



TRICARE West Region How to Book an Appointment

Quick Reference Guide

Key Points

- Eligibility and requirements
- Types of appointments available
- How to book an appointment using TRICARE's online system or by phone
- Selecting a provider for referrals and prior authorizations
- How to contact customer service for assistance

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Introduction

This Quick Reference Guide will help you book an appointment, ensuring you get the care you need efficiently.

Eligibility and Requirements

TRICARE Prime Enrollees

Your plan defines the eligibility and requirements for how you will book an appointment. If you're an active duty service member, you're automatically enrolled in TRICARE Prime. Active duty family members may be Prime or Select. You can book an appointment using one of the options below:

- Call your primary care manager to schedule an appointment at your assigned military hospital or clinic first. They will advise where you can receive care.
- Use the West Region provider directory to search for a provider and select an appointment.

Note: For emergencies, visit the emergency department. For urgent health matters, contact the Nurse Advice Line at 1-800-TRICARE (874-2273) and select option 1. For specialty care, you need a referral.

TRICARE Select Enrollees

Those enrolled in TRICARE Select can schedule an appointment with any TRICARE-authorized provider. This includes TRICARE Select, TRICARE Select Overseas, TRICARE Reserve Select, TRICARE Retired Reserve, and TRICARE Young Adult Select.

Additional Plan Information

[Select to learn more about getting care.](#)

Types of Appointments

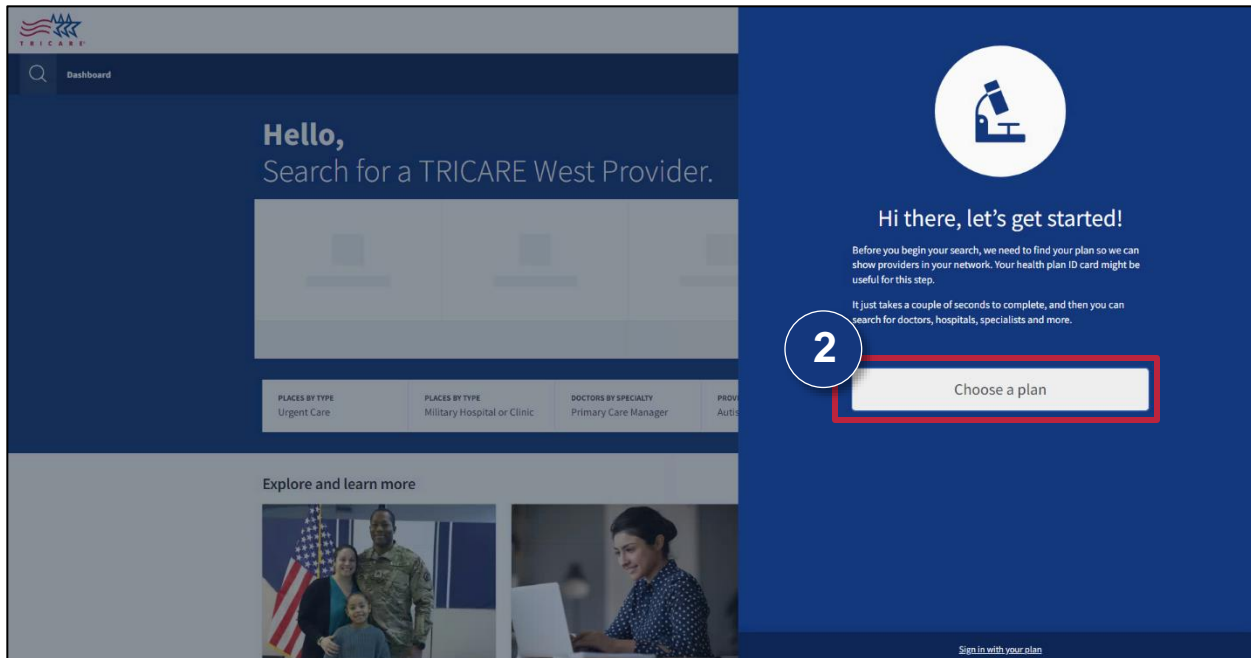
TRICARE offers three appointment types.

