

TRICARE West Region Understanding the Provider Directory

Quick Reference Guide

Key Points

- You can search for common terms quickly by using the shortcuts on the dashboard.
- The directory will only show you providers that match your selected TRICARE plan and search location.
- Providers with special designations, such as High Performing Provider (HPP), will appear higher in your search results.

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Introduction

The TRICARE West Region provider directory lets providers search local TRICARE providers, look up provider information, and sort through provider profiles—all on one easy-to-use online platform. Providers can also find TRICARE-covered healthcare facilities using the provider directory's user-friendly system. This guide will help you:

- Find the provider directory from the TRICARE website
- Navigate the directory
- Search for providers
- Search for healthcare and military treatment facilities
- Search using advanced search filters
- Understand the provider and facility profiles
- Book appointments with providers from the directory
- Request updates to provider information

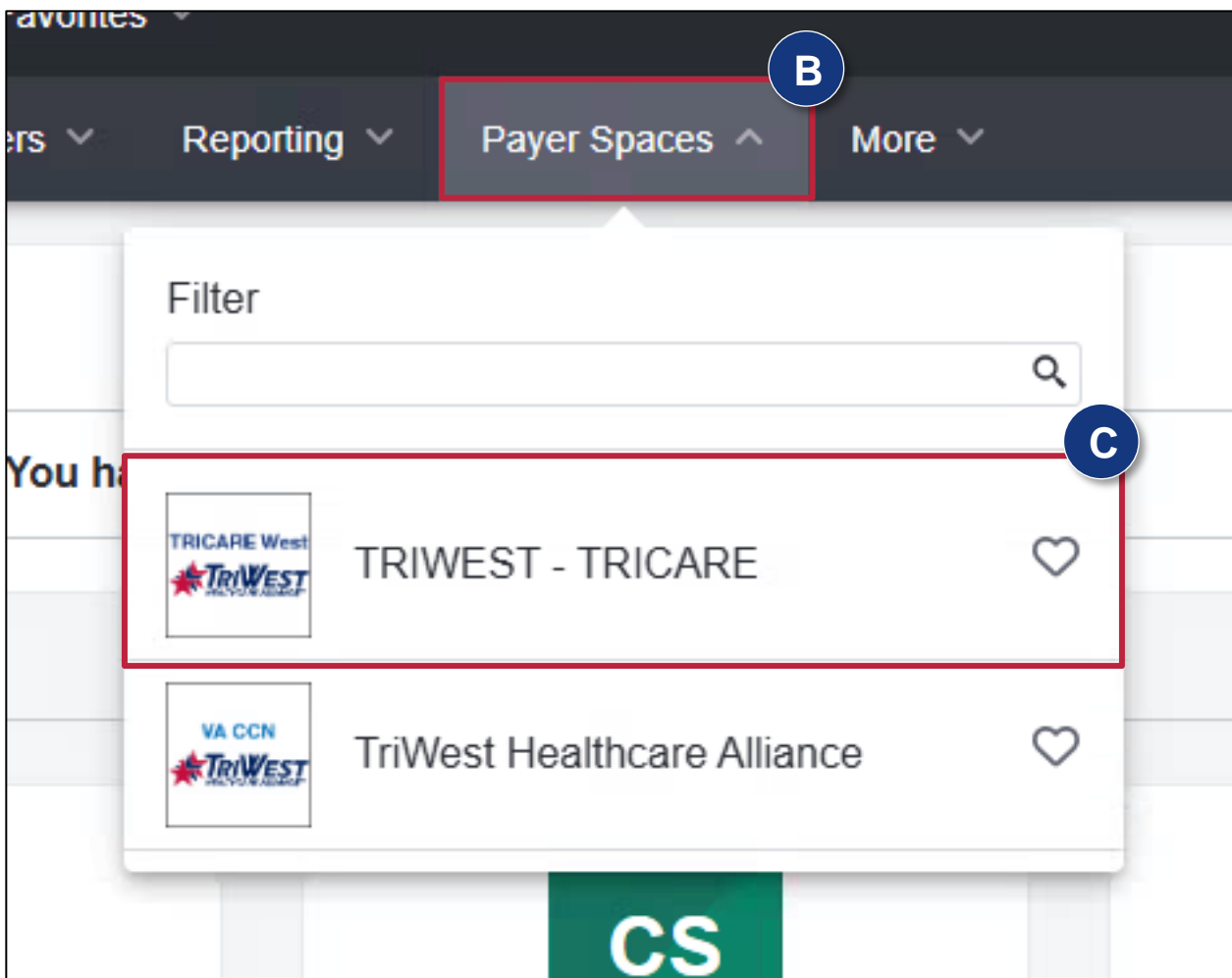
Be aware that the provider directory may offer different features depending on who accesses the site.

