

Providers moving to the West Region (FAQs)

Background

In December 2022, the Department of Defense (DoD) announced that TriWest Healthcare Alliance, or TriWest, was selected as the regional contractor for the new West Region under the fifth generation TRICARE contract. Effective January 1, 2025, TriWest will begin administering the TRICARE benefit in the West Region. Please read on for some important information:

Q: What geographic location will the new West Region include?

A: The new West Region includes 26 states and will serve 4.3 million beneficiaries. Six states, including Arkansas, Illinois, Louisiana, Oklahoma, Texas and Wisconsin, will move from the East Region to the West.

Q: Who was awarded the East Region?

A: Humana Military, currently the regional contractor for the East Region, has been re-awarded the East Region.

Q: What does this mean for the provider contracts in the East transitioning to the West?

A: The executive leadership of TriWest and Humana Military entered into an agreement to transition the provider contracts in the impacted geographies from Humana Military to TriWest. The effective date of the transition aligns with the start of health care delivery for the latest contract, which is January 1, 2025.

Q: When will providers be notified if they're impacted by the transition from East to West?

A: They will (if they haven't already) receive a letter that will serve as an official notice that their Participating Provider Agreement will be assigned to TriWest with an effective date of assignment on January 1, 2025, when TriWest returns to TRICARE and becomes the regional contractor. The Participating Provider Agreement will be assigned to TRICARE Region Providers, LLC, a Delaware limited liability company, which will transfer to ownership of TriWest effective January 1, 2025.

Q: Which regional contractor should transitioning providers work with now through January 1, 2025?

A: From now through December 31, 2024, their current TRICARE provider status remains unchanged with Humana Military; therefore, they should continue to follow Humana Military's procedures for dates of service through December 31, 2024.

Q: How can they begin preparing for the January 1, 2025, transition to TriWest?

A: They can start to prepare now for the TriWest transition in the following ways:

1. Register for a free account on Availity.com.

Availity is an online platform to manage multiple health plans they accept in one place. TriWest uses Availity as its secure provider portal. For TRICARE, TriWest will have a unique TRICARE Payer Space on Availity where they will be able to:

- Submit claims and check claims status
- Access authorizations
- Manage demographic information (such as address and phone number)
- Find tools and resources like the Provider Handbook, Quick Reference Guides and more
- Take training on TRICARE processes and procedures

If they don't already have an account on Availity, they can register now at [Availity.com](https://www.availity.com). For assistance with registration or questions, call Availity at 800-282-4548.

2. Review the TriWest TRICARE West Region Provider Handbook.

The TriWest TRICARE West Region Provider Handbook contains information about program requirements, claims submission, eligibility, referrals and authorizations, and beneficiary out-of-pocket costs. They can find a link to the handbook on [TriWest.com/Provider](https://www.triwest.com/Provider).

Q: Who should they contact if they have questions about their provider agreement for care delivered after January 1, 2025?

A: They can email TriWest Healthcare Alliance at providerservices@triwest.com.



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Q: How should they process referrals and authorizations during this time of transition?

Effective January 1, 2025, all new referral/authorization requests or updates to existing referral/authorizations for beneficiaries in the West Region must be done through TriWest. Providers will have the ability to view existing referrals and authorizations through [provider self-service](#) for up to 180 days after January 1, 2025, but will not be able to make changes to them.

Q: Where can I find more information?

Find more information on [TRICARE's new contract](#) and [transition FAQs](#). You can also view the [resource page](#), for information.

Q: How should they process claims during this time of transition?

Humana Military and TriWest are working together to ensure the claims transition is transparent and seamless.

- When a claim is received, it is processed by eligibility and DOS.
 - If a beneficiary's eligibility and DOS is under the East Region, the claim stays with the East Region to process.
 - If the DOS and eligibility is under the West Region, Humana Military will reroute the claim to TriWest.
- Claims with 2024 DOS: Submit and research claims as normal via Humana Military [provider self-service](#) and the claims function in our automated phone system.
 - They will not lose access to provider self-service. However, the link to WPS will only be available in self-service 120 days after January 1, 2025. At that time, the WPS link will be removed and all claims will transition to the new claims processor, PGBA LLC.
 - View claims history for dates of service prior to January 1, 2025, (and submitted prior to May 1, 2025) by accessing the, "See claims with dates of service prior to Jan. 1, 2025," on [provider self-service](#).
 - If you do not see your claim listed, please visit [TriWest's provider portal](#).
 - [Quick Reference Guide](#)
- Claims with 2025 DOS: Visit [TriWest's provider portal](#).

- Paper claims: To ensure claims are processed in a timely manner claims will need to be submitted to the correct mailing address based on eligibility and DOS.
- Claims with 2024 DOS: January 1, 2025 – April 30, 2025 submit claims to WPS at:

TRICARE EAST Region Claims
Attn: New Claims
PO Box 7981
Madison, WI 53707-7981

- May 1, 2025 and after: Submit claims to PGBA

TRICARE EAST Region
PO Box 202146
Florence, SC 29502-2146

- Claims with 2025 DOS and after: Submit all claims to TriWest at:

TriWest
PO Box 202160
Florence, SC 29502-2160

- [HumanaMilitary.com](#), for information.



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