

TRICARE® West Region Transition

Contact Reference Guide from Health Net Federal Services



New TRICARE contracts started on Jan. 1, 2025. With this, your TRICARE West Region regional contractor changed from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest). HNFS offers this guide to help you understand which contractor can help you with your TRICARE-related questions.

Health Net Federal Services	TriWest
Health care delivery	
Health care delivery by HNFS ended Dec. 31, 2024	Health care delivery by TriWest started Jan. 1, 2025
How to contact	
www.tricare-west.com	www.tricare.mil/west
All online services Through Dec. 31, 2024	Secure online option to set up 2025 enrollment payments As of Oct. 7, 2024
Limited services Through June 30, 2025 (see below for details)	TriWest's provider directory As of Nov. 1, 2024
	Secure beneficiary portal As of Nov. 11, 2024
	All online services Beginning Jan. 1, 2025
1-844-866-WEST (1-844-866-9378)	1-888-TRIWEST (1-888-874-9378)
All support <i>except</i> 2025 enrollment (Open Season) Through Dec. 31, 2024	Support for 2025 enrollment only Beginning Nov. 11, 2024 (start of Open Season)
Claims support for dates of service before Jan. 1, 2025 Through April 30, 2025	Full call center Beginning Jan. 1, 2025 (see "Check Claim Status" below for exception)

Topic	Date of Service/Incident	Contact or Submission Date	Who to Contact
General Inquiries	N/A	Through Dec. 31, 2024	HNFS
	N/A	On or after Jan. 1, 2025	TriWest
Appeals (Authorizations)	Through Dec. 31, 2024	Through Dec. 31, 2024	HNFS
		On or after Jan. 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Appeals (Claims)	Through Dec. 31, 2024	Through April 30, 2025	HNFS
		On or after May 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Claims Status	Through Dec. 31, 2024	Submitted to HNFS by April 30, 2025	HNFS*
		Submitted to TriWest on or after May 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Claims Submission	Through Dec. 31, 2024	Through April 30, 2025	HNFS
		On or after May 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest

continued

Topic	Date of Service/Incident	Contact or Submission Date	Who to Contact
Enrollment Inquiries	Enrollment payments due or plan changes effective before Jan. 1, 2025	Through Dec. 31, 2024	HNFS
	Enrollment payments due on or after Jan. 1, 2025	On or after Oct. 7, 2024 (web) or Nov. 11, 2024 (phone)	TriWest
	Enrollment changes effective on or after Jan. 1, 2025	During Open Season (Nov. 11-Dec. 10, 2024)	TriWest
Provider Networks	Care rendered through Dec. 31, 2024	Through Dec. 31, 2024	HNFS
	Care rendered on or after Jan. 1, 2025	On or after Nov. 11, 2024 (TriWest's directory available as of Nov. 1, 2024)	TriWest
Referral and Authorization Submissions	Care initiated by Dec. 31, 2024	Through Dec. 31, 2024	HNFS**
		On or after Jan. 1, 2025	TriWest
	Care initiated on or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest
Referral and Authorization Status	Through Dec. 31, 2024	Through Dec. 31, 2024	HNFS***
		On or after Jan. 1, 2025	TriWest
	On or after Jan. 1, 2025	On or after Jan. 1, 2025	TriWest

* Claims status through HNFS available by phone through April 30, 2025, and at HNFS' [tricare-west.com](https://www.tricare-west.com) website through June 30, 2025. TriWest will handle all claims status inquiries regardless of date of service beginning May 1, 2025.

** Any unprocessed requests as of Jan. 1, 2025, will be transferred to TriWest, as appropriate, for processing.

*** Referral/authorization status available by phone through Dec. 31, 2024, and at HNFS' [tricare-west.com](https://www.tricare-west.com) website through April 30, 2025.

Frequently Asked Questions

Find answers to frequently asked questions about the TRICARE contract transition at www.tricare.mil/changes and www.tricare-west.com/go/transition.