



Authorization Status Tool

Health Net Federal Services, LLC (HNFS) offers providers an easy way to view authorization details with our secure, online Authorization Status tool.

This tool is for providers registered at www.tricare-west.com.

Key features:

- Check referral and authorization status.
- Print determination letters.

Providers:

- Use the Authorization Status tool whether you submit requests through CareAffiliate® or our Web Authorization Referral Tool (WARF).
- We automatically fax authorization letters to the referring and servicing providers.

Step 1:

Go to the provider portal at www.tricare-west.com. Under the Secure Tools section, select “Authorization Status.” If you are not already logged in, you will be directed to do so.

The screenshot shows the TRICARE West for Providers website interface. At the top, there are logos for Health Net Federal Services and TRICARE. A navigation bar includes links for HOME, AUTHORIZATIONS, CLAIMS, BENEFITS & COPAYS, and RESOURCES. In the top right corner, the 'Log In / Register' link is circled in red. Below the navigation bar, the breadcrumb trail reads 'HNFS.com > TRICARE West > Provider'. The main content area is titled 'TRICARE West for Providers' and features a central banner with a keyboard image and a blue button that says 'WEBSITE REGISTRATION'. Below the banner, there is a section for 'Access Secure Tools' with a sub-link 'Log In/Register to Get Started'. To the left, there are two columns of tool links: 'Public Tools' and 'Secure Tools'. In the 'Secure Tools' column, the 'Authorization Status' link is circled in red. To the right, there are several 'Take Me To...' sections with links for 'Become a TRICARE Provider', 'Network Welcome Toolkit', 'Update My Demographics', 'Forms', 'Frequently Asked Questions', 'Clear and Legible Reports', 'Reimbursement' (including 'No Pay Code List', 'Rates and Reimbursement', and 'Performance-Based Maternity Payments'), and 'Education' (including 'TRICARE West Region Provider').

Step 2:

Search by Social Security number (SSN) or DoD Benefits Number (DBN) and enter in the required information. You may search for a date range or an exact authorization number. Then click "Search."

The screenshot shows a search form titled "Check Authorization and Referral Status". It includes fields for "Sponsor SSN" (with a placeholder "XXXX-XX-1234"), "Patient First Name" (John), "Patient Last Name" (Doe), and "Patient Date of Birth" (01/02/1960). There are radio buttons for "SSN Option" and "DBN Option". A section for "Search for authorization by" has a selected option "Show dates of service for the last" with a dropdown menu set to "6 months". There are also fields for "Date of Service Range" and "Authorization Number". "SEARCH" and "RESET" buttons are at the bottom.

Step 3:

Once you locate the authorization you'd like to view, click on the authorization number to view details.

The screenshot shows the results page for the search. It displays a table with one entry. The authorization number "01234-567890-09876" is circled in red. The table columns are: Authorization, Dates of Service, Place of Service, Servicing Provider, Provider Specialty, Decision Description, and Claims Link. Below the table, there are "PROCESSING TIMELINES" and "Please Note" sections. "BACK" and "PRINT" buttons are at the bottom.

Authorization	Dates of Service	Place of Service	Servicing Provider	Provider Specialty	Decision Description	Claims Link
01234-567890-09876	12/13/2019 - 09/08/2020	Outpatient	Clarion Optometry Group	Optometrist	Approved	View claims for this authorization

Step 4:

The details page will show you the authorization status (approved, pending/pending, canceled or denied). This page will also give you an option to view the authorization letter. Click on "View authorization letter" to view and/or print the determination letter from HNFS. The option to view or print an authorization letter will only exist if one has been generated.

The screenshot shows the details page for the authorization. It lists various fields such as "Authorization 1234-567890-09876", "Authorization Status Approved", "Decision Approved", "Patient Name John Doe", "Patient DOB 01/02/1960", "Primary Diagnosis Code Z01.00", "Sponsor Name John Doe", and "Sponsor SSN XXXX-XX-1234". The "View authorization letter" link is circled in red. Other details include "Requesting Provider Name NH TWENTYNINE PALMS", "Provider Phone (123) 123-4567", "Servicing Provider Name CLARION OPTOMETRY GROUP", "Servicing Provider NPI 12345678909", "Provider Phone (123) 123-4567", "Servicing Facility", "Provider Address 123 Any City, Town, CA 92284-7911", "FAX (760) 369-2020", "Primary Diagnosis / Description Encounter for examination of eyes and vision without abnormal findings", "Secondary Diagnosis / Description", and "Specialty Optometrist".

COVID-19 exception: In response to COVID-19, HNFS extended certain outpatient referrals and authorizations 180 days. While the Authorization Status tool will reflect the new end dates, letters viewable through the "View authorization letter" link may not match the updated authorization details. To print the new dates, scroll down and use the "Print" button instead.