



Provider Updates

You are receiving this message because you are currently registered at www.tricare-west.com.

Health Net Federal Services' Claims Support Line Ends April 30 Submit all TRICARE West Region Claims to New Contractor Beginning May 1

Dear Provider,

On Jan. 1, 2025, the TRICARE West Region contractor changed from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest), who is now responsible for providing health care to the military community in the TRICARE West Region. **We want to remind you that as part of the transition to TriWest, HNFS' claims customer service line (1-844-866-WEST [9378]) will no longer be available after April 30, 2025.** After this date, we also can no longer accept TRICARE claims, appeals, or grievances, or perform any claims adjustments for services rendered prior to Jan. 1, 2025. You can still check the status of claims submitted to HNFS by logging in to our secure portal at www.tricare-west.com through June 30, 2025.

Beginning May 1, 2025:

- Contact TriWest for all customer service and claims support. You can find TriWest's contact information at <https://tricare.triwest.com/en/contact-tricare-west/>.
- Submit all claims to TriWest, regardless of the date of service.
- Submit all appeals and grievances to TriWest, regardless of the date of service or incident.

On May 1, we will be updating www.tricare-west.com to align with these changes.

Q: I submitted a claim to HNFS. How do I check the status?

A: You can call our claims customer service line through April 30, 2025, or log in to our website through June 30. After those dates, regardless of the date of service on the claim, you will need to contact TriWest.

Q: What if I need to update demographic information with HNFS for claims processing purposes?

A: We can accept demographic updates via our Update Demographics web tool through June 30, 2025. However, it's important you validate your information with TriWest. As of May 1, all claims must be submitted to TriWest, regardless of the date of service.

Q: Where can I find more information about the TRICARE contract transition?

A: Learn more at www.tricare-west.com/go/transition-out and www.tricare.mil/west.

HNFS has been honored to have worked alongside the military community and our exceptional network of providers. Thank you for your partnership!

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