The provider directory periodically receives updates to make sure you have the best experience possible. Any features shown may be subject to change.

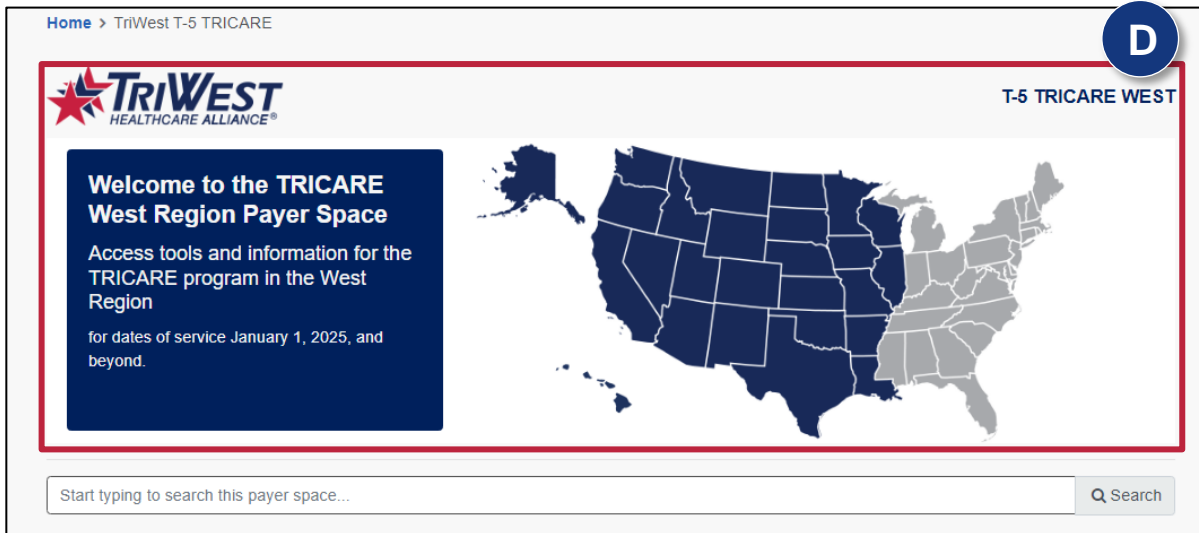
Accessing the Provider Directory

Providers can access the [TRICARE West Region Provider Directory](#) from the provider portal, tricare.mil, or the public TRICARE West Region website:

1. Access the provider directory from the **provider portal**:
 - A. Log in to the provider portal from [availity.com](#). The main dashboard opens.
 - B. Select **Payer Spaces** from the ribbon.
 - C. Select the **TRICARE West Region Payer Space**.