- **Routine:** For general check-ups and ongoing health concerns
- **Specialty care:** For referrals to specialists
- **Urgent care:** For non-emergency but immediate care needs



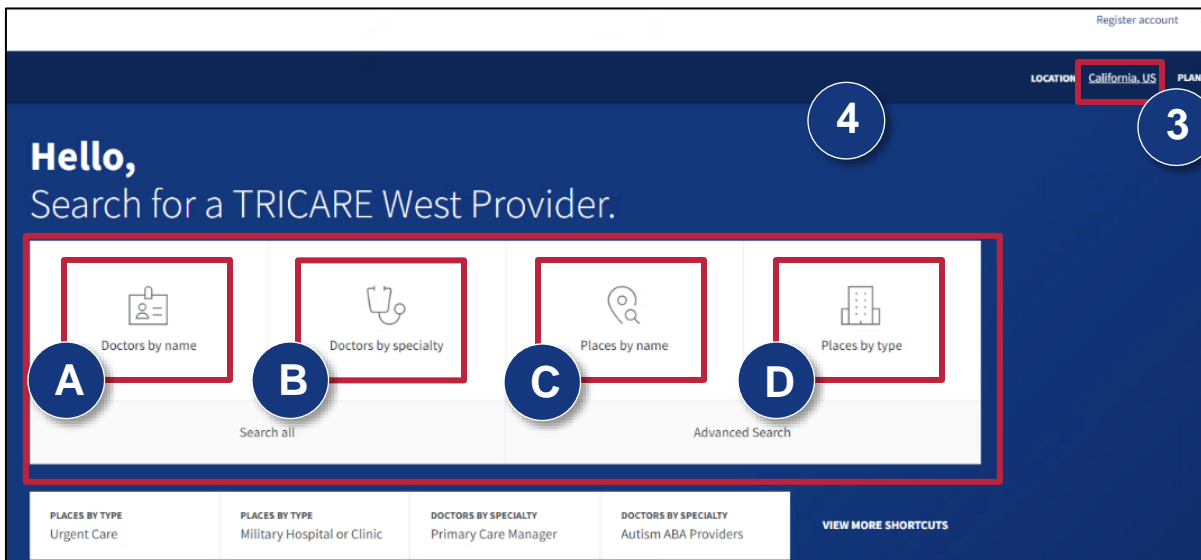
Steps to Book an Appointment Online

1. Navigate to the [West Region Provider Directory](#).
2. Follow the prompt to select your TRICARE Plan.





3. Select your location in the top right corner of the Provider Directory dashboard.
4. Search for your provider using one of the four search functions available in the Provider Directory:
 - A. **Doctors by name:** Search for a doctor by their name to view their locations, network status, and whether they are accepting new patients.
 - B. **Doctors by specialty:** Locate a doctor who specializes in specific conditions.
 - C. **Places by name:** Find a specific place to view its hours, address, and network status.
 - D. **Places by type:** Explore options based on the type of places, such as a hospital or lab.





5. Search on the directory using the search terms that match your needs.
6. Find a provider you want to schedule a visit with from the results. Notice the **Book Now** button at the bottom of the profile card.
7. Select **Book Now**. The **Get appointment options** panel will display.

Note: If Book Now functionality is not available, call the provider's office to book your appointment.

Gynecology, Obstetrics & Gynecology

Primary Care Manager

Locations • 9

Specialty
Gynecology, Obstetrics & Gynecology

Subspecialty
None

Recognition

[Recognition Details](#)

Gender
[Redacted]

Remote services
None

Board certification
""

Staff languages
English

Languages spoken
English

6

Book now

Subspecialty
None

Remote services
None

Office hours
[Redacted]

Primary Care Manager (PCM)
No

Call [Redacted] to schedule an appointment



8. The **Get appointment options** panel opens. Read the information about the provider's booking options. For example, this provider lets you book by phone and through their website.
9. Select **Continue to external site** to open the provider's website. This will open an external link.

