



TRICARE Provider Resources



TriWest Interactive Voice Response System—1-888-TRIWEST (1-888-874-9378)

The TriWest Interactive Voice Response (IVR) system provides information and answers regarding beneficiary eligibility, authorization status, and more.

TriWest Web Site—www.triwest.com/provider

TriWest's Web site includes access to public information as well as a secure area requiring registration.

TriWest Public Information	TriWest Secured Provider Web Site Features
<ul style="list-style-type: none"> • Find forms • Find a network provider • View tutorials for secure online tools • View and download provider materials • Access TRICARE manuals • Register for a live TRICARE seminar • View the TRICARE eSeminars • Sign up for the <i>TRICARE eNews</i> • View information on TRICARE news, updates, policy, and other important topics 	<ul style="list-style-type: none"> • Register for your TriWest account (<i>see instructions in chart below</i>) • Check patient eligibility and view benefit information • Submit referral and authorization requests online • Check status of referrals/authorizations that you have requested or for which you are the approved servicing provider • Submit and view claims online • Check claims status • Download explanation of benefits • Review issued checks

TriWest Secured Provider Web Site: How To Register

1. Go to www.triwest.com/provider and click on “Register Today!” and then “Register Now.”
2. Accept terms and conditions.
3. Enter required information, including:
 - Administrator's first and last names, not the name of the provider (*unless the provider is registering*)
 - Administrator's title (*e.g., office manager, billing manager*)
 - Provider's Tax ID Number (*could also include Employer Identification Number*)
 - ZIP code of physical location (*not billing location*)
 - License Number for professional providers, Medicare Certification Number for institutional providers, or National Provider Identifier
 - Administrator's e-mail address

Enter the following information from two separate explanations of benefits: Internal Control Number, claim number, and patient date of birth.
4. Create username, password, and security question and answer.
5. Confirm accuracy of provider registration information.
6. The administrator will immediately receive an e-mail including an activation URL. To activate the account, the user needs to copy and paste the URL into his or her browser, and register by typing in the user name and password of his or her choice. The administrator may add additional locations, sub-users, and additional administrators using the tools under “Update My Account.”

West Region Claims Resources

Resource	Address	By Phone or Online
TRICARE Claims	West Region Claims (WPS) P.O. Box 77028 Madison, WI 53707-1028	1-888-TRIWEST www.triwest.com/provider



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National Resources

Resource	Contact Information
TRICARE For Life Claims	WPS TRICARE For Life P.O. Box 7890 Madison, WI 53707-7890 1-866-773-0404 1-866-773-0405 (TDD) www.TRICARE4u.com
Continued Health Care Benefit Program (CHCBP) Claims	Enrollment/Claims Information: Humana Military Healthcare Services, Inc. Attn: CHCBP P.O. Box 740072 Louisville, KY 40201 Claims Submission: PGBA, LLC P.O. Box 7031 Camden, SC 29020-7031 1-800-444-5445, menu option 2 www.humana-military.com or www.myTRICARE.com
TRICARE Web Site	www.tricare.mil
TRICARE Manuals Online	http://manuals.tricare.osd.mil

TRICARE Pharmacy Resources

Resource	Contact Information
TRICARE Pharmacy Services	TRICARE Retail Network Pharmacy (prior to November 4, 2009): 1-866-DoD-TRRX (1-866-363-8779) TRICARE Mail Order Pharmacy (prior to November 4, 2009): 1-866-DoD-TMOP (1-866-363-8667) TRICARE Pharmacy Program (after November 4, 2009): 1-877-363-1303
Department of Defense Pharmacoeconomic Center	www.pec.ha.osd.mil
Uniform Formulary Search Tool	www.tricareformularysearch.org
Prior Authorization Information and Forms	www.tricare.mil/pharmacy Prior Authorization Provider Line: 1-866-684-4488
Medical Necessity Forms and Criteria for Non-Formulary Medications	www.tricare.mil/pharmacy/medical-nonformulary.cfm

Online Reimbursement Rate Calculators

Access these online tools via the Web sites listed below. The “Web posting date” indicates when the information was last updated. Rates are updated annually or at other intervals, at the discretion of the TRICARE Management Activity.

Calculator Resource	Online Access
Ambulatory Surgery Rates Look-Up Tool	www.tricare.mil/ambulatory
Anesthesia Procedure Pricing Calculator	www.tricare.mil/anesthesia
CMAC Procedure Pricing Calculator	www.tricare.mil/cmac
Diagnosis-Related Group (DRG) Payment Calculator	www.tricare.mil/drgrates
TRICARE Outpatient Prospective Payment System (OPPS)	www.tricare.mil/opps