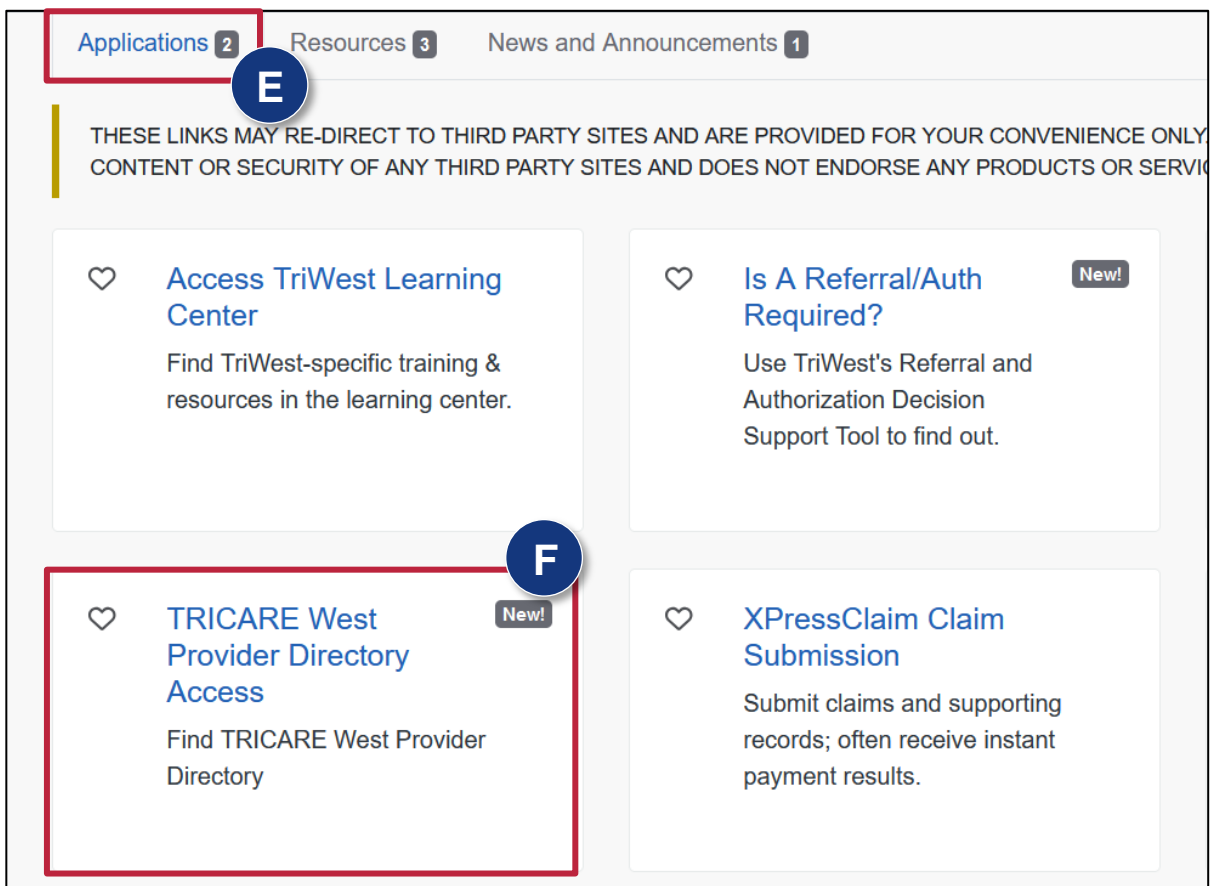


D. The **TRICARE West Region Payer Space** opens.



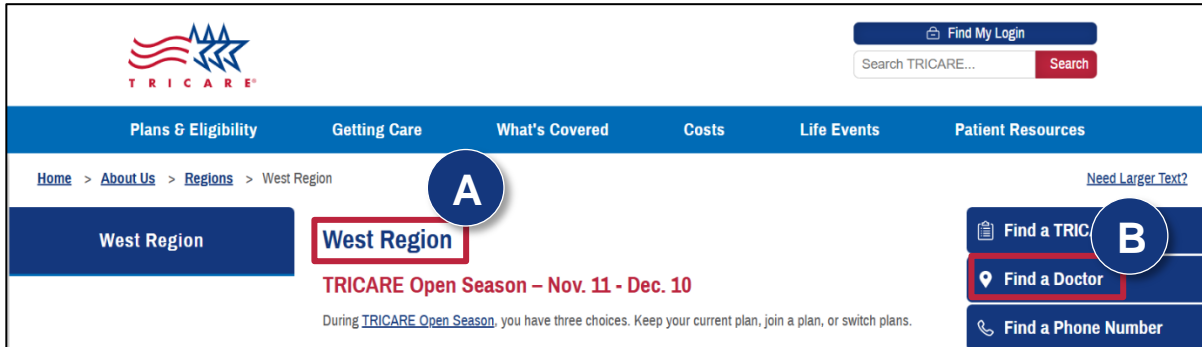
E. Select **Applications**.

