

www.tricare-west.com

24/7 Access to Online Tools



The TRICARE West Region Website

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. Easily and securely conduct your TRICARE transactions and access important health care information — *anytime you need it*.

Log In for Full Access

Get the most out of our website by logging in to our secure portal. You'll get:

- Immediate access to authorization letters, Explanations of Benefits and more.
- Access to self-service tools to make payments online, check eligibility and claim status, make network-to-network provider changes on approved referrals, and more.
- The ability to set your preferences for email or text message alerts.

Public Tools

- Network Provider Directory
- Non-Network Provider Directory
- Choosing/Changing Your PCM
- Military Hospital Locator
- Covered Benefits
- Copayment or Cost-Share
- Is Approval Needed

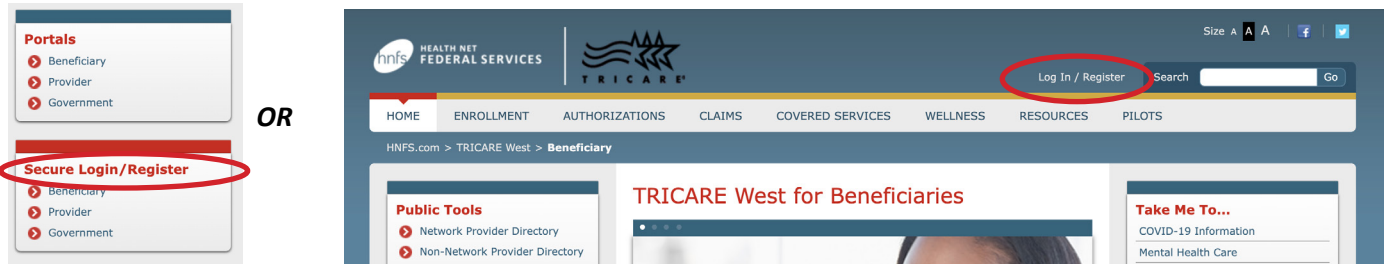
Secure Tools

- 🔒 Eligibility, PCM & Deductible
- 🔒 Manage My Payment
- 🔒 Payment History
- 🔒 Authorization Status
- 🔒 Change an Authorization
- 🔒 Claim Status
- 🔒 EOB Summary
- 🔒 Update Other Health Insurance
- 🔒 Annual Benefits Summary Report
- 🔒 Nominate a Beneficiary for Case or Disease Management
- 🔒 Preventive Services History
- 🔒 Ask Us Secure Email
- 🔒 Upload a Document
- 🔒 Secure Inbox
- 🔒 My Account



Accessing Secure Tools

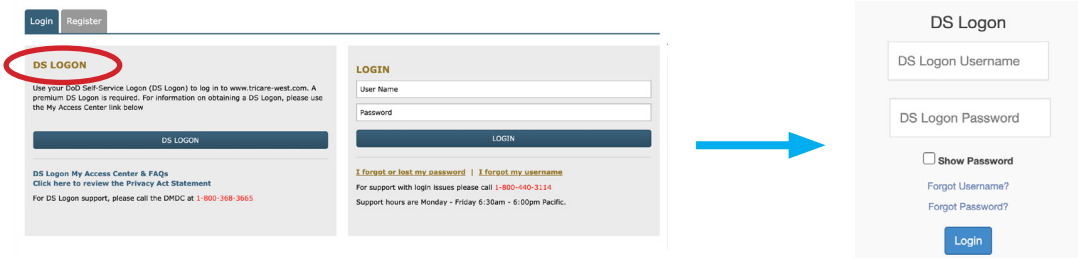
Any adult with an active Department of Defense (DoD) Self-Service (DS) Logon or who is listed in the Defense Eligibility Enrollment Reporting System (DEERS) can access the secure tools at www.tricare-west.com.



Option #1: Log in with a DS Logon. Get immediate access by logging in with your DS Logon.

To log in:

1. Go to www.tricare-west.com and choose **Beneficiary** under the **Secure Login/Register** section. Or, if you are already in the beneficiary portal, click **Log In** at the top of the page. (Mobile users: Select one of the **Secure Tools** and you will be directed to log in or register.)
2. Choose the DS Logon option and enter your DS Logon username and password.
3. If it's your first time logging in, complete the first-time log in options.



DS Logon passwords expire every 60 days and are not controlled or maintained by HNFS. Visit [DS Logon My Access Center](#) to learn more about DS Logons and read frequently asked questions.

Tip! A premium account is required to access most self-service tools. If you currently have a basic account, you can upgrade to a premium account through the [DS Logon My Access Center](#).

Option #2: Register for and log in with a unique HNFS username and password. Get immediate access by signing up for a username/password specific to tricare-west.com. Things to keep in mind:

- You must be age 18 or older.
- Once registered, sponsors or spouses may add dependents under age 18 who are in DEERS to their tricare-west.com account.

To register:

1. Go to www.tricare-west.com and choose **Beneficiary** under the **Secure Login/Register** section. Or, if you are already in the beneficiary portal, click **Register** at the top of the page. (Mobile users: Select one of the **Secure Tools** and you will be directed to log in or register.)
2. Enter in information about yourself and your sponsor, including branch of service, sponsor status (active, retired), pay grade, and relationship to the sponsor. (For survivors, the answers should match the information in DEERS when the sponsor passed.)
3. Enter in your phone number and email address. Also, create a username and password.
4. Log in again to confirm your information.

