

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  or Microsoft Edge  for best results.


 **First**, make sure the service requires a referral or pre-authorization. Go to www.tricare-west.com > *Provider* > *Is Approval Needed* to use our **Prior Authorization, Referral and Benefit** tool. If it does not require an approval, 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 type is important as it ensures the right codes are included in your authorization. View our **Request Type Guide** to see the codes for each profile.
- The provider submitting the request is the “Requesting Provider.” Please use your information to complete the request.

Taking a closer look at submitting a request

Step 1:

You can use the sponsor's Social Security number or the patients Department of Defense Benefits Number (DBN) to identify the patient. Enter the required fields. The * indicates required fields.

A screenshot of a patient information form. The form is titled '* Type' and has two radio buttons: 'SSN' (selected) and 'Patient DBN'. Below this are several input fields, each with a yellow highlight and an asterisk indicating it is required: 'Sponsor SSN', 'Patient's First Name' (containing 'smith'), 'Patient's Last Name', 'Date Of Birth' (with a calendar icon and placeholder 'MM/DD/YYYY'), 'Street Address', 'Postal Code', 'City', 'State', and 'Phone Number'. There are also help icons (question marks) next to the 'Type', 'Sponsor SSN', 'Patient's First Name', 'Patient's Last Name', 'Date Of Birth', and 'Postal Code' labels.

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 the "Type" field as "Any."** If you get too many results, filter by selecting facility, group or individual.
- The recommended search methods are using the National Provider Identifier (NPI) and Tax Identification Number (TIN) without the provider name.

A screenshot of a 'Provider Search' interface. At the top, there is a callout box with the text 'REQUESTING PROVIDER DETAILS' and 'Click here for Provider Lookup' next to a magnifying glass icon. A large red arrow points from this callout box to the search interface. The search interface has several input fields: 'Type' (set to '{ Any }'), 'Specialty' (set to '--Select--'), 'Provider Name' (placeholder 'Last, First (wildcard = *)'), 'City', 'NPI', 'State', 'Tax ID', and 'Postal Code'. Below the input fields are three buttons: 'SEARCH', 'CLEAR', and 'CANCEL'. At the bottom, there is a table of search results with columns: Name, NPI, TIN, Group Name, Street Address, City, State, Postal Code, and Network Status. The first row of results is: 'TRICARE, Provider', '1234567890', '123456789', 'PRIMARY HEALTH MEDICAL GROUP', '11197 W FAIRVIEW AVE', 'BOISE', 'ID', '83713', and 'Network'. A red arrow points from the 'NPI' and 'TIN' columns of this row to the 'NPI' and 'Tax ID' input fields above.


For an individual provider within a group, enter the individual provider's NPI and the group 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"/>	<input type="text"/>
* NPI 	City 
<input type="text"/>	<input type="text"/>
* Tax ID 	State 
<input type="text"/>	<input type="text"/>
* Phone Number 	* Specialty 
<input type="text"/>	Family Practice 
* Fax Number 	Network Status
<input type="text"/>	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
<input type="text"/>	<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 three 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.

- **To add a diagnosis code:**

Select the add icon.



- **To remove a diagnosis code:**

Select the minus icon.



PRIORITY AND DIAGNOSIS

* Event Classification

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

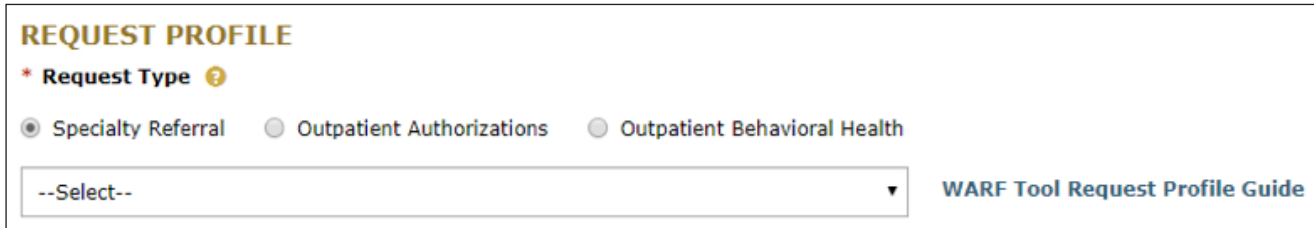
* Diagnosis Code Description

* Diagnosis Code Description

* Diagnosis Code Description

Step 7:

- Select the request type category (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 ?

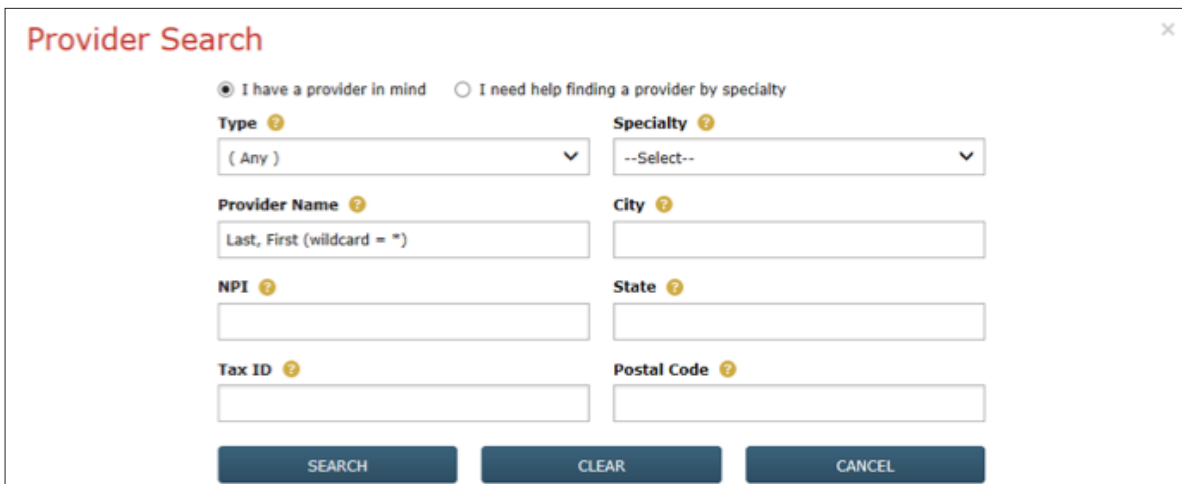
Specialty Referral Outpatient Authorizations Outpatient Behavioral Health

--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 [X]

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 **value ratings** within a 40-mile radius.
- **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.

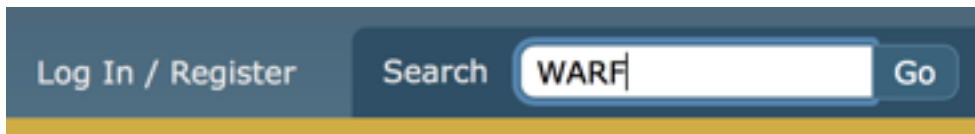


A screenshot showing two dark blue buttons with white text. The left button is labeled "SUBMIT" and the right button is labeled "RESET". Both buttons are contained within a thin white border.

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](#).



A screenshot of a website header. On the left, there is a link that says "Log In / Register". To the right of this is a search bar. The search bar contains the text "WARF" and has a "Go" button to its right. The entire header area has a dark blue background with a yellow horizontal bar at the bottom.

End of Guide