www.tricare-west.com
24/7 Access to Online Tools

The TRICARE West Region Website

Health Net Federal Services, LLC (HNFS), the regional contractor for the TRICARE West Region, offers public and secure self-service tools at **www.tricare-west.com**. Easily and securely conduct your TRICARE business and access important health care information — anytime you need it.

Log In for Full Access

Get the most out of our website by logging in to use secure tools. You can:

- Access authorization letters, Explanations of Benefits and more.

- Use self-service tools to make payments, check eligibility and claim status, make network-to-network provider changes on approved referrals, and more.

- Set up claim and referral-related email and text alerts.

Accessing Secure Tools

If you are an adult with an active Department of Defense (DOD) Self-Service (DS) Logon or listed in the Defense Eligibility Enrollment Reporting System (DEERS), you can access the secure tools at **www.tricare-west.com**.

🔒 DS LOGON

Log In with a DS Logon.

If you have a DS Logon, you'll use that to log in at **www.tricare-west.com**. You get your DS Logon automatically if you used your Common Access Card (CAC). Otherwise, you can upgrade though the **DS Logon My Access Center.**

1. Go to **www.tricare-west.com** and choose **Beneficiary** under the **Secure Login/Register** section or click **Log In** at the top of most web pages.

   📱 (***Mobile users**: Select one of the **Secure Tools** and you will be directed to log in or register.)*

2. Choose the **DS Logon** option and enter your DS Logon username and password.

3. If it's your first time logging in, complete the first-time log in options.

DS Logon passwords expire every 180 days and are not controlled or maintained by HNFS. Visit **DS Logon My Access Center** to learn more about DS Logons and read frequently asked questions.

> 💡 **Tip! You will need** a premium account to access most self-service tools. If you currently have a basic account, you can upgrade to a premium account through the **DS Logon My Access Center**.

If you aren't able to get a DS Logon, register for a unique tricare-west.com username and password.

You should *only* use this option if you can't get a DS Logon. Things to keep in mind:

- You must be age 18 or older. (See "Add Family Members" in the next section to learn how to add minors.)

- If you've already signed in using your DS Logon, you won't be able to register for a tricare-west.com username and password.

1. Go to **www.tricare-west.com** and choose **Beneficiary** under the **Secure Login/Register** section or click **Register** at the top of most web pages.

   📱 (***Mobile users**: Select one of the* **Secure Tools** *to register.)*

2. Enter in 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. Enter in your phone number and email address

4. Create a username and password.

5. Log in again to confirm your information. Choose **Beneficiary** under the **Secure Login** section or click **Log In** at the top of most web pages.

   📱 (***Mobile users**: Select one of the* **Secure Tools** *to log in.)*

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. The code expires after 60 days.

HNFS passwords expire every 365 days. You will receive a reminder whenever you log in, beginning 30 days before your password expires.

First-Time Log In Options/Setting Up Preferences

If it's your first time logging in, follow the prompts to:

- **Add family members:** Add eligible family members (to include minor children) to your **www.tricare-west.com** account so you can see and receive notifications for their information.

- **Grant or modify permissions:** Grant permission for others to see your information (they must be registered adults listed under the same sponsor). You can also grant permission for adult family members 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 be notified once HNFS has processed authorizations, claims, enrollment etc., for you and your family.
  ***Note:** Not all options are available for every notification type.*

💡 **Tip!** Update your preferences at any time through the **My Account** section of the secure portal.

Support

- For DS Logon support, call DMDC at **1-800-368-3665**.

- For **tricare-west.com** username/password support, call HNFS at **1-800-440-3114** (Monday through Friday, 6 a.m.–6 p.m. Pacific Time).

Secure Tools

You must log in to access the following tools:

Eligibility, PCM and Deductible

View eligibility status, deductibles and catastrophic cap, TRICARE plan and primary care manager details, and update your other health insurance (OHI) information.

Manage My Payment

Make enrollment fee payments for you and your family members; change enrollment fee payment method (such as checking or savings account deduction or recurring credit card charge); and view billing details, such as past and current payments and amounts due; and more.

Payment History

Get your enrollment payment history for the past 24 months.

Authorization Status

View current, pending and past authorization details. **Important:** TRICARE beneficiaries must go online to view/print referral and authorization determination letters as they are not mailed. See "Secure Inbox."

Change an Authorization

Change the servicing provider to another network provider of the same specialty.

Claim Status

View claim status and Explanations of Benefits (EOBs) for finalized claims. **Important:** Per TRICARE requirements, HNFS only mails individual EOBs on a case-by-case basis. See "Secure Inbox."

EOB Summary

Access summary TRICARE EOBs (TEOBs). These include all claims within a specific date range.

Update Other Health Insurance

View the details of your other health insurance (OHI) and make updates as needed.

Annual Benefits Summary Report

View a report of the annual benefits summary for you and your family members.

Nominate a Beneficiary for Case or Disease Management

Nominate yourself or a family member for one of HNFS' case or disease management programs. (Visit our Wellness Center to learn more.)

Preventive Services History

View your preventive care history to find out when you are next due/eligible for services.

Ask Us Secure Email

Submit claims-related inquiries to PGBA, LLC (our claims processing partner). You'll get an email or text when a response has been sent to your secure inbox.

Upload a Document

Upload claims-related supporting documents to PGBA. **Note:** this tool should not be used to submit claims.

Secure Inbox

Access referral and authorization-related letters, EOBs, responses to Ask Us questions, appeals or grievance responses, and more.

My Account

Update contact information, manage text/email notification preferences, add eligible family members (to include minor children)

Secure Chat

Chat securely via web chat with a customer service representative, Monday through Friday, 9 a.m.–2 p.m. PT.

Public Tools

We offer a variety of tools that do not require you to log in to access:

Network Provider Directory

Search for network providers (military and civilian) by a specific address, ZIP code, specialty, and more. You can also connect with one of our telehealth partners.

Non-Network Provider Directory

Search for out-of-network (TRICARE-authorized) civilian providers by a specific address, ZIP code, specialty, and more.

Choosing/Changing Your PCM

Use our "TRICARE Prime and PCM Selection Guide" to determine if you must have your primary care manager (PCM) at a military hospital or clinic and/or if you can waive drive time access-to-care standards.

Military Hospital Locator

Connect to TRICARE's "Find a Military Hospital or Clinic" tool.

Covered Benefits

Connect to the "What's Covered" section of tricare.mil.

Copayment or Cost-Share

Connect to TRICARE's copayment and cost-share tool.

Is Approval Needed?

Find referral and pre-authorization requirements and benefit limitations. (If an approval is required, your provider will submit the request for you.)

Additional Information

Hover over our various website tabs to easily find detailed information about TRICARE and West Region-specific programs.

Scan this QR code to view the 24/7 Access to Online Tools guide.