



When to Contact the MTF or TriWest

Quick Reference Guide For TRICARE West Region Providers

Key Points

- This quick reference guide helps providers determine when to contact a military treatment facility (MTF) and when to contact TriWest for assistance.
- Clinical questions related to an MTF's referral intent or MTF-specific coordination should be directed to the MTF. If your question is related to **clinical** or referral matters at the MTF, contact your MTF.
- Most administrative, claims, contracting, and other customer service-related questions should be directed to TriWest. If your question is **administrative**, contact TriWest.

Introduction

TriWest and MTFs each support different parts of the TRICARE patient care journey. Knowing who to contact for what ensures your questions are answered quickly and accurately. This reduces delays, prevents misrouting, and supports smoother care coordination.

Use the [provider handbook](#), training provided on [Availity](#), the provider portal, and the Provider homepage on the [TRICARE website](#) to find answers to many common questions.

Still have questions? This guide helps you determine when to contact TriWest or an MTF.



Chart: Who to Contact - TriWest or MTF?

Use this chart to quickly determine whether to contact TriWest or the MTF for a specific question or request. Review the detailed sections below for more guidance if needed.

Topic / Question Type	Contact TriWest	Contact MTF
Claims and billing	✓ Yes	✗ No
Contracting and credentialing	✓ Yes	✗ No
Customer service/Portal support	✓ Yes	✗ No
Authorization such as Current Procedural Terminology (CPT) code modifications or extensions (TriWest-issued)	✓ Yes	✗ No
Clinical referral clarification (MTF-issued)	✗ No	✓ Yes
Update for MTF referring provider	✗ No	✓ Yes
Records requested by MTF	✗ No	✓ Yes
MTF/ Referral Management Center (RMC) internal processes	✗ No	✓ Yes
Concerns or complaints related to the MTF	✗ No	✓ Yes



When to Contact the Military Treatment Facility

Providers should contact the MTF for assistance with the following topics.

Topic	Subtopic	Details
Clinical referral clarification (MTF issued)	<ul style="list-style-type: none"> Clarifying referral intent Interpreting referring provider notes 	Providers should contact the MTF when they need clarification about the clinical purpose of an MTF-issued referral or when interpreting referral notes.
Updates for the referring provider	<ul style="list-style-type: none"> Patient progress updates Post-visit communication Clear and legible reporting (CLR) 	Providers should send patient updates or care summaries back to the referring MTF provider or RMC in accordance with CLR requirements. Refer to Medical Documentation: Clear and Legible Reports (CLR) for more information. This is available on the Quick Reference Guides (QRGs) page on TRICARE.TriWest.com .
Records requested by MTFs	<ul style="list-style-type: none"> Clinical documentation requests MTF charter-driven record submissions 	If the MTF requests records for care coordination or internal processes, providers must respond directly to the MTF. These requests support MTF case management, disease management, or referral follow-up. They come from the referring provider or the MTF RMC.
MTF/RMC internal processes	<ul style="list-style-type: none"> RMC workflows MTF-driven case management or disease management Additional clinical information 	Contact the MTF if the provider needs clinical clarification.
Concerns or complaints related to the MTF	<ul style="list-style-type: none"> MTF-specific issues Communication concerns 	Providers should contact the MTF for concerns related to MTF processes, communication, or workflow issues.



When to Contact TriWest

Providers should visit the [Contact TriWest](#) page for direction on where to find assistance with the following topics. Select the **Provider** tab and use the phrases on the associated webpage, which will redirect you to the appropriate helpline.

Topic	Subtopic	Details
Contracting	<ul style="list-style-type: none"> • Network participation • Credentialing updates • Practice information changes 	<p>Resource: Provider Certification and Credentialing</p> <p>Contact TriWest for questions about joining the network, updating your contract or credentials, or making changes to your provider/practice information.</p>
Claims	<ul style="list-style-type: none"> • Filing and submission • Claim status • Denials, corrections, reprocessing 	<p>Resource: TRICARE West Region Provider Claims Guidelines</p> <p>TriWest and its claims processor support claims filing, checking claim status, resolving denials, and correcting claim errors.</p>
Customer service and portal support	<ul style="list-style-type: none"> • Beneficiary eligibility • Provider support questions • Provider portal login issues • Portal navigation • Provider directory updates 	<p>TriWest provides customer service support for eligibility inquiries and general provider support issues. TriWest also supports the provider portal and portal learning tools; MTFs do not support portal issues.</p> <p>Portal Tips: Provider Secure Portal</p>
Authorizations (TriWest-managed)	<ul style="list-style-type: none"> • Authorization status • Missing documentation (e.g., copies of authorizations) • Corrections to TriWest-issued authorizations • Adjustments to CPT codes or service lines • Extensions 	<p>Resource: Referral and Authorization Guidelines</p> <p>Access authorizations through the provider portal. Contact TriWest for issues involving authorizations. TriWest may request records to support authorizations, claims processing, or utilization management. You can also contact TriWest for adjustments to CPT codes, service line adjustments, and extensions to authorizations.</p>