



TRICARE West Region How to Check the Status of a Referral or Authorization

Quick Reference Guide

Key Points

- Viewing and tracking referrals using the beneficiary portal
- View status
- View details
- View servicing provider information
- View notification letter
- View medication list

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Introduction

After your provider submits a referral or authorization to TriWest, you can view and track them through the secure, self-service West Region beneficiary Portal. The following steps provide directions on how to check the status of, and manage related details for, a referral or authorization request.

Checking the Status of Referrals and Prior Authorizations

1. Go to the [secure, self-service West Region beneficiary portal](#).
2. Locate the “Referrals / Authorizations” section on the dashboard and select **View All Referrals**.

Referrals / Authorizations

REFERRAL	REQUEST TYPE
0000022500	Eval & Treat Referral-Non-Specific Specialty
<div><div>VIEW ALL REFERRALS ></div><div>2</div></div>	



3. The **Referrals/Authorizations** page displays, where you can use the Referral/Authorization Decision Support (RADS) Tool, get assistance with relocations, and confirm the status of referrals. **Note:** If a particular referral or authorization is denied, you can appeal it. Select the referral number in question and find the **Appeal** button (see [My Referrals/Authorization Details](#) section).

Home > Referrals / Authorizations

Referrals / Authorizations

Use the Tricare Referrals & Authorizations Decision Support (RADS) tool to determine which services will require referrals.

Have You Relocated Recently?

By clicking on the Relocation button, you will be asked for updated information to aid you in obtaining a new referring provider if needed.

[Relocation](#)

If this is a permanent relocation, please be sure to update your address in DEERS.

Filter Open

1 of 1 Results Print

REFERRAL	REQUEST TYPE	REQUESTING PROVIDER	STATUS	DATE RECEIVED
0000022500	Eval & Treat Referral-Non-Specific Specialty		Approved w/Mods	2/25/2025

- A. If necessary, select the **Open/Close** button to view the list of **filters** for the referrals/authorizations, and select or deselect as needed to filter.

Filter Close

Filter Status

- ☒ All
- ☒ Approved
- ☒ Denied
- ☒ Canceled
- ☒ In Process
- ☒ No Action
- ☒ Approved w/Mods

[Filter](#)

Filter Within

- ☒ 3 Months
- ☐ 6 Months
- ☐ Prior Year
- ☐ Custom Date Range



Selecting Servicing Provider

In many cases, TriWest will provide you with a choice of providers for your care within the access to care standards required by TRICARE. Your home address and the type of specialist or care request determine the providers shown.

When selecting a service provider from a referral, you will have an option to enter appointment details.

To begin choosing a provider for your care, follow the steps below:

- 1. Select the **Referral Number** of the desired referral to display its details page.

1	REFERRAL	REQUEST TYPE
	0043	Physical Therapy

- 2. Under the “Suggested Servicing Providers” section, choose one of the identified providers by selecting the checkbox for that provider.
- 3. Select the **Next** button.

Suggested Servicing Providers

Please select a Servicing Provider. If you prefer a doctor not listed click the "Select a Different Provider" button.

2	<input checked="" type="checkbox"/>	SERVICING PROVIDER	SPECIALTY
			Hospitalist Physician

Find a Different Provider

3

Next

Decline care



- 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**.

99242 - off/op constlj new/est sf 20 99245 - off/op constlj new/est hi 55 1 Visit

Servicing Provider

SERVICING PROVIDER	SPECIALTY	SUB-SPECIALTY	ADDRESS	PHONE
Aislinn Hobbs	Otolaryngology	N/A	1364 Brook Lane, Phoenix, AZ 85012	602-555-5555

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 Appointment Time

Submit **Skip**

Find a Different Provider

- 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 also display.

My Referrals / Authorizations Status 0000023457

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

✓ Your appointment is scheduled for 03/02/2025 at 1:30 PM

REFERENCE #	REQUEST TYPE	PRIORITY	DATE RECEIVED
0000023457	Eval & Treat Referral GEN	Routine	3/14/2025

REQUESTING PROVIDER	MTF UIN	DIAGNOSIS
		II-defined&unknown cause mortality

REASON FOR REFERRAL

Service	END DATE	STATUS	DATE RECEIVED
BEGIN DATE 3/14/2025	9/10/2025	Approved w/Mod	3/14/2025
CPTHCPCS 99202 office cfp new of 15 min 99211 office visit max x-reg phys/cnp No Providers Found	CPTHCPCS 99205 office cfp new hi 60 min 99215 office cfp est hi 40 min	QTY 1 5	TYPE CPT CPT

