



TRICARE West Region

Navigating the Beneficiary Portal

Quick Reference Guide

Key Points

- Accessing the Beneficiary Portal
- Portal Dashboard Overview
- Using Self-Service Tools
- Cybersecurity Awareness
- Support for Updating Information

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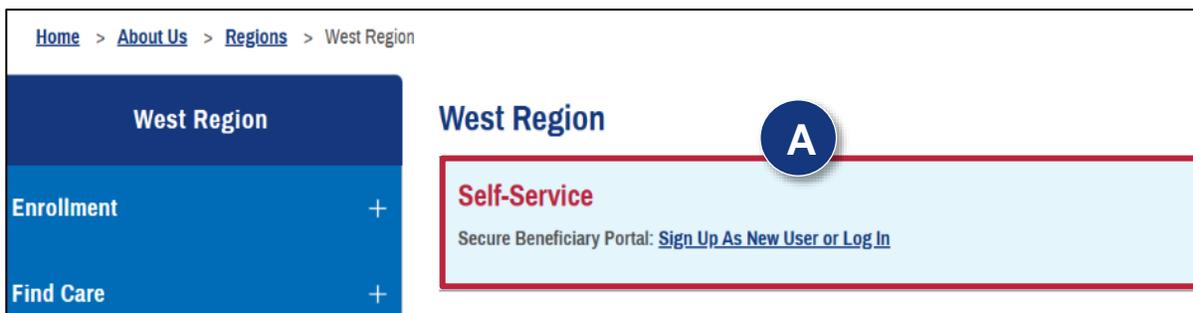


Introduction

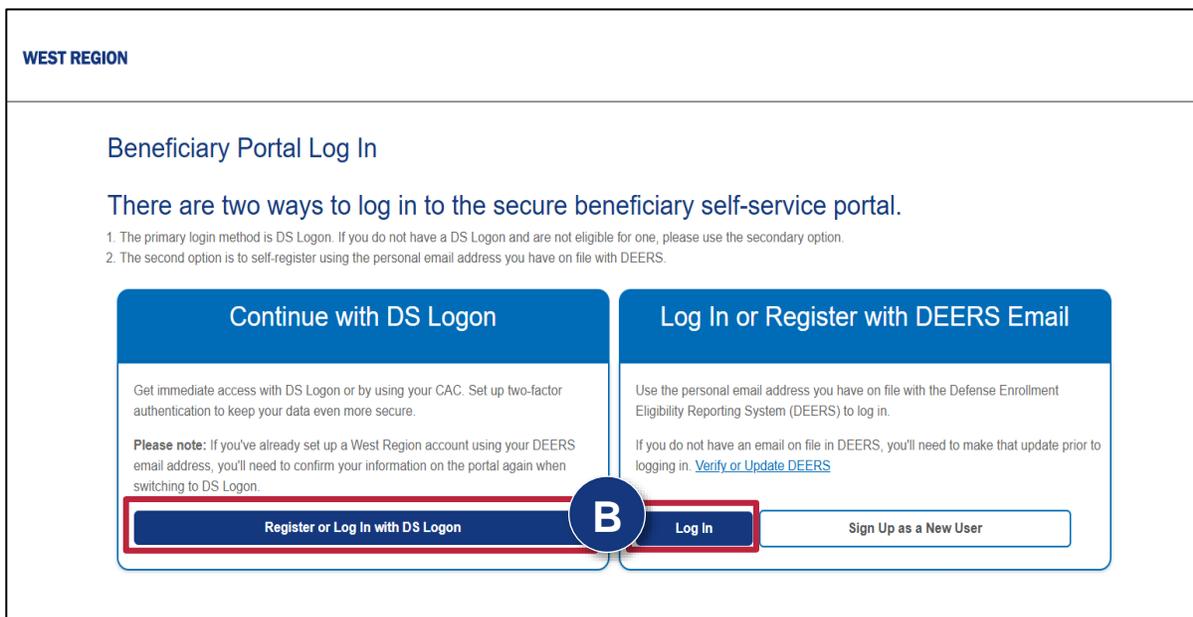
This guide will assist you in accessing and navigating the Beneficiary Portal. It contains directions for using the portal's self-service tools to update personal information, manage appointments, and track the status of claims. Additionally, the guide provides information on how to use these tools effectively and request support.

