

...the support you need  
through all stages of  
your care...



## Your Health Care Partner

A TriWest care coordinator is available to work with you and your provider to ensure you receive the support you need through all stages of your care. Your care coordinator may follow up with you by phone to ensure you have the TRICARE benefit support you need, including additional resources available such as:

- Case Management support
- Health coaching through TriWest's Condition (Disease) Management program
- Behavioral Health resources
- And much more

If you have any questions pertaining to your TRICARE benefits or additional resources available to you and your family, visit [www.triwest.com](http://www.triwest.com) or call 1-888-TRIWEST (874-9378).



## Resources

### TriWest Healthcare Alliance

1-888-TRIWEST (874-9378)  
[www.triwest.com](http://www.triwest.com)  
Managing TRICARE for West Region beneficiaries.

### TRICARE

[www.tricare.mil](http://www.tricare.mil)  
The worldwide military health care program.

### TRICARE Reserve Select

[www.defenselink.mil/ra](http://www.defenselink.mil/ra)  
Premium-based health plan available for purchase by eligible National Guard and Reservists.

### Guard & Reserve Resource Center

Visit the beneficiary section on [www.triwest.com](http://www.triwest.com); select "Guard and Reserve."

### Veterans Assistance

1-866-496-8838  
[www.va.gov/racs](http://www.va.gov/racs)

### Behavioral Health Resources

- Toll-free Crisis Line at 1-866-284-3743, staffed with licensed clinicians 24/7
- Information and resource contacts through TriWest's Behavioral Health Portal at [www.triwest.com](http://www.triwest.com)
- *Help From Home* deployment support DVD series, available to view or order at [www.triwest.com](http://www.triwest.com)



TriWest Healthcare Alliance provides access to quality health care for 2.9 million members of America's military family in the 21-state TRICARE West Region.

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## Hospital-to-Home Care

# Your Health Partner

Ensuring Seamless  
Hospital-to-Home Care  
for West Region  
TRICARE Beneficiaries



...ensure you receive  
quality care...



## Whatever It Takes

At TriWest, it is our privilege and responsibility to do "Whatever It Takes" to see that your health care needs are met. Whether you are preparing for a hospital stay, have been referred to a long-term care facility or home health care, or need additional support, our team of care coordinators is here to ensure you receive quality care throughout your course of treatment.

If you need more information, visit us on the beneficiary section of [www.triwest.com](http://www.triwest.com) or call 1-888-TRIWEST (874-9378).

We are honored to serve you.

David J. McIntyre, Jr.

TriWest President and CEO



...all the TRICARE-covered benefits and resources you need...



...personalized support and health education...



...save time and money by having your prescriptions mailed directly to your home...

### Hospital Stays

Depending on your health care needs, your care coordinator may partner with your hospital case manager to ensure you receive timely, quality treatment during your hospital stay and may also assist with planning any ongoing care after your release, such as rehabilitation, long-term or home health care. Your hospital release, or discharge, is based on your doctor's orders.

Your care coordinator will continue to assist you and your provider if needed and may follow up with you by phone to ensure you have all the TRICARE-covered benefits and resources you need.

#### TRICARE Benefit Management from Home

Register on [www.triwest.com](http://www.triwest.com) today to:

- Receive authorization and referral status via QuickAlert e-mail
- Check claim status
- Print explanation of benefits

### Home Health Care

If you have been referred to home health care, a clinician, nurse, or physical, speech or occupational therapist may provide your treatments and necessary equipment at home.

In our continued effort to provide you with the best services available, your care coordinator may follow up with you by phone after you have been released from the hospital. The care coordinator will:

- Identify themselves as a TriWest employee
- Explain the purpose of the call
- Ensure you have TRICARE-covered benefits and resources available to you

### Personalized Health Management Support

Depending on your needs, your care coordinator may refer you to TriWest's Case Management or Condition (Disease) Management programs. The Case Management program is designed for beneficiaries who would benefit from personalized health management support. Condition (Disease) Management is available for beneficiaries living with asthma, clinical depression, diabetes, heart failure or any combination of these conditions.

If you decide to participate, a case manager or clinical health coach will contact you, identify your distinct health goals and needs, and work with you and your provider toward reaching those goals.

### Prescribed Medications by Mail

Your doctor may prescribe medications upon your release from the hospital. You can save time and money by having your prescriptions mailed directly to your home through TRICARE's Mail Order Pharmacy.

You can receive up to a 90-day supply of your medications for the same price as you would pay for a 30-day supply at a retail pharmacy. Plus, you can order by phone and have prescriptions delivered to your doorstep. Enroll today:

- Online: [www.express-scripts.com](http://www.express-scripts.com)
- By phone: 1-877-363-1433

The TRICARE Mail Order Pharmacy program is administered by Express Scripts, Inc.