Get appointment options

You are booking an appointment with [REDACTED]. We'll connect you to their site to book your appointment.

Want to book by phone? You can also call [REDACTED] to book your appointment.

Continue to external site



10. Complete all fields on the external website to complete your appointment request.

[< Back to search results](#)

1 Details

2 Date & Time

3 Registration

Have you been seen at [redacted] in the last 3 years?

YesNo

Minimally Invasive
Gynecologic
Surgery,
Gynecology

i Need help scheduling an appointment? We're here to help. Call us at [redacted]

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Selecting a Provider—Provider/Prior Authorization

If TriWest has successfully completed a referral request for you, **you will receive a letter**. This letter from TriWest will include three preferred providers within the required drive time from your home address. The letter will also include specific information about how to schedule and what to bring to your appointment.

Note: If you choose a non-network provider, your care will be billed as point of service. This means you'll pay a deductible and the copay amounts listed in your benefits packet.

To begin choosing a provider for your care, you will navigate to the **beneficiary portal**.

1. In the beneficiary portal, select the **Referral Number** of the desired referral to display details page.

A screenshot of a web interface showing a table with two rows. The first row is highlighted with a blue border. A red box and a blue circle with the number '1' highlight the 'REFERRAL' column, which contains the value '0043'. The 'REQUEST TYPE' column for the same row contains the value 'Physical Therapy'. The second row is partially visible below.

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.

A screenshot of a web interface titled "Suggested Servicing Providers". Below the title is a text instruction: "Please select a Servicing Provider. If you prefer a doctor not listed click the 'Select a Different Provider' button." Below this is a table with two rows. The first row is highlighted with a blue border. A red box and a blue circle with the number '2' highlight the checkbox in the 'SERVICING PROVIDER' column, which is checked. The 'SPECIALTY' column for the same row contains the value 'Hospitalist Physician'. Below the table is a button labeled "Find a Different Provider". At the bottom of the form, there are two buttons: "Next" and "Decline care". A red box and a blue circle with the number '3' highlight the "Next" button.



- 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**.

CPT/HCPCS	CPT/HCPCS	QTY	TYPE
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

4 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
<input type="text"/>	Select One

Submit **Skip**

Find a Different Provider

Next

- 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

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- ✓ 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	Eval & Treat Referral GENERIC	Routine	3/14/2025

REQUESTING PROVIDER	MTF UN	DIAGNOSIS
		Ill-defined/unknown cause mortality

REASON FOR REFERRAL

Service	END DATE	STATUS	DATE RECEIVED
BEGIN DATE 3/14/2025 CPT/HCPCS 99202: office exp new of 15 min 99211: off/op est may x req ph/slp No Providers Found	END DATE 3/10/2025 CPT/HCPCS 99205: office exp new hi 60 min 99215: office exp est hi 40 min	STATUS Approved with/ods QTY 1 5	DATE RECEIVED 3/14/2025 TYPE CPT CPT