Accessing the Beneficiary Portal

1. Navigate to the tricare.mil/west webpage.
 - A. Select the self-service **Beneficiary Portal** hyperlink under the "Self-Service" header.



- B. The beneficiary portal webpage will display. Select **Register or Log In with DS Logon** to sign in using your DS Logon credentials. Select **Log In** to sign in using your DEERS email.



- C. Enter your credentials and follow the prompts.



Portal Dashboard Overview

After logging in, the portal dashboard provides a central location for all your information and tools. From your dashboard, you will be able to:

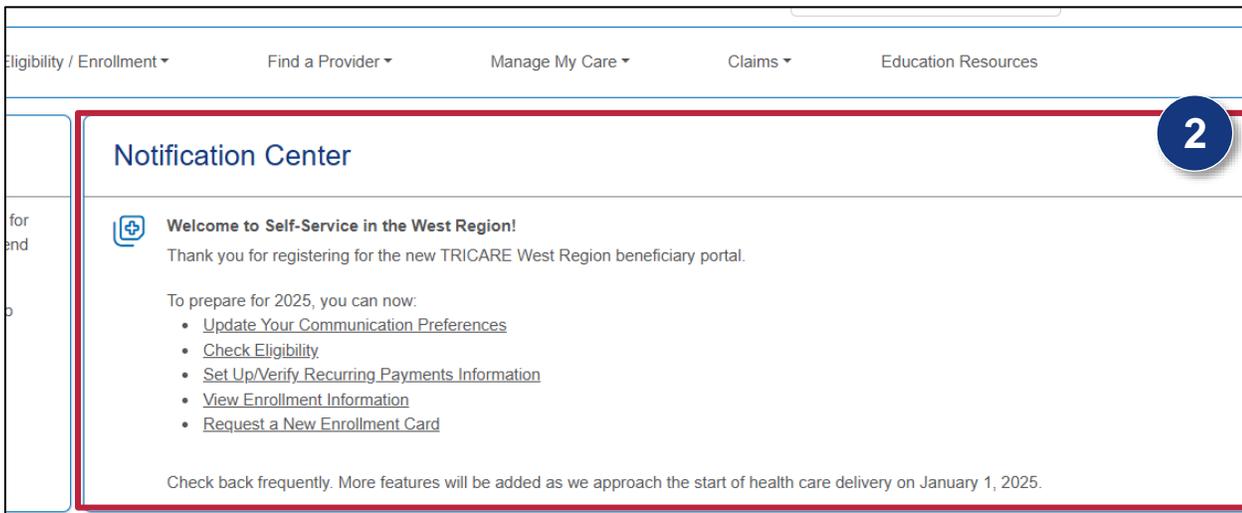
- Set up automatic, recurring payments
- View your Notification Center
- View your Current Information
- View your Referrals and Authorizations
- View Care Management
- View Recent Claims
- View your Catastrophic Cap and Deductibles

Your dashboard hosts multiple sections. In order from top to bottom:

1. **Top bar:** Where you can view your plan type, Department of Defense (DOD) Benefits Number, and Primary Care Manager.

Plan:	DOD Benefits Number:	Primary Care Manager:
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2. **Notification Center:** Keeps you informed with important updates from your beneficiary portal.



Eligibility / Enrollment ▾ Find a Provider ▾ Manage My Care ▾ Claims ▾ Education Resources

Notification Center

 **Welcome to Self-Service in the West Region!**
Thank you for registering for the new TRICARE West Region beneficiary portal.

