



TRICARE Provider Directory Change Request FAQs For TRICARE West Region Providers

1. Can I submit changes to my information displayed in the TRICARE West Region provider directory?

Yes. Providers can submit corrected information if anything related to a provider's information is incorrect in the provider directory (e.g., name, phone number, fax number, service address, etc.).

2. Where can I find the button to change my information?

The "Tell us if something needs to change" button in the provider directory.

- Log in to [Availity.com](https://www.availity.com).
- Go to the TRICARE West Region Payer Space.
- Under Applications select "TRICARE West Provider Directory Access." The directory will open.
- Search for a provider or facility.
- Click on the provider/facility you would like to view.
- In the profile, look for a white button with black text that says, "Tell us if something needs to change."
- Click the button and fill out the information.

3. How can I let TriWest know if my information is incorrect?

After you select the "Tell us if something needs to change" button, you will be prompted to complete multiple fields to let us know what information in the directory is incorrect. The fields and a brief description of the required fields are listed below:

- What is the issue? – Use the dropdown menu to select "The provider information is not correct."
- Which displayed location? – Use the dropdown menu to select the provider location that contains incorrect information.
- What data is incorrect? – Use the dropdown menu to select the type of information that is incorrect.
- I am a representative of this practice or location – Please only check this box if you are a representative of this practice or location.
- Issue details (please include corrected provider information, NPI, and TIN [do not include if this is your social security number]). Type a brief description of the provider information that is incorrect.
- Email Address – Type your email address.
- I consent to receive emails – Please check this box if you are a provider and consent to receive emails (Note: This a required field to submit the form).



4. What information do I need to include in my description?

Include a summary of the incorrect provider information currently in the provider directory (e.g., incorrect name, phone number, fax number, etc.). Please also include the correct information. This will allow TriWest to make changes to your information. For example, if a provider location is incorrect the description may say, "The address listed in the provider directory is incorrect. I am now practicing at a new location, and my new address is 123 Main St., City, State, ZIP Code."

5. How will my information be updated?

TriWest will receive a report of the incorrect information identified. When that report is received, we will process the request and update your information in our systems.

6. How long will it take for my information to be updated?

Please allow 1 to 2 weeks for TriWest to process the changes.