

Transition FAQs for Beneficiaries Moving to the West

Frequently asked questions for **beneficiaries moving to the West region** to prepare for the latest contracts.

The newest TRICARE contracts begin on January 1, 2025! There will still be two regions in the United States, however, there are changes to the benefit, depending on where you live and who you are.

GENERAL

How are the regions changing?

Six current East Region states will move to the West Region: Arkansas, Illinois, Louisiana, Oklahoma, Texas and Wisconsin. Humana Military will remain the contractor for the TRICARE East Region and TriWest Healthcare Alliance (TriWest) is the contractor for the West Region. In the West Region, TriWest will replace Health Net Federal Services, LLC (HNFS) as the regional contractor. Not sure which region you're currently in? Go to [TRICARE Regions](#) to learn more.

How do the changing regions impact me?

If you are a resident in one of the six states moving to the West Region, **TriWest will be your TRICARE benefit administrator beginning January 1, 2025**. Humana Military remains your TRICARE benefit administrator until December 31 for all referrals, billing and network care.

Very soon (if you haven't already), you'll receive communications from the Defense Health Agency (DHA) and TriWest with more information.

Do I need to do anything if I'm a beneficiary staying in the East Region?

If you are a beneficiary staying in the East Region, there is no action required on your part! Your TRICARE benefit will remain almost entirely the same as it is now- the only change you'll see is a new claims processor. The only thing you need to do now is check the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) to confirm your information is current. This will help make sure you don't miss important updates about your TRICARE benefit and upcoming changes. You can also update your DEERS if you're a beneficiary moving to the West.

CONTINUITY OF CARE

How do I process referrals and authorizations during the transition to the West Region?

TriWest will accept valid referrals and pre-authorizations from Humana Military if you live in a state moving to the new West Region. These states are Arkansas, Illinois, Louisiana, Oklahoma, Texas, and Wisconsin. These will be valid through their expiration or June 30, 2025, whichever comes first.

Can I keep my current providers after I move to the West? How do I know if they'll still be in the network?

If you're enrolled at a military clinic or hospital for primary care, these changes have no effect on your PCM or any specialty care that your enrolled facility provides.

If your PCM is a TRICARE network civilian provider, it's too early to tell if it will be necessary to obtain a new PCM. Humana Military is working closely with TriWest to keep the provider network in place so that continuity of care may be achieved wherever possible in all six states. Humana Military and TriWest will publish their provider directories in November 2024.

Will I pay more to stay with my current providers?

The standards for copays or cost shares don't change due to the new T-5 contract. Your personal out-of-pocket costs depend on your TRICARE plan and whether your provider chooses to stay in the TRICARE network as a network, non-network/participating, or non-network/non-participating provider.



EAST REGION

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ENROLLMENT

Will I need to re-enroll for my benefits?

No. If you're currently eligible and enrolled in a TRICARE plan, your TRICARE coverage will continue without interruption. You can make changes during Open Season 2024 which takes place November 11 through December 10, 2024 and marks the beginning of your interaction with TriWest as your future TRICARE benefit administrator. You will have access to the following TriWest resources beginning November 11:

- **TriWest's toll-free call center:** 888-TriWest (888-874-9378) for enrollment and auto pay questions
- **A secure beneficiary portal:** Sign up at www.TRICARE.mil/West
- **TriWest provider directory:** Updated as providers join the network, found at TRICARE.mil/West
- **DEERS:** You can also check the [Defense Enrollment Eligibility Reporting System \(DEERS\)](#) to confirm your information is current.

Will I need to set up a new payment method with TriWest?

If you pay your enrollment fees or premiums through allotment, no action is necessary, as those payments will automatically be transferred to TriWest beginning with your January 2025 payment.

You must act now to set up recurring payments with the new regional contractor, TriWest, for 2025. To continue with automatic payments in 2025, you have two options.

Go to www.tricare.mil/west and:

Option 1: Set up your automatic payments securely online.

Option 2: Download the form, complete and mail it in.

We always encourage payment by allotment whenever possible. You can sign up now and you will not have to take any action in January 2025.

CLAIMS

How will I process Claims during this transition period?

Beneficiaries moving to the West Region will begin coverage with TriWest on Jan. 1, 2025. Please submit your claims with Date of Service (DOS) prior to Jan. 1, 2025, to Humana Military by Dec. 31, 2024; you can begin to submit your claims to TriWest beginning Jan. 1, 2025. Be sure to check your claims submitted prior to Jan. 1, 2025, on the Humana Military and TriWest beneficiary portals. If there are any questions, please contact Humana Military's customer service at 800-444-5445 or beginning November 11, 2024, TriWest's customer service at (888)Tri-West (888-874-9378). Please note, any payment related issues encountered after January 1 should be directed to TriWest.

Where can I learn more about this transition?

Find out more about the upcoming transition at [Changes | TRICARE](#) and [TRICARE Transition FAQs](#).



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