

Online Referral and Authorization Requests

Using the Web Authorization/Referral Form (WARF) at www.tricare-west.com

The WARF tool is for outpatient requests only.

Key features of WARF:

- Does not require registration on www.tricare-west.com
- Available for outpatient requests only
- Confirms the request was accepted for processing
- Provides the option to print and save a PDF with the content submitted

Inpatient Requests: The WARF tool does NOT support inpatient requests. Please use CareAffiliate® at www.tricare-west.com > *Provider* > *Authorizations* > *Submit a Request*.

Before we begin



Recommendation: Use Google Chrome for best results.  Internet Explorer 11 also works.




First, make sure your service requires authorization by checking HNFS' Prior Authorization and Referral Benefit tool. Go to www.tricare-west.com > *Provider* > *Is Approval Needed*. If it does not require an authorization, please do not submit a request to Health Net Federal Services, LLC (HNFS).

Overall navigation tips

- When entering requesting or servicing provider information, please use the provider lookup feature.

REQUESTING PROVIDER DETAILS

Click here for Provider Lookup 

- Do **not** select *multi-specialty* as a provider specialty. This will delay processing of your request.
- The  will provide you with more details about that specific field.
- Selecting the correct Request Profile is important as it ensures the right codes are included in your authorization. View the [Request Type Guide](#) to see the codes for each profile.

Taking a closer look at submitting a request

Step 1:
You can use the sponsor's SSN or DBN to identify the patient. Enter the required fields. The * indicates required fields.

* Type

SSN Patient DBN

* Sponsor SSN

* Patient's First Name

* Patient's Last Name

* Date Of Birth

* Street Address

* Postal Code

* City

State

Phone Number

Step 2:
Locate the Requesting Provider record using the magnifying icon.

- If you are unable to locate the correct requesting provider, you can manually enter in the information. However, this may delay processing.
- **Leave Type field as "Any."** If you get too many results, filter by selecting Facility, Group or Individual.
- The best search methods are NPI and Tax ID (TIN) without the Provider Name.

REQUESTING PROVIDER DETAILS
Click here for Provider Lookup

Provider Search

Type

(Any)

Specialty

--Select--

Provider Name

Last, First (wildcard = *)

City

NPI

State

Tax ID

Postal Code

SEARCH CLEAR CANCEL

Name	NPI	TIN	Group Name	Street Address	City	State	Postal Code	Network Status
TRICARE, Provider	1234567890	123456789	PRIMARY HEALTH MEDICAL GROUP	11197 W FAIRVIEW AVE	BOISE	ID	83713	Network

For an individual provider within a group, enter the individual provider's NPI and the group Tax ID (TIN). If you find the right individual and group but the address or phone numbers are wrong, select the record and you can make corrections in the next step.

Step 3:

If results display:

- Select the individual provider or group name, as appropriate, to auto-populate this information into the request.
- Enter your contact information and correct information as needed.

REQUESTING PROVIDER DETAILS

Click here for Provider Lookup

* Contact Name	* Contact Phone Number
<input type="text"/>	<input type="text"/>
* Provider Name	Postal Code
<input type="text" value="Dr. Thomas, William"/>	<input type="text" value="89102"/>
* NPI	City
<input type="text" value="1093074576"/>	<input type="text" value="BIRMINGHAM"/>
* Tax ID	State
<input type="text" value="1093074576"/>	<input type="text" value="AL"/>
* Phone Number	* Specialty
<input type="text" value="205.978.8800"/>	Family Practice
* Fax Number	Network Status
<input type="text" value="205.978.8800"/>	<input type="text" value="Network"/>

Is the servicing provider the same as the requesting provider?

If there are no results or you did not find the correct provider record:

Select **Cancel** to return to the previous screen and manually enter the provider's information.

