



## Resources for Providers Navigating the TRICARE Transition to TriWest Healthcare Alliance

In January, TriWest Healthcare Alliance began administering the TRICARE program across 26 states in the western U.S. This is an awesome responsibility and privilege, and we recognize that a transition of this size and scale has resulted in unforeseen issues that demand solutions. This document provides important information as you work alongside us to care for military families.

### Resource Center

- [Visit the TRICARE-TriWest Website](https://tricare.triwest.com) at <https://tricare.triwest.com>.
- [Access the Secure Provider Portal through Availity](https://Availity.com) at <https://Availity.com>.
  - New user? [Learn how to register and access a quick reference guide](https://tricare.triwest.com/en/provider/secure-portal) on <https://tricare.triwest.com/en/provider/secure-portal>.

### 5 Things You Need to Know

#### #1 Use Availity to determine whether you need an authorization.

*Tip: After logging into your Availity Essentials account, select TRICARE West – TriWest under Payer Spaces. Under Applications, choose “Is A Referral/Auth Required?” and follow the steps for determining when to send requests and/or documentation.*

#### #2 Submit all referrals and authorizations via Availity, our online referral management system.

*Tip: After logging into your Availity Essentials account, navigate to the TRICARE West – TriWest under Payer Spaces. Under Applications, choose Submit Referral/Auth. Please note that a PCM referral waiver is in place. See additional details below.*

#### #3 Reference the [Referral/Authorization Quick Reference Guide](#) as you submit your authorization or referral.

*Tip: Print this document out and keep it by your computer.*

#### #4 To streamline the claims submission process, reference the [TRICARE Claims Instructions](#).

*Tip: Submitting claims electronically is mandatory for TRICARE network providers (except in Alaska) and is recommended for non-network providers.*

#### #5 Take our online training course

*To familiarize yourself with Availity, log in, navigate to the TRICARE West – TriWest Payer Space click on the TriWest Learning Center link under Applications, and enroll in a webinar.*



## Understanding the TRICARE PCM Referral Waiver

On January 23, 2025, the Defense Health Agency (DHA) implemented a temporary waiver of outpatient referral requirements for eligible TRICARE West Region beneficiaries enrolled in a TRICARE Prime plan. As a result, these beneficiaries can seek outpatient TRICARE-covered services that would otherwise require approval from TriWest. Specialty providers' claims without an approved referral from the beneficiary's PCM will pay during this waiver period. The need to have an approved referral from TriWest is waived until March 31. Referrals and authorizations for service issued to TRICARE Prime beneficiaries between January 1, 2025, and March 31, 2025, are valid for services rendered through June 30, 2025. After that, normal referral and authorization rules will resume.

Exceptions for this waiver include:

- Inpatient care
- Applied behavior analysis (ABA)/Autism Care Demonstration (ACD) services
- Laboratory developed test (LDT)
- Extended Care Health Option (ECHO) services and other services that require pre-authorization

More information can be found [here](#) at

<https://tricare.triwest.com/globalassets/tricare/provider/tricare-west-region-referral-waiver-approval-letter.pdf>.

## Did You Know This About Claims Payments?

- TriWest IS processing and paying claims!
- TriWest has successfully **processed and paid approximately 1,600,000 provider claims.**
- Check your claims status on Availity.

Thank you for being a part of the TriWest family and for your dedication to serving military families. You are making a difference every day in the lives of our nation's heroes.

Sincerely,

TriWest Healthcare Alliance