



In Case You Missed it

TRICARE® West Region e-Updates

February 2024

- 1. Learn more about the basics of TRICARE.** If you are new to TRICARE or just looking to refresh your knowledge, TRICARE offers a suite of online education. You can take advantage of webinars, videos, podcasts, and more. Check out [TRICARE's Multimedia Center web page](#) to get started.
- 2. Take advantage of self-service tools to view authorization or referral information.** Health Net Federal Services, LLC (HNFS) makes it easy for you to check the status of referrals and authorizations. In just a few steps, you can see status and other details within seconds. You can even print your authorization letter for your records. View our [quick reference guide](#) for step-by-step instructions. Don't forget, you also can get this information by using our automated phone system at 1-844-866-WEST (9378).
- 3. Do you know what your TRICARE plan covers?** Understanding what is [included in your TRICARE coverage](#) can help you maximize your benefit and avoid unexpected costs. To help you learn about what services and supplies your plan covers, use TRICARE's [Covered Services](#) tool. A quick search in the tool can help you make informed decisions about your health care. As a reminder, TRICARE covers services that are medically necessary and proven but some may have limits or special rules that apply.
- 4. What to do following a qualifying life event (QLE).** If you've recently moved, had a baby, gotten married, or gone from active duty to retirement, [these are known as QLEs](#). In most cases a QLE opens a 90-day window for you to make changes to your existing TRICARE plan outside of TRICARE's Open Season. Following major life events, such as the ones listed above, be sure to update your record in the [Defense Enrollment Eligibility Reporting System or DEERS](#). Once DEERS is updated, you will be able to make eligible plan changes.
- 5. Don't forget to take your proof of coverage with you to your health care appointments.** For TRICARE, this typically involves showing a Uniformed Services ID card or Common Access Card. Each card has a unique 11-digit Department of Defense Benefits Number that your provider will use to verify eligibility and file claims. [Review some helpful tips](#) to make sure you have what you need before your next doctor visit.
- 6. Keep your health on track.** Staying up to date on your [preventive health care](#) doesn't just help prevent disease. It can improve your overall quality of life. Preventive care involves health screenings not directly related to a specific illness or injury and are usually provided by your primary care doctor. Keep in mind, if enrolled in a TRICARE Prime plan, you don't need a referral if you see a TRICARE network provider. If you are an active duty service member, you must have pre-authorization if you would like to see a civilian provider.
- 7. Discover how to get care with TRICARE For Life.** TRICARE For Life (TFL) is Medicare-wraparound coverage for military retirees and their eligible family members. This means that Medicare is the primary health coverage and pays first on health care claims, while TRICARE pays second (or last if you also have other health insurance). [Understanding your Medicare and TRICARE coverage](#) can help avoid unexpected costs.
- 8. TRICARE and ambulance services.** TRICARE covers [ambulance services](#) when medically necessary, and in some emergencies an ambulance transport could mean the difference between life and death. However, it is important to understand how TRICARE covers these services to avoid surprise costs. The different types of ambulance services covered include outpatient and inpatient services, treat-and-release services and air or boat evacuations. Remember, always call 911 or go to the nearest emergency room if you believe you are experiencing a medical emergency.
- 9. Preventive care coaching opportunities.** Coaching is one-on-one education and guidance to help you achieve goals related to a healthy lifestyle change. Our [Healthy Eating](#) program focuses on a variety of nutrition topics and is tailored to the individual's needs. [Stress Management](#) coaching helps you accomplish personal goals around managing and reducing the effects of stress and provides a variety of techniques that can lead to long-term lifestyle habits. For more information, check out our [Preventive Care Coaching](#) page.
- 10. Looking for help with a chronic condition?** TRICARE beneficiaries under 65 and not on Medicare are eligible to participate in individualized coaching from a disease management specialist. Visit our [Disease Management Program Information and Nomination](#) web page for more information and to nominate yourself today!