



# In Case You Missed it

TRICARE® West Region e-Updates

December 2023

- 1. Plan changes outside of TRICARE Open Season.** Now that TRICARE Open Season is over, you will need a qualifying life event (QLE), such as moving, getting married or having a baby, to make TRICARE Prime or TRICARE Select plan changes. Learn about enrollment options at [www.tricare.mil/LifeEvents](http://www.tricare.mil/LifeEvents). However, don't forget that you can change your primary care manager at any time, without a QLE, by logging in at [www.tricare-west.com](http://www.tricare-west.com).
- 2. Review your TRICARE plan costs for 2024.** Starting Jan. 1, 2024, you may see changes to your out-of-pocket costs depending on your TRICARE health plan. Annual cost and fee changes reflect decisions made by Congress, cost-of-living adjustments, changes to the cost of health care services and drugs, and more. Plan ahead by [reviewing your 2024 TRICARE health care plan costs](#) now.
- 3. Pharmacy copayments are increasing in 2024.** If you get your prescription drugs through the [TRICARE Pharmacy program](#), [your copayments will be increasing](#) starting on Jan. 1, 2024. Active duty service members (ADSM) will continue to pay nothing for covered drugs at military pharmacies, retail network pharmacies or through home delivery. Additionally, survivors of ADSMs, and medically retired service members and their families, will not see an increase.
- 4. You have access to telemental health care options.** Mental health impacts how you handle stress, relate to others, and make healthy choices. During the holiday season you may even experience more stress and worry than normal. Access to virtual mental health care is a convenient way to seek help without having to leave your home, especially during this busy time of year. Connect with one of our [telemental health care partners](#) to get started. Referral requirements are the same as those for in-person visits.
- 5. Consider Quest Diagnostics for your lab work.** We know you have options for where you get your lab work completed. We also know providers depend on lab results to guide treatment and care. Health Net Federal Services, LLC (HNFS) has designated [Quest Diagnostics \(Quest\) as a high-value provider and preferred laboratory](#) in the TRICARE West Region network. There are multiple locations, and they offer an extensive test menu to save patients time and effort. Quest is committed to providing quality and accurate lab results by investing in cutting-edge technology and research to provide custom solutions.
- 6. Do you know how to access your authorization letters?** If your provider has recently submitted a referral or pre-authorization, you can easily check the status and view authorization letters online. Click on "Authorization Status" in the "Secure Tools" box at [www.tricare-west.com](http://www.tricare-west.com) and log in using your DS Logon or Health Net Federal Services, LLC (HNFS) username and password. You can also check status using the self-service prompts through our customer service line.
- 7. Learn more about TRICARE by attending a live webinar.** Our experienced TRICARE educators offer live, monthly webinars to help you gain a better understanding of the TRICARE benefit. From basic TRICARE information to in-depth topics, there is something for everyone. Check out our [current schedule](#).
- 8. Get answers you need with the MHS Nurse Advice Line.** Having the right resources available is key to staying healthy. Whether you have questions about a sick child, are traveling and need advice, or are simply looking for the nearest urgent care or emergency facility, the [MHS Nurse Advice Line](#) can help. Nurses are available via phone, web chat or video chat. As always, if you or your loved ones need immediate assistance, call 911 or go to the nearest emergency room.
- 9. Got stress?** The holidays can be an extremely busy time of year, and it's easy to get caught up in the hustle and bustle of the season. For help with [managing stress](#) or [sticking to your budget](#), listen to our recorded classes on these topics. Visit our [Learning Center](#) for more classes on mental health, health conditions and living a healthy lifestyle.
- 10. Stay healthy during this cold and flu season.** Winter often means extra activities, traveling and family or friend gatherings. Remember to stick to the basics: eat healthy, exercise and get your rest. The [Centers for Disease Control and Prevention](#) has more tips to help you avoid getting sick during this time of year.