

Welcome to TRICARE® and the West Region

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Online Network Provider Directory

HNFS' online [Network Provider Directory](#) makes it easy for beneficiaries and providers to locate TRICARE West Region network providers. Network providers must satisfy all applicable credentialing requirements and execute a Provider Participation Agreement in order to be eligible to be listed in the [Network Provider Directory](#). Provider details displayed in our directory include: location, provider name, provider type, specialty, gender, accepting new patient status, telemedicine capability, office phone/fax numbers, and additional language(s).

Please visit the online [Network Provider Directory](#) to confirm your individual listing(s) is accurate. Keep in mind, certain specialties may be credentialed by HNFS at the individual level but only listed in the [Network Provider Directory](#) at the group level. Similarly, HNFS must credential all network nurse practitioners and physician assistants, but only those identified as primary care managers (PCMs) will display in the [Network Provider Directory](#).

Please review "[Updating Provider Information](#)" in the [Important Provider Information](#) section for instructions on updating your directory record.

If you do not find your listing in the [Network Provider Directory](#), but wish to be listed, contact HNFS' Customer Service Line at **1-844-866-WEST (1-844-866-9378)**.

If HNFS determines a listing in the [Network Provider Directory](#) is inaccurate or is missing required TRICARE Program data elements, HNFS may be unable to publish the provider listing until accurate information is provided and updated in our system. There are seven required data elements for publication in the [Network Provider Directory](#):

1. Provider name
2. Provider specialty
3. Sub-specialty (if applicable)
4. Gender
5. Work practice address
6. Work practice fax number
7. Work practice telephone number for each service area

Information in the [Network Provider Directory](#) is subject to change without notice. Providers should encourage TRICARE beneficiaries to call and confirm a network provider is accepting new TRICARE patients before making appointments. **Additionally, providers should notify HNFS if their status for accepting new patients has changed by submitting a [Network TRICARE Provider Roster](#) or contacting us to let us know.**