To prepare for 2025, you can now:

- [Update Your Communication Preferences](#)
- [Check Eligibility](#)
- [Set Up/Verify Recurring Payments Information](#)
- [View Enrollment Information](#)
- [Request a New Enrollment Card](#)

Check back frequently. More features will be added as we approach the start of health care delivery on January 1, 2025.



3. **Here's Your Current Information:** Displays the latest details about you as the beneficiary, including your sponsor, enrollment ID, enrolled program, and other essential information.

The screenshot shows a user interface titled "Here's Your Current Information". It contains five rows of information, each with a "MORE INFO >" link on the right side:

- Sponsor
- Enrollment ID
- Enrolled Program
- Primary Care Manager
- Fee/Premiums

4. **Referrals and Authorizations:** Displays referral and authorization details including request type, requesting provider, status, and date received.

A. Select **View All Referrals** to:

- Access the Referral and Authorization Decision Support (RADS) Tool
- Confirm or review referrals, including cancelations, completions and changing providers
- Access the Prior Authorization List (PAL)
- Get help with relocation

B. To open a referral or authorization, select the referral number. The referral details display.

The screenshot shows a user interface titled "Referrals / Authorizations". It displays a table with two columns: "REFERRAL" and "REQUEST TYPE".

REFERRAL	REQUEST TYPE
<u>0000022500</u>	Eval & Treat Referral-Non-Specific Specialty

Below the table, there is a button labeled "VIEW ALL REFERRALS >".

Annotations: A red box labeled 'A' highlights the "VIEW ALL REFERRALS >" button. A blue circle labeled 'B' highlights the referral number "0000022500".



5. **Suggested Servicing Providers:** Displays a list of provider options for you to choose from. The “Suggested Servicing Providers” section will display on the referral or authorization details page.

A. If you cannot find your preferred provider, select **Find a Different Provider**.

Service

BEGIN DATE	END DATE	STATUS
2/25/2025	8/24/2025	Approved w/Mods

CPT/HCPCS	CPT/HCPCS	QTY
99202: office o/p new sf 15 min	99205: office o/p new hi 60 min	1
99211: off/op est may x req phy/qhp	99215: office o/p est hi 40 min	5

5 Suggested Servicing Providers

Please select a Servicing Provider. If you prefer a doctor not listed click the "Select a Different Provider" button. Once selections are made see your referral letter for more details.

SERVICING PROVIDER	SPECIALTY	SUB-SPECIALTY	ADDRESS
<input type="checkbox"/>	Hospitalist Physician		

