



TRIWEST HEALTHCARE ALLIANCE: UPDATE MARCH 7, 2025

As TriWest continues to operate as the TRICARE West Region contractor, administering the DoD's TRICARE Program in 26 western states, we are working day and night to ensure we are providing access to high-quality, community-based care for military families. **This week, we achieved several key milestones.** You can find specific information regarding referrals and authorizations, customer service, systems performance & data availability, and provider network improvements below.

TOPLINES

- Since January 1, **TriWest issued more than 351,000 referrals and authorizations for care** and facilitated 3.1 million care encounters.
- Since January 1, **TriWest processed a total of 1.6 million claims, representing \$220 million paid to providers** who have cared for service members and their families.
- Through March 1, **TriWest fulfilled more than 5.9 million prescriptions** for medications for beneficiaries.
- **TriWest individually contacted more than 6,000 Autism Care Demonstration beneficiaries** to review program information and help ensure a smooth transition of services for their acute and long term care needs.
- Within TriWest, **we've hired 37 Autism Care Delivery specialists, 59 Autism Services Navigators, and 12 Clinical Care Reviewers** to better serve this important community.

PCM REFERRAL APPROVAL WAIVER IN PLACE

A TRICARE PCM referral approval waiver is in place effective Jan. 1 – March 31, 2025. Outpatient TRICARE-covered procedures, services, and equipment ordered during the waiver period do not require separate approval from TriWest, unless an authorization is required (e.g. outpatient surgery). More information about the waiver can be found on the West Region website at <https://tricare.triwest.com>.

PROGRESS REPORT

Referrals and Authorizations: TriWest's goal is to ensure providers have access to all R/As through the portal and are provided with timely responses.

Weekly Progress:

- Increased the percentage of urgent authorizations processed within one business day to 97%, and the percentage of urgent referrals processed to 95%.
- Increased the number of trained referral management staff by more than 11%.
- Invested in OCR technology to facilitate auto entry of hard copy authorizations and referrals into TriWest's medical management system.

Customer Service: TriWest's goal is to resolve every customer service inquiry in a timely manner.

Weekly Progress:

- Average customer service call Speed to Answer decreased even further to 6 minutes.
- Hired 437 new customer service staff members over the past two weeks, which will increase capacity by 28%.
- Fully trained and cleared 203 customer service employees to help assist all customers.
- Maintained an under two-minute hold time for nearly all callers who were placed on hold.
- Reduced the customer service call abandonment rate by 25% over the last two trending weeks.
- Continued to resolve 90% of customer service issues in one call, significantly exceeding the best practice standard of 85%.

Provider Network: TriWest's goal is to ensure continuity of care for beneficiaries so they can see their preferred provider, and that providers are accurately displaying in the network directory.

Weekly Progress:

- Achieved 99% network adequacy for primary care and behavioral health providers.
- Maintaining continuity of care for T-5 West Region beneficiaries remains critically important to TriWest. We have achieved the targeted 90% match for beneficiaries undergoing care under the critical specialties of Obstetrics, Oncology, and Behavioral Health, and continue to fill needs in these critical areas.

Systems Performance & Data Availability: TriWest's goal is to expeditiously work through the backlog and volume of information to restore full systems performance and data availability.

Weekly Progress:

- Streamlined file coding efforts across teams to ensure efficiency, accuracy, and consistency in the files that are uploaded to TriWest's medical management system.
- Completed gap analysis to identify necessary improvements for the government and beneficiary portals.

CONTACT US: If you are contacted by a beneficiary or provider experiencing a challenge, please notify TriWest at 1-888-TRIWEST (874-9378).

Our Commitment

TriWest is confident in our ability to identify issues and execute solutions, given our vast experience handling large, complex health care transitions. Administering the TRICARE program across 26 states is an awesome responsibility and privilege, and we appreciate your patience and trust as we work tirelessly through these challenges together.