

Top 5 Things to Know

What TRICARE Providers Need to Know on or After Jan. 1, 2025

#1 Bookmark Important Resources

- Website: <https://tricare.triwest.com>
- Secure Portal: [Availity.com](https://availity.com)
 - New user? Learn [how to register](#) and access a quick reference guide.
 - Go to the [TRICARE West – TriWest Payer Space](#) for access to training, updates, and all secure applications and tools.

#2 Follow Guidelines for Continuing Care on or After Jan. 1, 2025

- Read a letter from TriWest’s Chief Network and Clinical Officers explaining [continuity of care for TRICARE patients](#) in the West Region
- Provide authorized care if you are a TRICARE network provider named on a T-2017 authorization. That authorization is valid until the authorization ends or June 30, 2025, whichever comes first
- Still have questions about whether care will be covered? Read the [current guidelines to beneficiaries](#)

#3 Determine What Requires a Referral/Authorization

- [Log in to Availity](#) to understand what requires an authorization/referral
 - Select TRICARE West – TriWest under Payer Space
 - Under Applications, choose “Is A Referral/Auth Required?”
 - Follow the steps for determining when to send requests and/or documentation

#4 Learn How to Submit a Referral

- [Log in to Availity](#)
- Select TRICARE West – TriWest under Payer Spaces
- Under Applications, choose Submit Referral/Auth
 - Need help navigating the tool? Review the [Referral/Authorization Quick Reference Guide](#)

#5 Submit Claims with Ease

- Submit claims to TriWest after caring for a West Region beneficiary
- [Read the latest claims guidelines and access the payer ID](#)

Stay in the Know! Go to the [TRICARE West payer space on Availity](#) and read the latest News and Announcements.

REFERRALS/AUTHORIZATION INFORMATION

- Use the referral management system on [Availity](#) for quickest access to care
- See [Guidelines for Referrals/Auths](#) page for additional info and where you can find the “How to Submit Referrals and Authorizations Quick Reference Guide”
- Read a letter from TriWest’s Chief Network and Clinical Officers explaining [continuity of care for TRICARE patients](#). Know when a new referral/auth is required
- Read a [letter from TriWest’s President and CEO](#) on the importance of caring for our nation’s military families
- Read the DHA Announcement of the [TRICARE West Region Referral Approval Waiver](#) and the [TRICARE West Region Referral Waiver Approval Letter](#)

CONTRACTING INFORMATION

[JOIN OUR NETWORK](#) Want to care for our nation's heroes? Join TriWest's network of high-quality providers today. [Get started](#).

[TRICARE PROVIDER CONTRACTING Q & A](#) You will find answers to the frequently asked questions regarding TRICARE Provider Contracting.

[Autism Care Demonstration](#) TRICARE's Autism Care Demonstration allows TRICARE-eligible beneficiaries diagnosed with autism spectrum disorder to receive applied behavior analysis services.

OTHER INFO

[TRICARE WEST REGION PROVIDER DIRECTORY](#)

[TRICARE PROVIDER HANDBOOK](#) This TRICARE Provider Handbook applies to TriWest network providers in the 26-state TRICARE West Region.

[TRICARE CLAIMS INFORMATION](#) The Claims Instructions page assists providers with submitting claims and making claims inquiries. **PGBA EDI Help Desk** - 800-259-0264

[TRICARE FORMS](#) Here you will find a variety of forms you may need to manage your patients' health care.

[TRICARE TRAINING](#) Create an account via our [secure provider portal with Availity](#) and Access TriWest Learning Center to get the training you need.

NOTE: We are currently having 4 sessions a day for the "Live Webinar: **How to Submit Referrals and Authorizations**". Select the "Access TriWest Learning Center" app to Find specific training and resources in the Learning Center.

[TRICARE RATES AND REIMBURSEMENT](#) The Defense Health Agency offers this information as a reference.

[Search the TRICARE Manuals](#)

[TRICARE FORMULARY FAQ](#)

[TRICARE INFORMATION FOR PROVIDERS](#)

ProviderServices@triwest.com or call 866-690-0885