A Find a Different Provider

Next Decline care

B. A pop-up window will display, allowing you to search for a provider or facility.

Provider Search

Search by

Provider

Provider First Name

Provider Last Name

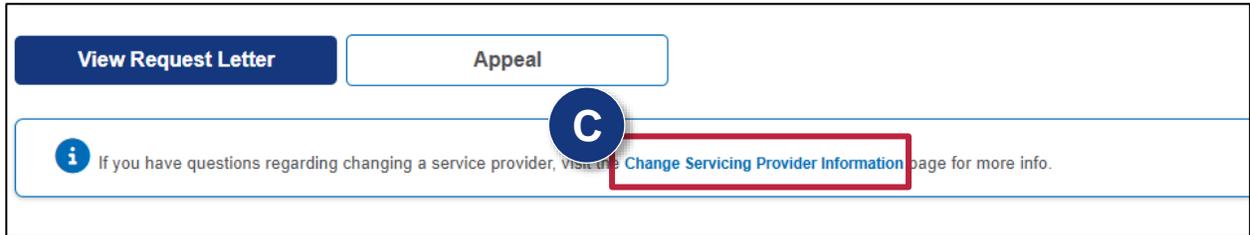
Provider Zip Code

Search

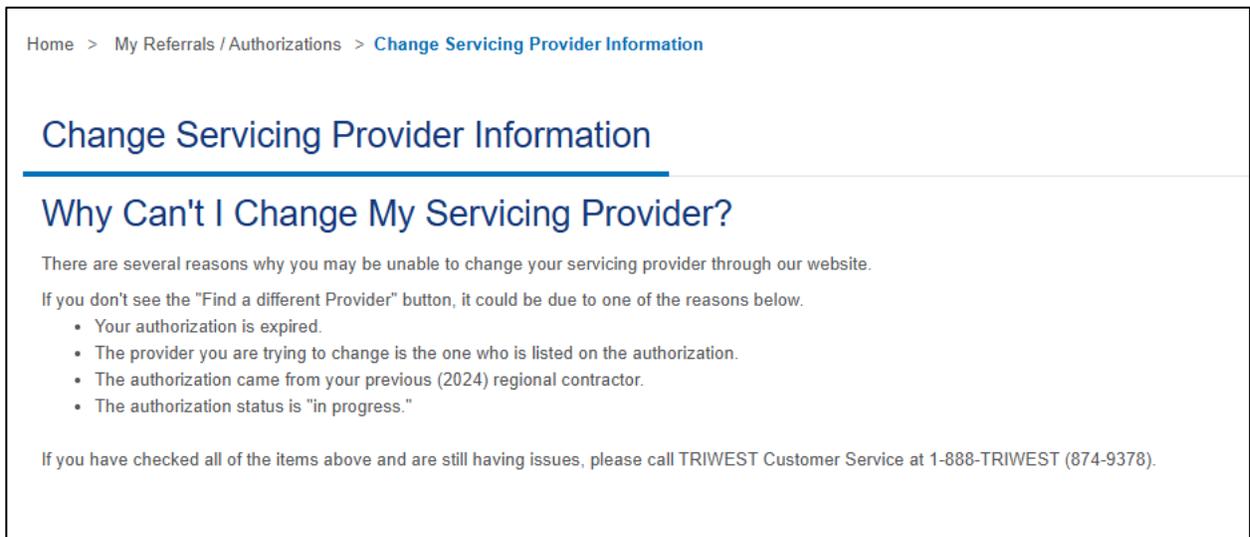
Close



- C. If you do not see the “Find a Different Provider” button or have questions regarding changing a service provider, select the **Change Servicing Provider Information** hyperlink.



- D. View the Why Can't I Change My Servicing Provider? page for more information.





6. **Care Management:** Displays the enrollment type, program, and status of your requests.

Care Management	
ENROLLMENT	PROGRAM Care Coordination
VIEW ALL CARE MANAGEMENT >	

7. **Recent Claims:** Showcases your recent claims and allows you to search and view claims.

Recent Claims			
DATES OF SERVICE 10/15/2024 - 10/22/2024	CLAIM #	PROVIDER NAME	<u>PATIENT RESPONSIBILITY</u> See EOB 
DATES OF SERVICE 10/15/2024 - 10/22/2024	CLAIM #	PROVIDER NAME	<u>PATIENT RESPONSIBILITY</u> See EOB 
DATES OF SERVICE 10/15/2024 - 10/22/2024	CLAIM #	PROVIDER NAME	<u>PATIENT RESPONSIBILITY</u> See EOB 
DATES OF SERVICE 10/15/2024 - 10/22/2024	CLAIM #	PROVIDER NAME	<u>PATIENT RESPONSIBILITY</u> See EOB 
VIEW ALL CLAIMS >			



8. **Catastrophic Cap and Deductible:** Provides a summary of your catastrophic cap and deductible costs for the year. The beneficiary and family members will be visible from this section. The lock symbol indicates that secure information is not visible. For more details, please visit [TRICARE FAQs](#).

A. Select the beneficiary or family member's name to view catastrophic cap amount, in-network deductible amount, non-network deductible amount, and point of service (POS) amount information.

Catastrophic Cap & Deductible

Effective (01/01/2025-12/31/2025)

The amount applied toward the catastrophic cap can change at any time based on the completion of medical or pharmacy claims, adjusted claims, and paid enrollment fees.