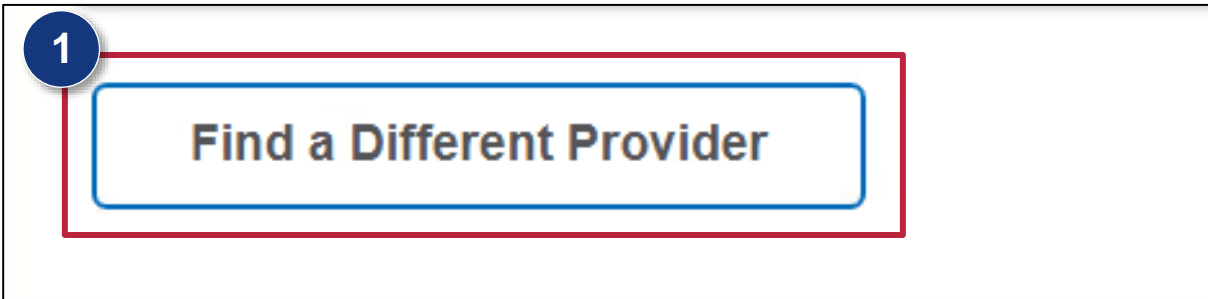
View Request Letter

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

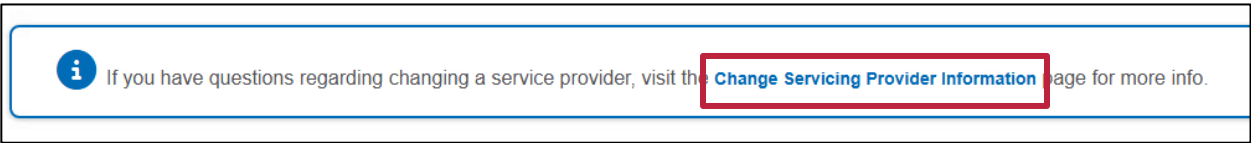


Selecting a Different Provider

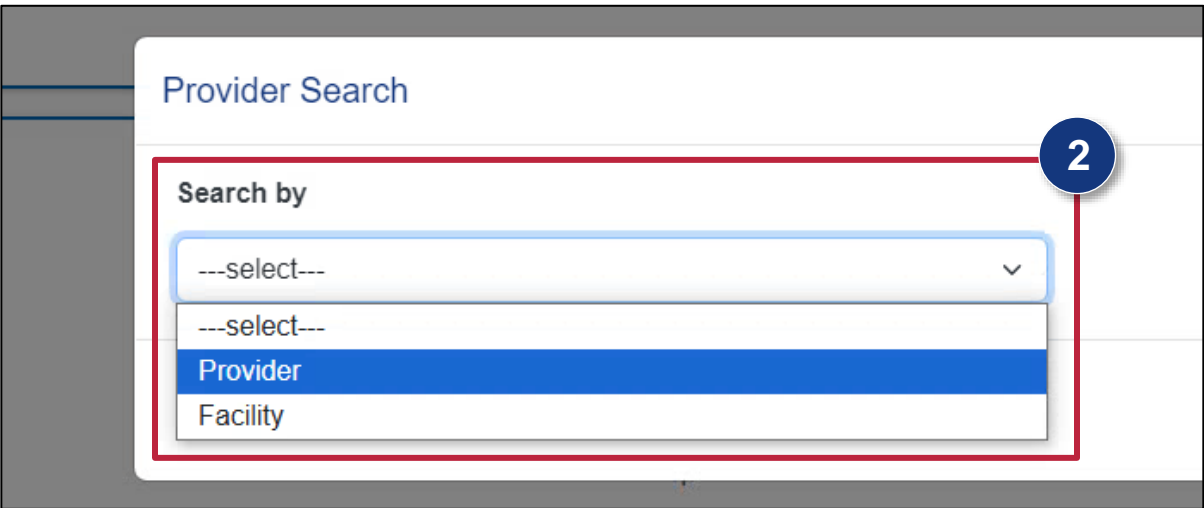
- 1. To choose a different provider, select the **Find a Different Provider** button.
Note: *It's important to inform TriWest of your selected servicing provider so the servicing provider can obtain your clinical information available with your request.*



Note: *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**.





3. Search by either Provider or Facility.

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

A screenshot of the TRICARE search interface for providers. A red box highlights the "Search by" dropdown menu, which is set to "Provider". A blue circle with the letter "A" is next to the dropdown. Below the dropdown are three input fields: "Provider First Name", "Provider Last Name", and "Provider Zip Code". A blue "Search" button is at the bottom left.

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

A screenshot of the TRICARE search interface for facilities. A red box highlights the "Search by" dropdown menu, which is set to "Facility". A blue circle with the letter "B" is next to the dropdown. Below the dropdown are two input fields: "Facility Name" and "Facility Zip Code". A blue "Search" button is at the bottom left.

