

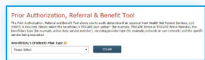


Submitting TRICARE® Authorization and Referral Requests

Provider Resources

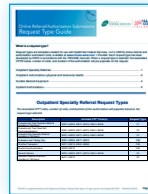
Understanding the TRICARE West Region authorization and referral process is a big part of providing the best care for your patients. Referrals are required for most specialty care under TRICARE Prime, while authorizations may be required for certain services under all TRICARE plans. Below are online resources you can use in your practice to help you avoid extra work for unnecessary requests or penalties (for network providers only) for services that require an approval.

Prior Authorization, Referral and Benefit (PARB) Tool



The PARB tool allows you to easily determine Health Net Federal Services, LLC (HNFS) approval requirements, TRICARE benefit limitations, and patient copayments or cost-shares. Before submitting an authorization or referral request to HNFS, save yourself time by first checking to see if an approval is needed. Visit www.tricare-west.com > *Provider* > *Authorizations* > *Is Approval Needed?* for more information.

Request Type Guide



HNFS uses request types – templates that auto-complete associate billing codes, number of visits and approval duration – in its online submission tools. Use this guide to find the current list of specialty outpatient, inpatient and durable medical equipment request types to choose from when submitting authorization and referral requests to HNFS. Visit www.tricare-west.com > *Provider* > *Resources* > *Quick Reference Charts* for more information.

CareAffiliate® User Guide



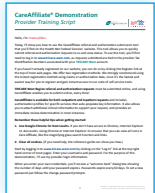
This step-by-step guide walks you through CareAffiliate, HNFS' comprehensive online submission tool for inpatient and outpatient requests. You must be logged in at www.tricare-west.com to access CareAffiliate. Go to www.tricare-west.com > *Provider* > *Resources* > *Quick Reference Charts* for more information.

Web/Authorization Referral Form (WARF) User Guide



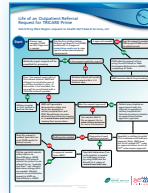
Providers not yet registered at www.tricare-west.com can submit outpatient authorization and referral requests using WARF. Go to www.tricare-west.com > *Provider* > *Resources* > *Quick Reference Charts* for more information.

CareAffiliate® Training Script



If you have new staff members in your practice, this training script can help get them up to speed so they can easily navigate the CareAffiliate online tool. Go to www.tricare-west.com > *Provider* > *Resources* > *Quick Reference Charts* for more information.

Life of an Outpatient Referral Flow Chart



Are you more of a visual learner? This flow chart offers a complete look at the outpatient referral process. Go to www.tricare-west.com > *Provider* > *Resources* > *Quick Reference Charts* for more information.

Provider Webinars



Online webinars provide live training from the comfort of your home or office. Learn about the authorization and referral process and see real-time CareAffiliate demonstrations. Go to www.tricare-west.com > *Provider* > *Resources* > *Online Provider Education* to find a date and time that works for you.

Video Tutorial



If you can't make it to a live webinar, then watch the CareAffiliate video tutorial at a time that works best for you. This video provides a demonstration of how to submit a request using CareAffiliate. Go to www.tricare-west.com > *Provider* > *Resources* > *Online Provider Education Recordings*.