Family Members

CAT CAP AMOUNT	IN-NETWORK DEDUCTIBLE AMOUNT	NON-NETWORK DEDUCTIBLE AMOUNT	POS AMOUNT
\$0.00	\$0.00	\$0.00	\$0.00

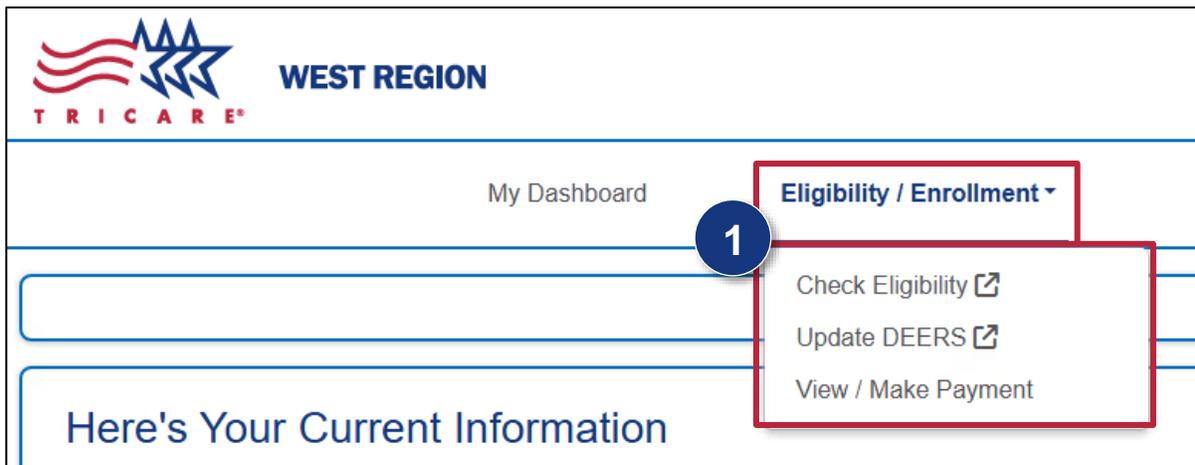
Note: The amount applied towards the catastrophic cap can change at any time based on the completion of medical or pharmacy claims, adjusted claims, and paid enrollment fees.



Using Self Service Tools

Through the beneficiary portal, there are several self-service options offered that can assist you as a beneficiary. These tools consist of:

1. **Eligibility and Enrollment:** Review your enrollment and eligibility information for accuracy and view your TRICARE healthcare plan benefits and coverage requirements. Keep your Defense Enrollment Eligibility Reporting System (DEERS) information updated and access the online payment system. Navigate to the **Eligibility / Enrollment** section on the dashboard.
 - A. From the dropdown options, select **Check Eligibility** to view eligibility information on TRICARE's website.
 - B. Select **Update DEERS** for a direct link to milConnect where you can update DEERS information. In milConnect, select **FAQ** for detailed answers to frequently asked questions related to benefits, records, and support.
 - C. Select **View / Make Payment** to make a payment or update your payment information.

