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 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.

- 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.

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.

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.

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.
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.

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.

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.

- **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.

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.

- 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 -