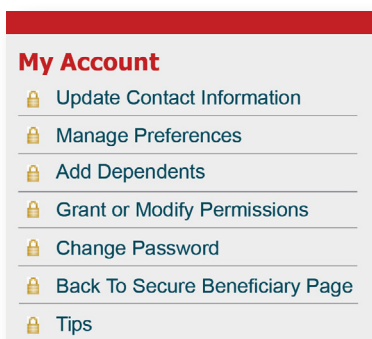
Note: If the sponsor's information you entered does not match DEERS, after three attempts you will be mailed a Secure Key Code to your address listed in DEERS. Please note the username and password you selected. Once you receive the code in the mail, use the log in screen to enter your username and password. You will be prompted to enter the code and complete the first-time log in option. The code expires after 60 days.

To log in:

1. Go to www.tricare-west.com and choose **Beneficiary** under the **Secure Login** section. Or, if you are already in the beneficiary portal, click **Log In** at the top of the page. (Mobile users: Select one of the **Secure Tools** and you will be directed to log in or register.)
2. Choose the Login option and enter your username and password.

HNFS passwords expire every 365 days. You will receive a reminder whenever you log in, beginning 30 days before your password expires.

First-Time Log In Options/Setting Up Preferences



If it's your first time logging in, be sure to follow the prompts to:

- **Add Dependents:** Add dependents (minors) to your www.tricare-west.com account so you can see and receive notifications for their information.
- **Grant or Modify Permissions:** Grant permission for others to see your information as long as they are registered at www.tricare-west.com (they must be adults listed under the same sponsor). You can also grant permission for another adult family member to have access to your information by phone or correspondence.
- **Update Contact Information:** Confirm or update contact information.
- **Manage Preferences:** Choose how you want to receive notification of processed authorizations, claims, enrollment letters, etc., for yourself and your dependent minors. Email notification is the default for claims and authorizations, but you can choose text messages for some items.

Note: Not all options are available for every notification type.

Tip! Access these options at any time in the My Account section of the secure portal.

Support

- For HNFS username/password support, and for help using our secure tools, call HNFS at 1-800-440-3114 (Monday through Friday, 6:30 a.m.–6:00 p.m. Pacific Time).
- For DS Logon support, call DMDC at 1-800-368-3665.

Password:

Secure Tools

Log in to our secure portal to access the following tools:

Eligibility, PCM and Deductible – View eligibility status, deductibles and catastrophic cap, TRICARE plan and primary care manager details, and update your other health insurance (OHI) information.

Manage My Payment – Make enrollment fee payments for you and your family members; change enrollment fee payment method (such as checking or savings account deduction or recurring credit card charge); and view billing details, such as past and current payments and amounts due; and more.

Payment History – Get your enrollment payment history for the past 24 months.

Authorization Status – View current, pending and past authorization details. **Important:** TRICARE beneficiaries must go online to view/print referral and authorization determination letters as they are not mailed. See “Secure Inbox” below.

Change an Authorization – You can also change the servicing provider to another network provider of the same specialty using this tool.

Claim Status – View claim status and Explanations of Benefits (EOBs) for finalized claims. **Important:** TRICARE beneficiaries must go online to view/print individual EOBs as they are not mailed. See “Secure Inbox” below.

EOB Summary – Access summary TEOBs, which includes all claims within a specific date range.

Update Other Health Insurance – View the details of your other health insurance (OHI) and make updates as needed.

Annual Benefits Summary Report – View a report of the annual benefits summary for yourself and family members.

Nominate a Beneficiary for Case or Disease Management – Nominate yourself or a family member for one of HNFS’ case or disease management programs. (Visit our [Wellness Center](#) to learn more.)

Preventive Services History – View your preventive care history to find out when you are next due/eligible for services.

Ask Us Secure Email – Submit claims-related inquiries to PGBA, LLC (our claims processing partner). You’ll get an email or text when a response has been sent to your secure inbox.

Upload a Document – Upload claims-related documents to PGBA.

Secure Inbox – Access referral and authorization-related letters, responses to Ask Us questions, appeals or grievance responses, and more.

My Account – Update contact information, manage text/email notification preferences, add dependents and family members

Public Tools

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

Network Provider Directory – Search for network providers (military and civilian) by a specific address, ZIP code, specialty, and more. From this page, also connect with our telehealth partners.

Non-Network Provider Directory – Search for out-of-network (TRICARE-authorized) civilian providers by a specific address, ZIP code, specialty, and more.

Choosing/Changing Your PCM – Use the TRICARE Prime and PCM Selection Guide to determine if you must have your primary care manager (PCM) at a military hospital or clinic and/or if you can waive drive time access-to-care standards.

Military Hospital Locator – Connect to TRICARE’s Find a Military Hospital or Clinic tool.

Covered Benefits – Connect to the What’s Covered section of [tricare.mil](#).

Copayment or Cost-Share – Connect to TRICARE’s copayment and cost-share tool.

Is Approval Needed? – Find referral and authorization approval requirements and benefit limitations. (If an approval is required, your provider will submit the request for you.)

Additional Information

Hover over our various website tabs to easily find detailed information about TRICARE and West Region-specific programs.