F. Select **TRICARE West Region Provider Directory Access** from the Applications list. The provider directory will open.



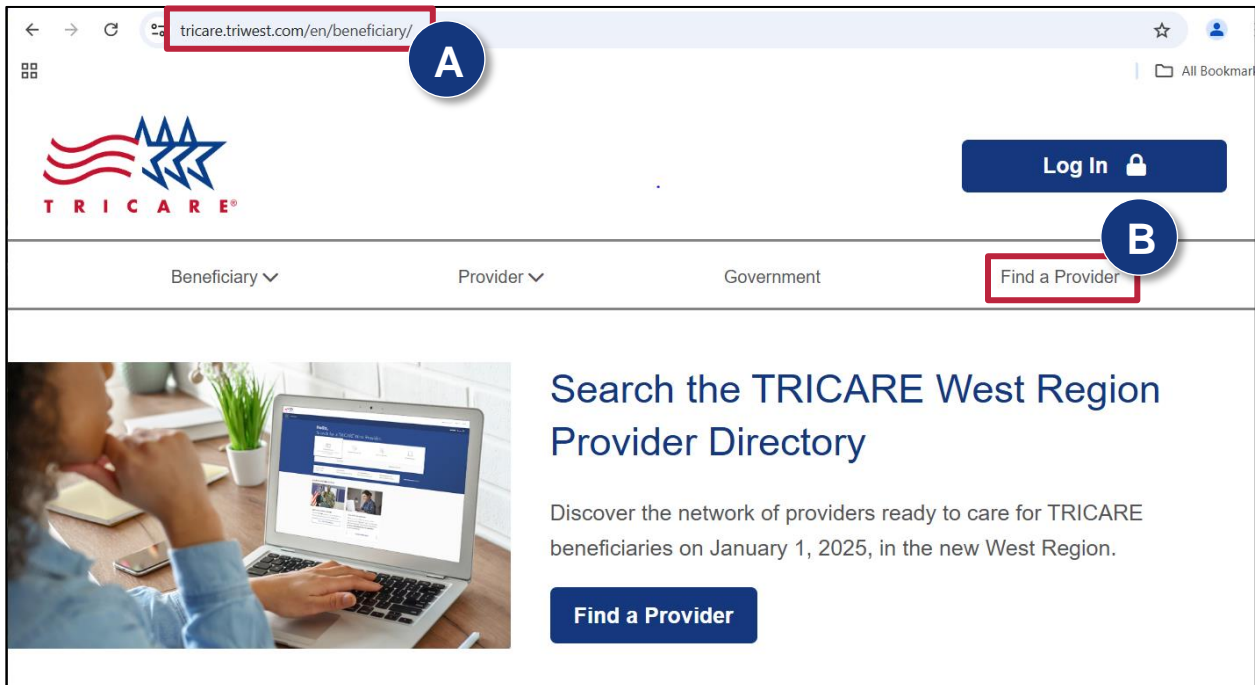
2. Access the provider directory from **tricare.mil**:

- A. Navigate to the [West Region](#) page.
- B. Select **Find a Doctor**.



3. Access the provider directory from the public **TRICARE West Region** website:

- A. Navigate to tricare.triwest.com. The beneficiary page will automatically open.
- B. Select the **Find a Provider** hyperlink in the website ribbon. The provider directory will open.
Note: You can also select the **Find a Provider** button on the beneficiary page to open the provider directory.



4. The TRICARE plan selection panel will open upon first visiting the directory. Select **Choose a location and plan**. The panel will progress to the **Choose your search location** section.



Hi there, let's get started!