4. After completing the required fields, select **Search**.



- Results will display. Select your desired provider.
Note: If no results display, you will be directed to the West Region provider directory.
- Select the **Select** button.

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**

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

Service

BEGIN DATE 12/27/2024	END DATE 6/25/2025	STATUS Approved w/Mods	DATE RECEIVED 12/27/2024
CPT/HCPCS 99242: off/op consltj new/est sf 20 99202: office o/p new sf 15 min 99211: off/op est may x req phy/qhp	CPT/HCPCS 99245: off/op consltj new/est hi 55 99205: office o/p new hi 60 min 99215: office o/p est hi 40 min	QTY 1 1 5	TYPE CPT CPT CPT
SERVICING PROVIDER Marsha Alger	SPECIALTY Family Medicine Physician	SUB-SPECIALTY	ADDRESS 2405 Research Pkwy Colorado Springs, CO -1044
		PHONE (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.

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.

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



My Referrals/Authorization Details

After selecting a referral number, the bottom of the My Referrals/Authorization Details page has buttons that go to other pages. The buttons available depend on whether the referral was denied or approved.

My Referrals / Authorizations Details 0000023279

REFERENCE #	REQUEST TYPE	PRIORITY	DATE RECEIVED
0000023279	Eval & Treat Referral GENERIC	Urgent	3/13/2025

REQUESTING PROVIDER	MTF UIN	DIAGNOSIS
56th MEDGRP-LUKE		Pain in left knee

REASON FOR REFERRAL

[View Notes / Medical Documentation >](#)

Service

BEGIN DATE	END DATE	STATUS	DATE RECEIVED

CPT/HCPCS	CPT/HCPCS	QTY	TYPE
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 phys/hp	99215: office o/p est hi 40 min	5	CPT

SERVICING PROVIDER	SPECIALTY	SUB-SPECIALTY	ADDRESS	PHONE
	Medical Surgery Physician			

1 View Request Letter 2 View Medication List 3 Next 4 Find a Different Provider 5 Decline care

1. **View Request Letter:** You will receive a letter containing information about your care. Your letter will include whether your care has been approved or denied. If approved, the letter will also include information about how to obtain your care and who can provide it. The letter will also tell you about your TRICARE benefits related to this care.

Through the details page of a referral, you can view and print this letter. If information about your request changes, a new letter will be available.

Note: *It's important to read the entire letter to understand all the information available about your referral or authorization*

2. **View Medication List:** TriWest provides you with a current medication list from Express Scripts to share with your servicing provider.

Note: *This button only appears if you have a medication list*

3. **Next:** See [Select Servicing Provider](#) above

4. **Find a Different Provider:** see [Selecting a Different Provider](#) above.



5. **Decline Care:** TriWest allows you to decline a particular referral. If you select Decline Care, you will be prompted to select a reason why.

By selecting this option, you are indicating to your requesting provider that you no longer require the referred or authorized care contained within this request.

Which of the following best describes your situation (select one)*

- ☐ No longer experiencing the issue for which the request was issued
- ☐ Not interested in obtaining this type of treatment or care
- ☐ Time restrictions
- ☐ Temporary duty assignment or deployment

Submit Close

6. **Appeal:** If an authorization is denied, you can select **Appeal** to submit a request to appeal.

Service

BEGIN DATE	END DATE	STATUS	DATE RECEIVED
CPT/HCPCS	CPT/HCPCS	QTY	TYPE
99242: off/op consil new/est of 20	99245: off/op consil new/est to 55	1	CPT
99202: office o/p new sf 15 min	99205: office o/p new to 60 min	1	CPT
99211: off/op est may x req phys/ghp	99215: office o/p est to 40 min	1	CPT

SERVICING PROVIDER SPECIALTY SUB-SPECIALTY ADDRESS PHONE

View Request Letter View Medication List Appeal

If you have questions regarding changing a service provider, visit the [Change Servicing Provider Information](#) page for more info.

- A. On the **Appeals** page that displays, follow the prompts to submit the Authorization Appeals Form.

My Dashboard Eligibility/Enrollment Find a Provider Manage My Care Claims/Payments

Home > Appeals

Authorization Appeals Form

View our authorization appeals pages to find information on the appeal process. Examples of appealable and non-appealable issues can be found here.

Progress 0%

Submitter Information



Notifications and Alerts

Look for secure portal notifications from TriWest about your referrals and authorizations. These notifications will be sent to you during processing, upon completion, and after an update has been made to your request. During the first 90 days, you will receive letters. Be sure to update your communications preferences on the portal for notifications. You can choose between electronic or hard copy mail.

Note: *Prior to your appointment, it's important to have medical records, laboratory results, X-rays, and other medical documents prepared if needed.*

Stay informed by signing up for text or email alerts. You can manage your preferences through the portal to receive updates on the statuses of your referrals and prior authorizations.