



TriWest Healthcare Alliance **TRICARE Fifth Generation (T-5)** West Region Contractor

On a Mission to
Serve®

TriWest Overview



Formed in 1996 as the only company of its kind, with one sole purpose that continues today – serving the health care needs of military and Veteran communities.

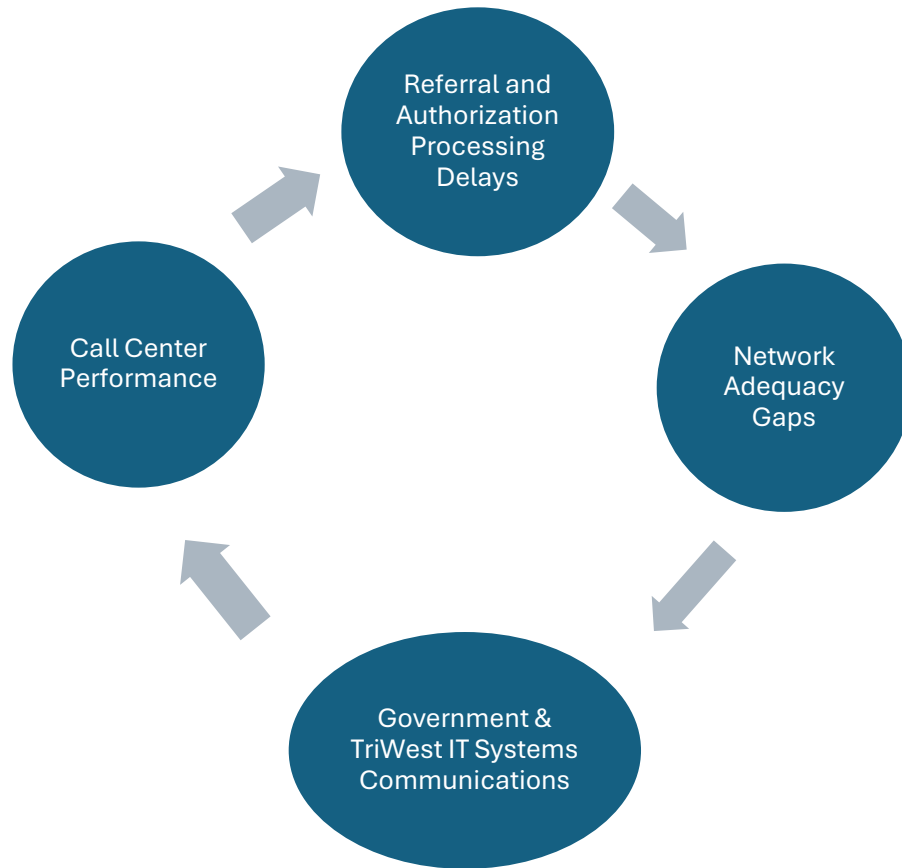
We Respect the Military Culture. We Honor the Sacrifices Made. We are Committed to Providing the Service Our Customers Deserve.

Doing “Whatever It Takes!®” is not only our corporate motto, it is a deep-rooted desire to go above and beyond for our customers, because we understand and honor them.



"We are Committed to Serving Military and Veteran Communities. It's Who We Are. It's What We Do."

Challenges at the Start of Healthcare Delivery (SHCD)



❑ Referral & Authorization Processing Delays

- Issue: Manual processing backlog due to missing historical referral records
- Solution: Established Referral Management Operations Center; introduced OCR technology. Waiver implemented through 31 March

❑ Network

- Issue: Delays in provider contract approvals and loading
- Solution: Continuous process review to improve data integration

❑ MHS GENESIS System Integration Issues

- Issue: Lack of test environment prior to SHCD led to connectivity issues
- Solution: System issue prioritization, targeted fixes, and process enhancements

❑ Call Center Performance

- Issue: High call volumes and long wait times due to payment and enrollment concerns
- Solution: Increased customer service representatives, enhanced IVR automation.

DHA PCM Referral Waiver



TRICARE WEST REGION REFERRAL WAIVER APPROVAL LETTER

Dear Provider,

This letter serves as approval for TRICARE Prime patients to seek outpatient TRICARE-covered services that would otherwise require approval from TriWest Healthcare Alliance (TriWest), including those referrals submitted to TriWest on or after January 1, 2025.

On January 23, 2025, the Defense Health Agency implemented a temporary waiver of outpatient referral requirements for eligible TRICARE West Region beneficiaries enrolled in a TRICARE Prime plan.

WAIVER DETAILS	Referrals from military or civilian primary care manager (PCM) or other TRICARE-authorized provider do not require separate approval from TriWest during the waiver period. Outpatient TRICARE-covered procedures, services, and equipment ordered or initiated during the waiver period do not require separate approval from TriWest. Beneficiaries are encouraged to take their PCM referral with them to their specialty appointment.
EFFECTIVE DATES	Referrals and orders for service issued to TRICARE Prime beneficiaries January 1, 2025, through March 31, 2025, are valid for services rendered through June 30, 2025.
INCLUDED SERVICES	TRICARE-covered office visits and outpatient procedures/services/equipment that otherwise require TriWest approval, when a PCM or other TRICARE-authorized provider issued the referral between January 1 and March 31, 2025.
AUTHORIZED PROVIDER	Any TRICARE-authorized provider. Network and non-network provider directories are available at https://tricare.triwest.com under "Find a Provider."
EXCEPTIONS	Inpatient care, applied behavior analysis (ABA)/Autism Care Demonstration (ACD) services, laboratory developed test (LDT), Extended Care Health Option (ECHO) services and other services that require pre-authorization .
LIMITATIONS	This waiver only applies to TRICARE-covered services. Refer to "Is a Referral/Auth Required?" on Availity in the TRICARE West payer space under Applications to search specific services that may require pre-authorization.
AFTER WAIVER ENDS	Referrals and orders issued after March 31, 2025, must follow TRICARE referral and authorization requirements. Point of service charges and authorization penalties may apply if TriWest approval is not obtained.
CLAIMS DOCUMENTATION	A copy of this TRICARE West Region Referral Waiver Approval Letter is not required with a claim submission.

Beneficiary Portal



- TriWest has established a secure beneficiary portal where beneficiaries can log in to address questions about their referrals and authorizations, enrollment, payments, and other items pertaining to their care.
- The secure beneficiary portal can be found at <https://www.tricare.mil/west>.
- Preferred browsers for the beneficiary portal are Chrome and Edge.
- Over 200,000 beneficiaries have established accounts on the TRICARE West Region beneficiary portal.

Questions?