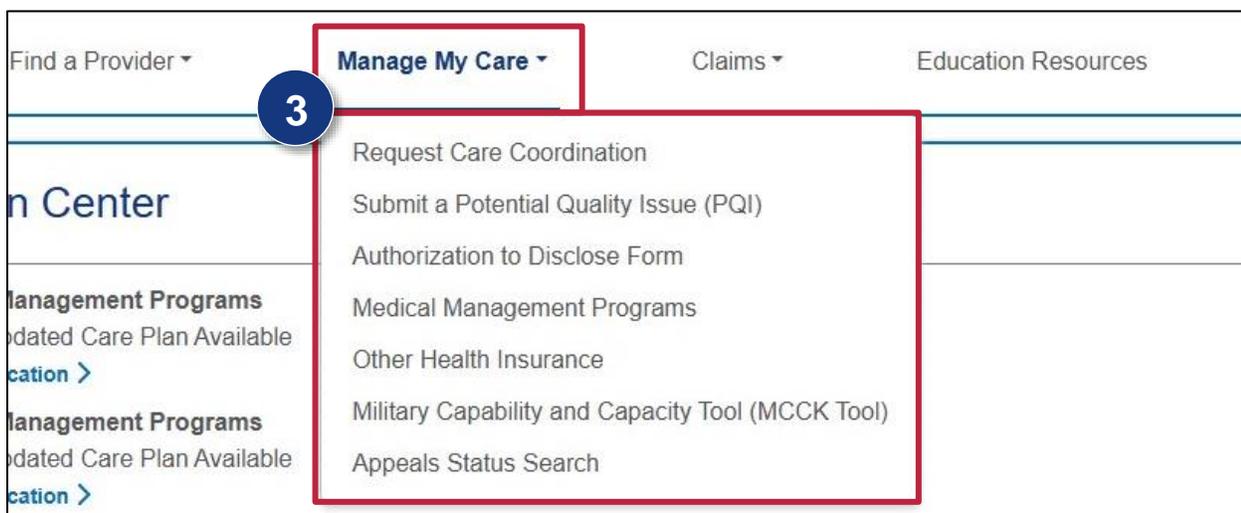




2. **Find a Provider:** This section helps you find a TRICARE provider, access care at a military hospital or clinic, and learn more about telehealth services. Navigate to the **Find a Provider** section on the dashboard.
 - A. From the dropdown options, select **Looking for a Provider? Start Here** and the West Region Provider Directory will display.
 - B. Select **Find Care at a Military Hospital or Clinic** to search for military hospitals and clinics using TRICARE’s “Find a Military Hospital or Clinic Tool.”
 - C. Select **TeleHealth** to view your telemedicine options on TRICARE’s West Region website.



3. **Manage My Care:** Submit various forms, access medical management program information, update other health insurance, use the Military Capability and Capacity (MCCK) Tool, and view the status of appeals. The MCCK Tool helps ensure that military healthcare has the resources, staff, and equipment needed to provide you with the care and support you depend on. It also offers a visual reference of the care and services available at a Military Treatment Facility (MTF), making it easier to find care when relocating or seeking a different facility. Navigate to the **Manage My Care** section on the dashboard.

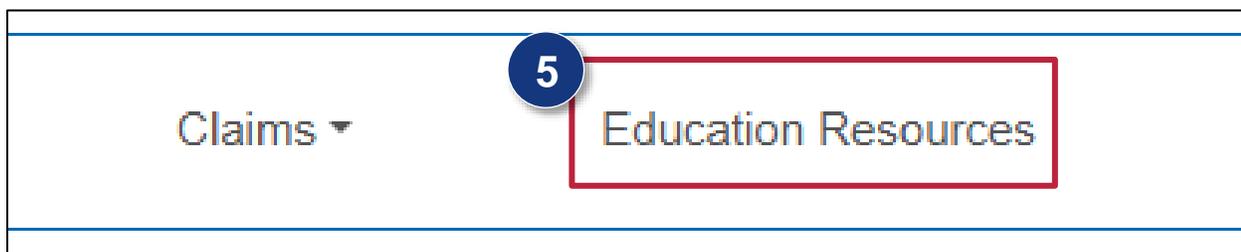




- 4. **Claims:** Through the beneficiary portal, you can track the status of your claims and view claim details. You can also search for, submit, and review your claims. Navigate to the **Claims** section on the dashboard to view the status of submitted claims and view Explanation of Benefits (EOB) documents. You can select the claim number to view detailed information regarding that claim.

