



# Beneficiaries' Guide to Log In/Registration at [www.tricare-west.com](http://www.tricare-west.com)

Health Net Federal Services, LLC (HNFS) provides secure online tools that allow beneficiaries to access information and conduct many TRICARE transactions at [www.tricare-west.com](http://www.tricare-west.com).

## Why log in?

Accessing our secure online tools will let you make enrollment payments, check TRICARE eligibility, view authorization and claim status, change a network provider on an authorization, and more. New TRICARE rules require beneficiaries to access authorizations and individual claims Explanation of Benefits statements online. Once logged in, you can set notification preferences to receive immediate text messages or emails when a claim or authorization is processed. You can set other notification preferences, too.

## Who can log in/register?

Any adult with an active DS Logon or a valid account in the Defense Eligibility Enrollment Reporting System (DEERS) may use the secure tools. Dependents under age 18 may not register as they do not have the authority to attest to the agreements required in the registration process. The sponsor or spouse may add dependents under age 18 to their account. At this time, guardians and others not listed under the sponsor's DEERS account cannot register and must get information by phone or in writing.

## Step 1: Log In/Register

**Using DS Logon:** The fastest and preferred way to log in is with your Department of Defense Self-Service Logon (DS Logon) if you have one. It eliminates several steps and gives you immediate access to your information and account preferences.

Go to [www.tricare-west.com](http://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 already in the beneficiary portal can select **Secure Portal** from the main menu in the top left corner.)

Choose the DS Logon option and a separate screen will appear to enter your DS Logon username and password.

You can then complete the first-time log in options explained in **Step 2** on the next page.

**Registering without a DS Logon:** Registration takes less than five minutes. Go to [www.tricare-west.com](http://www.tricare-west.com) and chose **Beneficiary** under the **Register** section or, if you are already in the beneficiary portal, click **Register** at the top of the page. You will be asked basic registration 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.)*

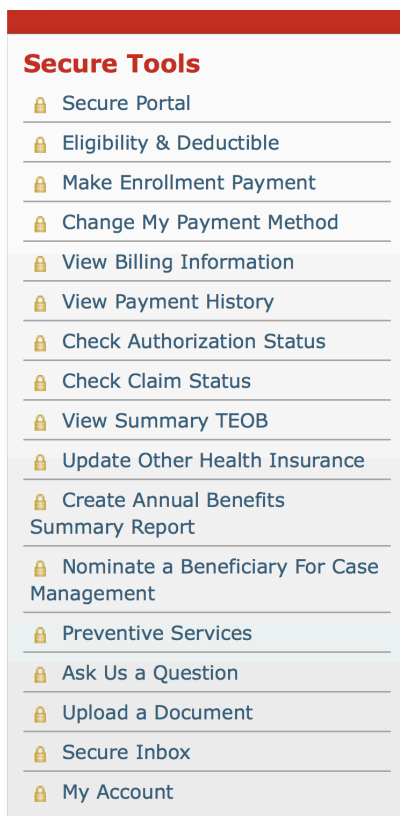
The screenshot shows the TRICARE West website interface. At the top, there are logos for Health Net Federal Services and TRICARE. A navigation menu includes links for HOME, ENROLLMENT, AUTHORIZATIONS, CLAIMS, COVERED SERVICES, WELLNESS, RESOURCES, and SECURE PORTAL. The 'Log In / Register' link is circled in red. Below the navigation, the page title is 'HNFS.com > TRICARE West > Beneficiary'. The main content area is titled 'TRICARE West for Beneficiaries' and features a banner for 'Sign up for auto payment.' with an image of a person holding a smartphone. On the left, there are sections for 'Public Tools' (Network Provider Directory, Non-Network Provider Directory, TRICARE Prime & PCM Selection, Military Hospital Locator, Covered Benefits, Copayment or Cost-Share, Is Approval Needed) and 'Secure Tools' (Secure Portal, Eligibility & Deductible). On the right, there is a 'Take Me To...' section with links to 'Answers to My Transition Questions', 'Mental Health Resources', 'Forms', 'Frequently Asked Questions', and 'TRICARE Online (for military hospital/clinic appointments)'. Below that is an 'Education' section with a link for 'Changes to TRICARE'.

Confirm your information to complete the registration.

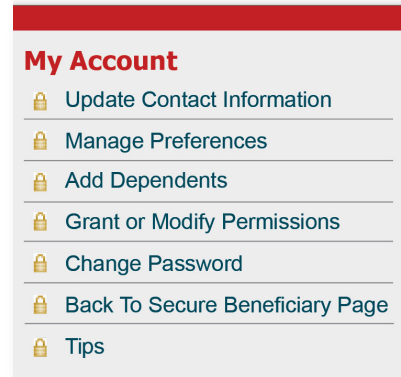
You will be asked to log in and again confirm your information (we hope to remove this small step in the future). You will also see a pop-up notice that passwords expire every 60 days, which helps ensure your information is secure.

*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 Step 2.*

You can now start using the **Secure Tools**, but we recommend you first follow **Step 2** to set additional account preferences.



## Step 2: First Time Log-In Options



Follow the prompts to:

- **Add Dependents:** Add dependents (minors) to your [www.tricare-west.com](http://www.tricare-west.com) account so you can see their information.
- **Grant or Modify Permissions:** Allows others to see your information if they are registered at [www.tricare-west.com](http://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.

### More information

For an overview of the public and secure self-service tools available to beneficiaries online 24/7, go to [www.tricare-west.com](http://www.tricare-west.com) > *I'm A Beneficiary* > *Resources* > *Handbooks and Brochures* > *General TRICARE Information* > *Web Resources*.