Before you begin your search, we need to find your plan so we can show providers in your network. "Choose a plan" below and type in "TRICARE" under plan name. Then choose the TRICARE plan that describes you.

It just takes a couple of seconds to complete, and then you can search for doctors, hospitals, specialists and more.

4

Choose a location and plan

5. Select a search location by entering a state, city, ZIP code, or address. You can also select **Use my current location** to set the search location to your current physical address.
6. Select **Yes, this is correct**. The panel will progress to the **Available plans** section.

Choose your search location


Back

Enter an address, city or zip code

5

Phoenix, AZ

×

A blue circular icon containing a white outline of a globe. A white circle with a checkmark is overlaid on the top right of the globe.

6

Yes, this is correct

Choosing a different location will start a new search

7. Select an available plan from the list.

Available plans

TRICARE PRIME

Choose TRICARE Prime if you are enrolled in or plan on enrolling in TRICARE Prime or TRICARE Young Adult (Prime Option).

TRICARE SELECT

Choose TRICARE Select if you are enrolled in or plan on enrolling in TRICARE Select, TRICARE Young Adult (Select Option), TRICARE Reserve Select, or TRICARE Retired Reserve.

TRICARE PRIME REMOTE

Choose TRICARE Prime Remote if you are enrolled in or plan on enrolling in TRICARE Prime Remote or TRICARE Young Adult (Prime Remote Option).

8. Select **Confirm selection** once you select a plan. You can now fully access the provider directory.
Note: If you selected the wrong plan by accident, select *Clear selection* to go back and select a different plan.

SELECTED PLAN

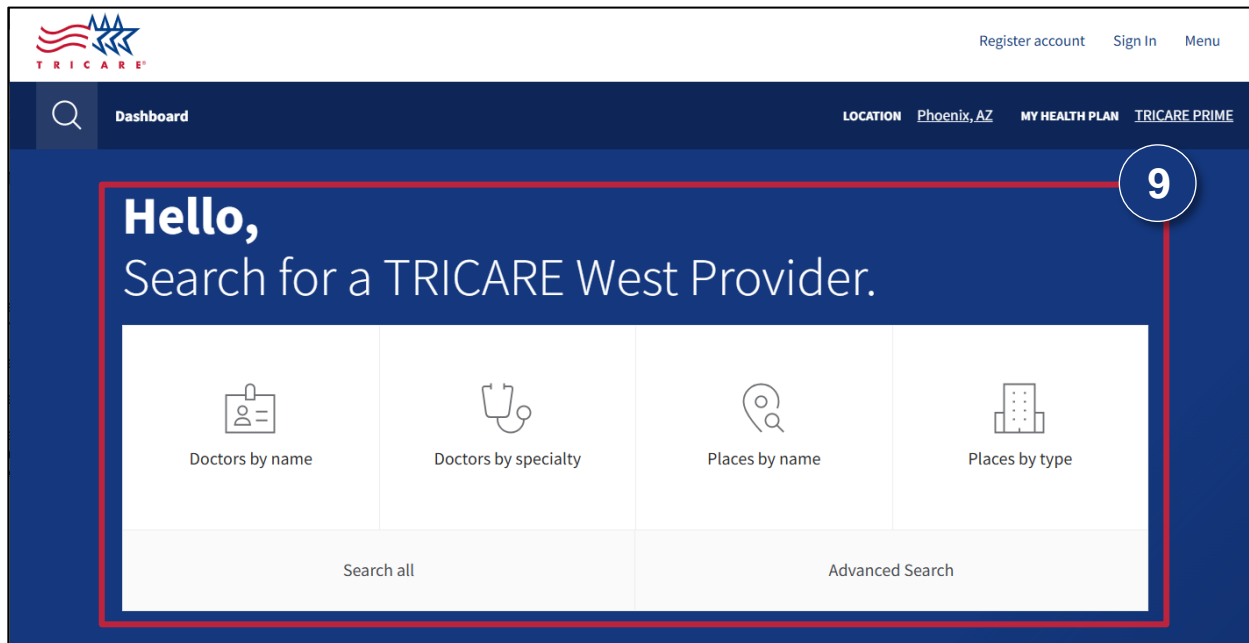
TRICARE PRIME

Choose TRICARE Prime if you are enrolled in or plan on enrolling in TRICARE Prime or TRICARE Young Adult (Prime Option).