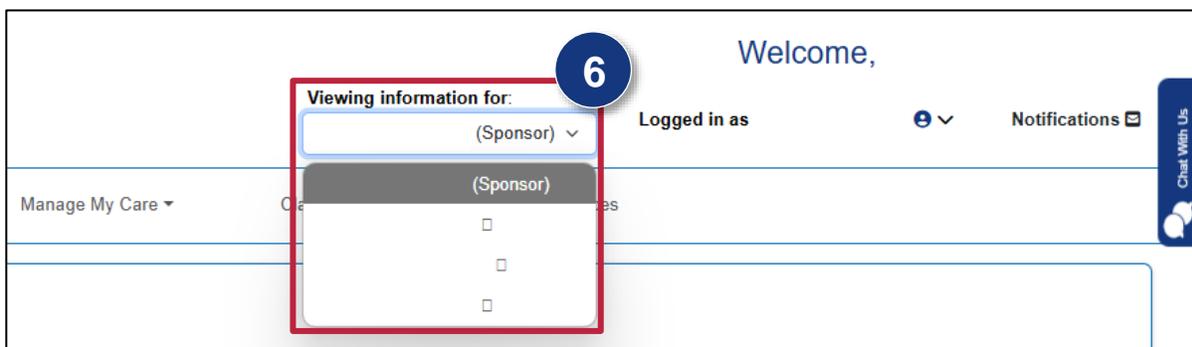


- 5. **Educational Resources:** Access more information on your benefits and how to use the portal.



- 6. **Viewing family member information:** Access information and view details for any family members on your plan.

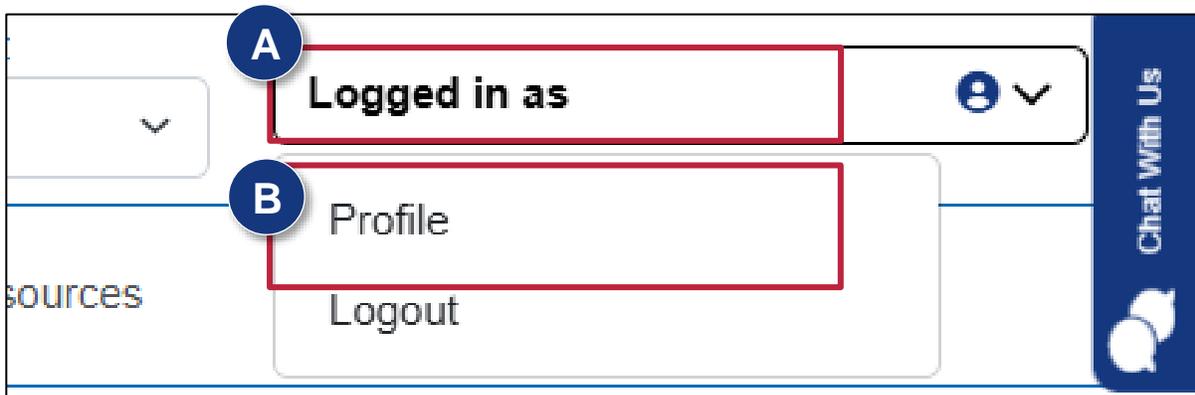
- A. To view details for your family members, navigate to **Viewing information for**.
- B. Select the dropdown arrow to view information specific to that individual.



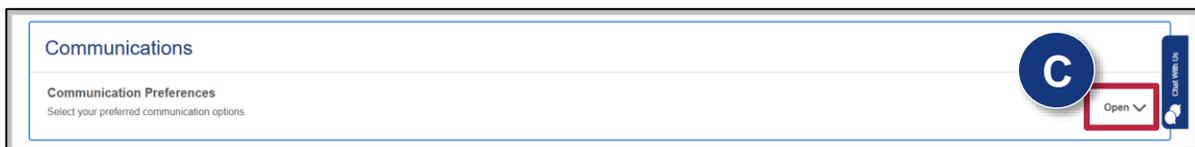


7. **Updating personal and provider information:** Update your personal and provider information regularly to keep your records accurate.

- A. To update your personal and provider information, select the **Logged in as** dropdown.
- B. Select **Profile** to view your contact information, communication preferences, and other health insurance information.



- C. Select **Open** to expand the Communication Preferences section.





- D. Update your communication preferences as desired.
Note: For contact information updates, you must use milConnect.

Communication Preferences
Select your preferred communication options.

