNFS provides nearly 35,000 support contacts each week to military members and their families. MFLC's assess risk and make referral into clinical behavioral health services when indicated - counselors possess an expertise in engaging service members and their families in ways that minimize or mitigate stigma. Counselors receive extensive readiness training and orientation to include military cultural sensitivity training.

Occupational Health Services - OHS works closely with the California criminal justice system and local county officials to provide court-mandated anger management, Driving Under the Influence (DUI) Program and chemical dependency assessments throughout California where they are licensed and certified by the California State Department of Alcohol and Drugs. OHS has 25-years of experience administering successful programs for court-ordered participants and has over 7,500 clients throughout California via flexible program schedules and payment options, and bilingual capabilities in English and Spanish.



By the Numbers

30 years providing managed and behavioral care services to public sector employees and beneficiaries

8.5 million public sector beneficiaries: TRICARE / Veterans Choice / EAP / Military Family Life Counseling / Substance Abuse

400,000 Medicare participating provider network

Over **7 million** inbound calls handled in 2016

20 million claims processed annually

Nation's **14th** largest defense contractor

Serve **2.9 million** uniformed services beneficiaries through TRICARE

More than **1.5 million** Veterans served through Veterans Choice Program

Ranked **#1** nationally by Benchmark Portal among all large (200+ seats) contact centers