

# www.tricare-west.com

Featuring Online  
Tools Ready to  
Serve You 24/7



## Secure Tools

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

## Did You Know?

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](http://www.tricare-west.com). These easy-to-use online tools let you conduct your TRICARE transactions safely and securely, and provide access to important health care information — *anytime you need it*.

## Why Log In?

- Immediate online access to authorization letters, Explanation 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.



## Who can Log In/Register?

Any adult with an active Department of Defense (DoD) Self-Service (DS) Logon or a valid account in the Defense Eligibility Enrollment Reporting System (DEERS) can access the secure tools at [www.tricare-west.com](http://www.tricare-west.com). If you choose not to use your DS Logon, you may register for a unique HNFS username and password. Only those with a current and active sponsor may register.

Who cannot register for an HNFS username/password?

- Dependents under age 18, as they do not have the authority to attest to the agreements required in the registration process. Sponsors or spouses may add dependents under age 18 to their account.
- Guardians and others not listed under the sponsor's DEERS account.

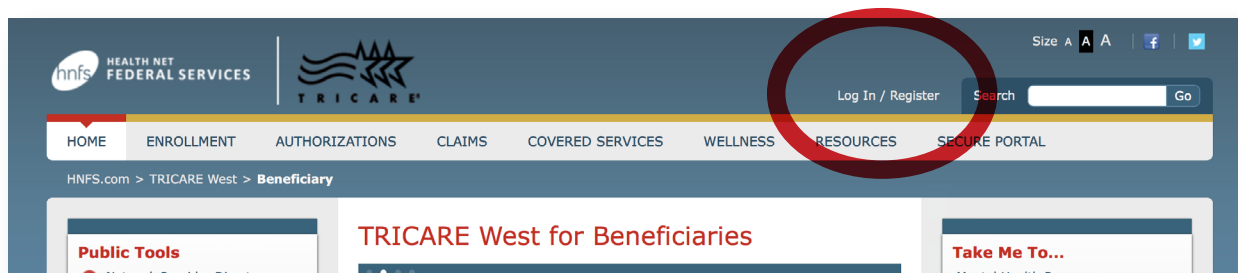
## How to Log In/Register

**Using a DS Logon:** For immediate access to your information and our secure tools, log in with your DS Logon. Visit [DS Logon My Access Center](#) to learn more. 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 by using the My Access Center on the DS Logon website. View frequently asked questions at <https://myaccess.dmdc.osd.mil>.

1. 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.)
2. Choose the DS Logon option and a separate screen will appear to enter your DS Logon username and password.
3. Complete the first-time log in options explained on the next page.

**Registering without a DS Logon:** Registration takes less than five minutes.

1. 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.
2. Provide 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.)*

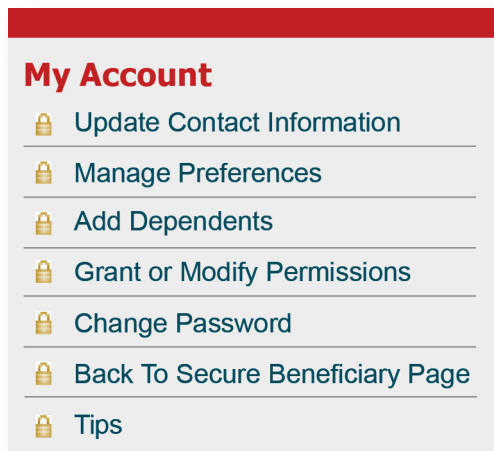


3. Create your account by providing your phone number, email address, username, and password. You will be asked to log in again to confirm your information.

*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.*

You can now start using the **Secure Tools**; however, we recommend you first follow the next step to set additional account preferences.

## 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 and receive notifications for their information.
- **Grant or Modify Permissions:** Allows you to grant permission for others to see your information as long as 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

Per DoD guidelines, DS Logon passwords expire every 60 days and are not controlled or maintained by HNFS. Passwords tied to an HNFS username expire every 365 days. You will receive a pop-up reminder whenever you log in, beginning 30 days before your password expires.

Password:

## Secure Tools

By logging in, you can access our secure portal to conduct these TRICARE transactions:

<b>Check TRICARE Eligibility</b>	View eligibility status, deductibles and catastrophic cap, TRICARE plan and primary care manager details, and update your other health insurance (OHI) information.
<b>Manage Payments</b>	Make enrollment fee payments for you and your family members. Change your payment method to an electronic method so monthly payments transfer automatically from your checking or savings account, or are paid via a credit card. View billing details including past and current payments, past and current dues, billing method, and more.
<b>View Payment History</b>	View enrollment payment history for the past 24 months.
<b>Check Authorization Status</b>	View current, pending and past authorization details. You can also change the servicing provider to another network provider of the same specialty using this tool. Important: As of Jan. 1, 2018, TRICARE beneficiaries must go online to view/print referral and authorization determination letters. See "Secure Inbox" below.
<b>Check Claim Status</b>	View claim status and your TRICARE Explanation of Benefits (TEOB) for finalized claims. Important: As of Jan. 1, 2018, TEOBs are only accessible online and will not be mailed.
<b>View Summary TEOB</b>	Access your summary TEOB, which will include all claims within a specific date range.
<b>Update Other Health Insurance</b>	View the details of you OHI and make updates as needed.
<b>Create Annual Benefits Summary Report</b>	View a report of the annual benefits summary for yourself and family members.
<b>Preventive Services</b>	Get preventive care eligibility details. Check claims for previous visits and find out when services are next available for you or your family.
<b>Ask Us a Question</b>	Submit claims-related inquiries to PGBA, LLC (our claims processing partner) through Ask Us. You'll be notified by email or text with responses sent to your secure inbox.
<b>Upload a Document</b>	Upload claims-related documents to PGBA.
<b>Secure Inbox</b>	Access referral and authorization-related letters, responses to Ask Us questions, appeals or grievance responses, and more.
<b>My Account</b>	Update contact information, manage text/email notification preferences, add dependents and family members to your <a href="http://www.tricare-west.com">www.tricare-west.com</a> account, grant permissions for releasing medical information, and more.

## Public Tools

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

<b>Network Provider Directory</b>	Search for network providers (military and civilian) by a specific address, ZIP code, specialty, and more.
<b>Non-Network Provider Directory</b>	Search for out-of-network (TRICARE-authorized) civilian providers by a specific address, ZIP code, specialty, and more.
<b>TRICARE Prime and PCM Selection</b>	Use the TRICARE Prime and PCM Selection Guide to determine if you reside within access to care standards of a TRICARE Prime Service Area.
<b>Military Hospital Locator</b>	Links you to the Find a Military Hospital or Clinic tool at <a href="http://www.tricare.mil/FindDoctor/mtf">www.tricare.mil/FindDoctor/mtf</a> .
<b>Covered Benefits</b>	Links you to the What's Covered section of <a href="http://www.tricare.mil/CoveredServices">www.tricare.mil/CoveredServices</a> .
<b>Copayment or Cost-Share</b>	View copayments and cost-shares based on TRICARE plan type, enlistment data and type of care.
<b>Is Approval Needed?</b>	Use our Prior Authorization, Referral and Benefit tool to determine HNFS approval requirements and benefit limitations. (If an approval is required, your provider will submit the request for you.)

Additionally, tabs allow you to access TRICARE plan enrollment information; download forms, handbooks, manuals, and charts; check prior authorization and referral status; access wellness information; and more.