General Correspondence ⓘ
Electronic

Clinical Care Programs, Health & Wellness ⓘ
Electronic

Explanation of Benefits ⓘ
Electronic

Enrollment Action Required ⓘ
Electronic

Referrals and Authorizations ⓘ
Electronic

Additional Care Preferences ⓘ

Opt-in to receive text messages about my Care Programs
xxx-xxx-xxxx

Opt-in to receive text messages about my Referrals/Authorizations
xxx-xxx-xxxx

- E. Select **Save** to confirm your selections.

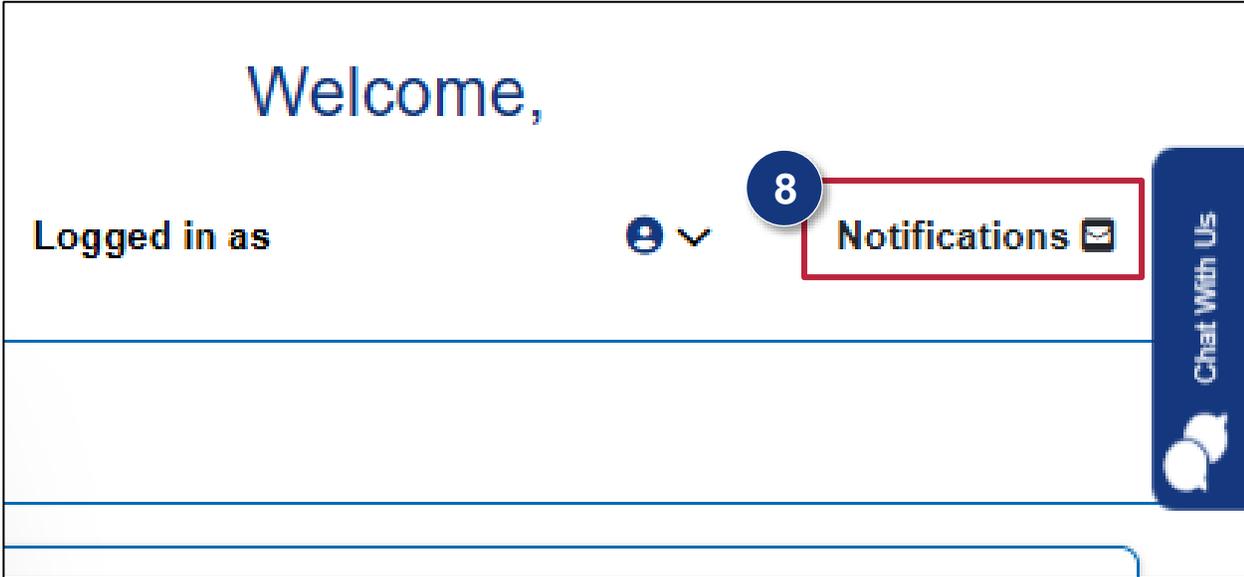
xxx-xxx-xxxx

By selecting Opt-In you agree to receive text messages. Standard messages from TriWest at 1-888-TRIWEST (874-9378) 8 a.m. - 6 p.m. in your time zone. qa.triwest.com/en/contact-tricare-west/privacy.

Save



- 8. **Notifications:** View notifications regarding referrals and authorizations or medical management programs.





Cybersecurity Awareness

Remember to practice good cybersecurity. Ignore suspicious requests for personal information, and do not open emails or links from unknown sources. Always use secure messaging portals for exchanges and monitor your medical and insurance statements for any signs of fraud.

Updating Information

If any information displayed on the beneficiary portal is incorrect, log into your DEERS account or contact DEERS to update your information.

DEERS Support Office (DSO)

- **Toll-free:** 1-800-538-9552
- **TTY/TTD:** 1-866-363-2883
- **Fax:** 1-800-336-4416 (Primary) or 1-502-335-9980 (Alternate)
- **Website:** [milConnect](#)

Need Assistance?

If you need additional assistance, contact the Portal Services Team at 1-888-TRIWEST (874-9378).