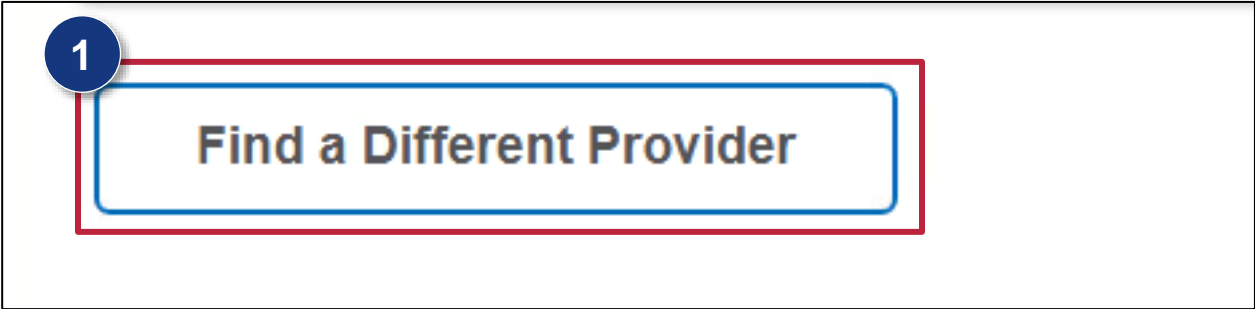
View Request Letter

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

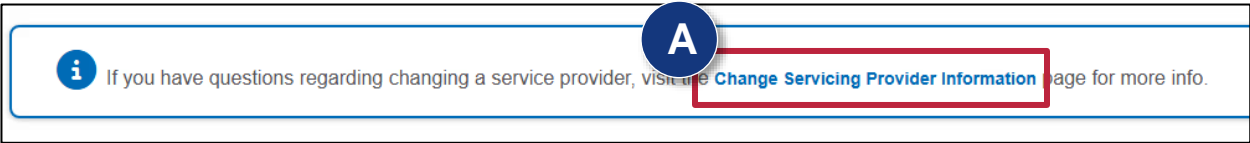


Selecting a Different Provider

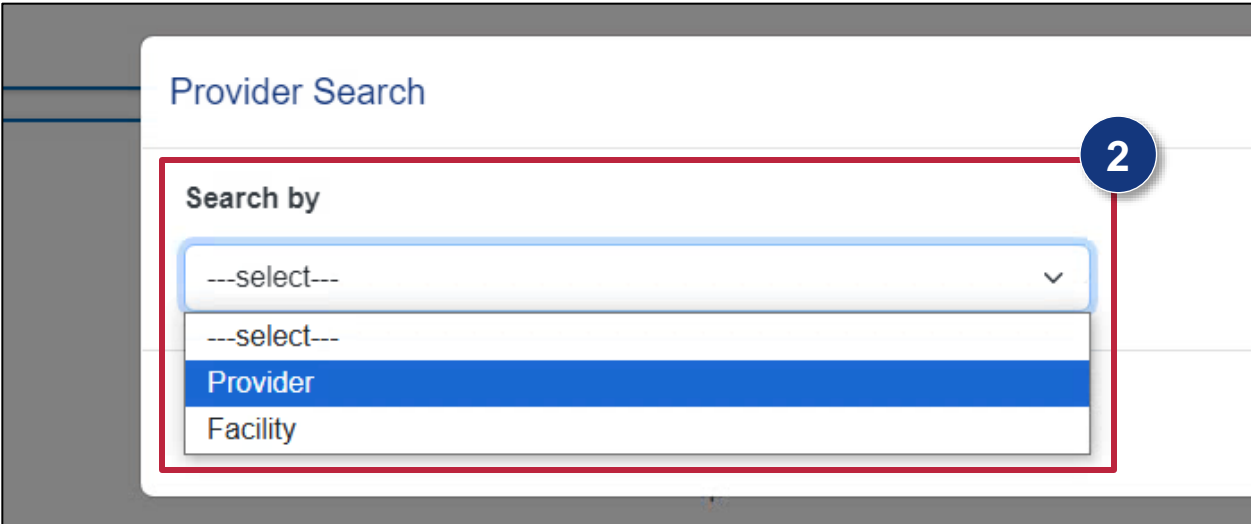
- 1. To choose a different provider, select the **Find a Different Provider** button.
***Note:** It's important to inform TriWest of your selected servicing provider so the servicing provider can obtain your clinical information available with your request.*



- 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**.





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

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.

B

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. [Access the Provider Directory Quick Reference Guide](#) for more information on how to search for providers and facilities using the provider directory.
6. Select the **Select** button.

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

Select **Close**

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

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 conslt new/est of 20	99245 off/op conslt new/est hi 55	1	CPT
99202 office o/p new of 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

View Request Letter **View Medication List** **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.



Support and Additional Assistance

You can also book an appointment by phone. Call TriWest Customer Service at 888-TRIWEST (874-9378). This service is only for first-time appointments. Those enrolled through Military Treatment Facilities or in TRICARE for Life can't book by phone.

Have the following information ready when you call:

- Sponsor's ID Number
- Appointment type needed
- Preferred appointment time(s)