



TRICARE West Region Change Servicing Provider Quick Reference Guide

Key Points

- Use this Quick Reference Guide (QRG) to change a servicing provider within the secure, self-service West Region beneficiary portal

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Introduction

This QRG details how to change your provider within the secure, self-service West Region beneficiary portal.

After locating a Referral Number on the Referrals/Authorizations page, the Find a Different Provider button is below the Suggested Servicing Providers section.

Change Servicing Provider

1. To choose a different provider, select the **Find a Different Provider** button.
Note: *It's important to inform TriWest of your selected servicing provider so the servicing provider can obtain your clinical information available with your request.*

- A. If the **Find a Different Provider** button is not available, a message will display. Select the **Change Servicing Provider Information** hyperlink to get more information.



2. After selecting Find a Different Provider, the Provider Search window displays, where you can search by **Provider** or **Facility**.

Provider Search

Search by

---select---

---select---

Provider

Facility

3. Search by either Provider or Facility.
 - A. To search by provider, select **Provider** from the “Search by” dropdown menu and complete all fields.

Search by

Provider

Provider First Name

Provider Last Name

Provider Zip Code

Search

- B. To search by facility, select **Facility** from the “Search by” dropdown menu and complete all fields.

Search by

Facility

Facility Name

Facility Zip Code

Search



4. After completing the required fields, select **Search**.
5. Results will display. Select your desired provider.
Note: If no results display, you will be directed to the West Region provider directory.
6. Select the **Select** button.

Search

PROVIDER ID	PROVIDER/FACILITY NAME	ADDRESS	CITY	STATE	ZIP
<input checked="" type="radio"/> M-00546871	[REDACTED]	1101 B Gale Wilson Blvd Ste 100	Fairfield	CA	94533
<input type="radio"/> M-00546871	[REDACTED]	1101 B Gale Wilson Blvd Ste 100	Fairfield	CA	94533
<input type="radio"/> M-00551682	[REDACTED]	1200 B Gale Wilson Blvd	Fairfield	CA	94533
<input type="radio"/> M-00551682	[REDACTED]	1200 B Gale Wilson Blvd	Fairfield	CA	94533
<input type="radio"/> M-00533500	[REDACTED]	1860 PENNSYLVANIA AVE STE 310	FAIRFIELD	CA	94533
<input type="radio"/> M-00533500	[REDACTED]	1860 PENNSYLVANIA AVE STE 310	FAIRFIELD	CA	94533
<input type="radio"/> M-00678450	[REDACTED]	1860 Pennsylvania Ave Ste 200	Fairfield	CA	94533

6 **Select** **Close**

7. After the dialog box to select the provider closes, select the **Next** button.

Service

BEGIN DATE	END DATE	STATUS	DATE RECEIVED
12/27/2024	6/25/2025	Approved w/Mods	12/27/2024

CPT/HCPCS	CPT/HCPCS	QTY	TYPE
99242: off/op conslj newest sf 20	99245: off/op conslj newest hi 55	1	CPT
99202: office o/p new sf 15 min	99205: office o/p new hi 60 min	1	CPT
99211: off/op est may x req phy/ghp	99215: office o/p est hi 40 min	5	CPT

SERVICING PROVIDER	SPECIALTY	SUB-SPECIALTY	ADDRESS	PHONE
Marsha Alger	Family Medicine Physician		2405 Research Pkwy Colorado Springs, CO -1044	(719) 574-9191

7 **View Request Letter** **View Medication** **Next** **Find a Different Provider** **Decline care**



8. After selecting Next, a window pops up asking for an **Appointment Date** and **Appointment Time**. If you already have an appointment scheduled, enter its information here, then select **Submit**. Otherwise, select **Skip**.

Note: If you select an appointment time here, this appointment selection will display in your online referral letter as well.

99205: office o/p new hi 60 min 1

Servicing Provider

SERVICING PROVIDER SPECIALITY SUB-SPECIALITY ADDRESS PHONE

Enter Scheduled Appointment Time

If you have an appointment scheduled, please enter the date and time below. If you do not have an appointment scheduled, you may skip this step.

Appointment Date: mm/dd/2025

Appointment Time: --:--

Submit Skip Close

9. Notifications will display. One says “Thank you for your submission. Your letter will be ready to view soon.” If you entered an appointment time, a “Your appointment was scheduled” notification will display.

My Referrals / Authorizations Status 0000023457

Thank you for your submission. Your letter will be ready to view soon.

Your appointment is scheduled for 03/30/2025 at 1:30 PM

REFERENCE #	REQUEST TYPE	PRIORITY	DATE RECEIVED
0000023457	Evil & Treat Referral: GENERIC	Routine	3/14/2025
REQUESTING PROVIDER	MTF UN	DIAGNOSIS	
REASON FOR REFERRAL			

Service

BEGIN DATE	END DATE	STATUS	DATE RECEIVED
3/14/2025	9/10/2025	Approved w/Mod	3/14/2025
CPTHCPCS	CPTHCPCS	QTY	TYPE
99202: office o/p new of 15 min	99205: office o/p new hi 60 min	1	CPT
99211: office vst may x req phys/cip	99215: office o/p vst hi 40 min	5	CPT
No Providers Found			

View Request Letter

10. Now that you have chosen a provider, contact the provider’s office to schedule an appointment.