Provider Search

Type	Specialty
(Any)	--Select--
Provider Name	City
Last, First (wildcard = *)	<input type="text"/>
NPI	State
1093074576	<input type="text"/>
Tax ID	Postal Code
<input type="text"/>	<input type="text"/>

Name NPI TIN Group Name Street Address City State Postal Code Network Status

No provider record found. Please check your search criteria and try again or CANCEL to manually enter your provider information.

Step 4:

Check the box if the servicing provider is the same as the requesting provider. This will copy and auto-populate the Servicing Provider Details section and eliminate the need to enter the servicing provider information manually.

REQUESTING PROVIDER DETAILS
Click here for Provider Lookup

* Contact Name * Contact Phone Number

* Provider Name Postal Code

* NPI City

* Tax ID State

* Phone Number Specialty

* Fax Number Network Status

Is the servicing provider the same as the requesting provider?

Step 5:

Select a Priority in the Event Classification drop-down menu:

- **Routine** = Patient needs to be seen within 28 days.
- **Urgent** = Patient needs to be seen within 3 business days.
- **Emergent** = Patient needs to be seen within 24 hours.

Note: Urgent and Emergent priorities require clinical justification information in the required field. There is no need (or availability) to attach documentation.

PRIORITY AND DIAGNOSIS

* Event Classification

Clinical justification for an emergent or urgent request must be noted below.

* Diagnosis Code Description

Step 6:

In the same section, enter the diagnosis code (ICD-10) and the description will auto-populate. You can add up to five diagnosis codes.

PRIORITY AND DIAGNOSIS

* Event Classification

Clinical justification for an emergent or urgent request must be noted below.

* Diagnosis Code Description

* Diagnosis Code Description

* Diagnosis Code Description

- **To add a diagnosis code:**

Select the add icon.



- **To remove a diagnosis code:**

Select the minus icon.



Step 7:

- Select the Request Type (Specialty Referral, Outpatient Authorizations or Outpatient Behavioral Health).
- Select the appropriate profile. The WARF Profile Guide shows the CPT® codes included in each profile.

REQUEST PROFILE

* Request Type ?

Specialty Referral Outpatient Authorizations Outpatient Behavioral Health

--Select-- ▾ [WARF Tool Request Profile Guide](#)

Note: The drop-down list is sorted by the most frequently requested codes. Finding the correct outpatient authorizations profile is very important. (*Upcoming updates:* Look for simplified categories, better profile descriptions and an improved sort order.)

Step 8:

Search for the *Servicing Provider* if the *Requesting Provider* is **not** the same.

Provider Search

I have a provider in mind I need help finding a provider by specialty

Type ? Specialty ?

(Any) ▾ --Select-- ▾

Provider Name ? City ?

Last, First (wildcard = *)

NPI ? State ?

Tax ID ? Postal Code ?

SEARCH CLEAR CANCEL

- Select the **I have a provider in mind** button if you want to search for a servicing provider. The search features work the same as in Step 2 and Step 3.
or
- You can choose the **I need help finding a provider by specialty** button and we will automatically select a provider. However, it may not be the closest available as we automatically select based on high **value ratings** within a 40-mile radius. (*Upcoming updates:* Improved auto-selection results to include providers closer in proximity.)
- **If a provider record is not found when using the search feature:** Select **Cancel** or the **X** in the upper right hand corner to return to the previous screen and manually enter the provider's information.

Step 9:

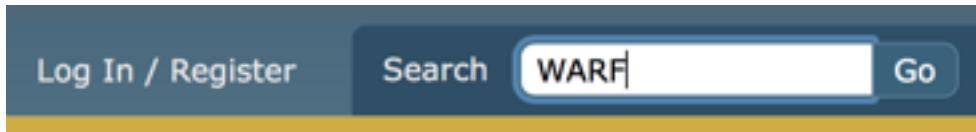
Select the **Submit** button to submit your request to HNFS.



Note: If any information is missing, a message will appear at the top of the page notifying you what required fields are missing.

REMINDER:

To quickly access WARF at www.tricare-west.com, type in "WARF" in the Search box at the top of any page or [click here](#).



- End of Guide -