Clear selection

Confirm selection

9. The provider directory will open.



Exploring the Provider Directory

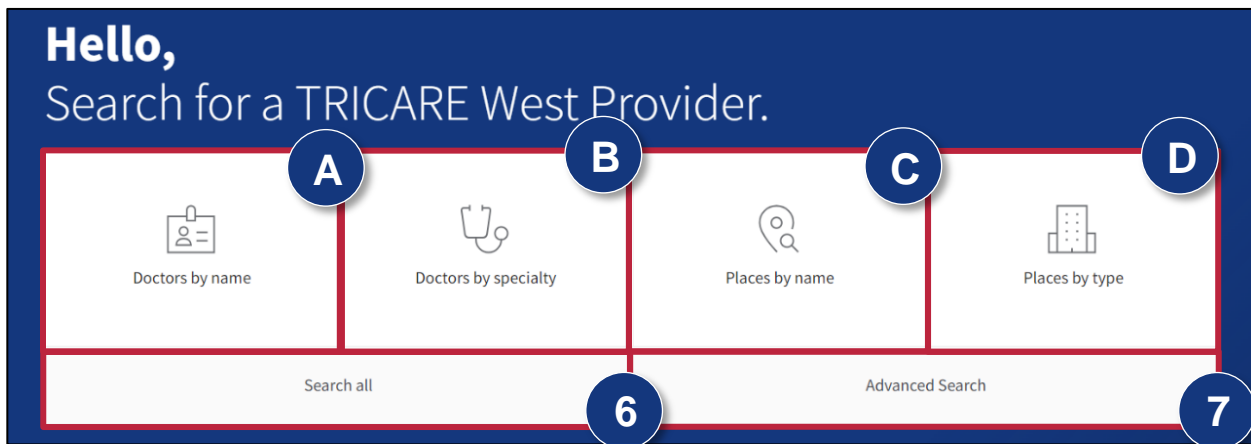
1. Select the **homepage icon** (magnifying glass) to return to the main dashboard from any page.
2. Check your current path in the ribbon. Select any page title to return to that page.
3. Select the **Location** hyperlink to change your location if needed. This allows the directory to provide search results from within 150 miles or less of your specified location.
4. Select the **My Health Plan** hyperlink to change the selected plan if needed. This allows the directory to provide search results covered by the selected plan.



5. The main search panel provides four search categories:
 - A. **Doctors by name:** Search for provider profiles by entering a provider's name.
 - B. **Doctors by specialty:** Search for provider profiles by entering a specialty, such as general physician, cardiologist, etc.
 - C. **Places by name:** Search for healthcare facility profiles by entering a facility's name.
 - D. **Places by type:** Search for healthcare facility profiles by entering a type.

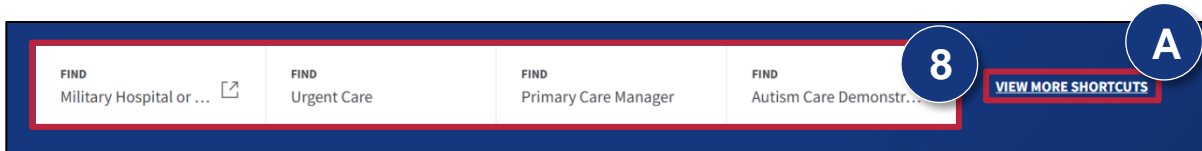
Note: The search results will only display providers and facilities covered by the TRICARE plan you selected in the **Accessing the Provider Directory** section. To access provider and facility profiles not covered by the current TRICARE plan, select the **My Health Plan** hyperlink on the website ribbon. The TRICARE plan selection screen will re-open. Change to a different TRICARE plan to view that plan's covered providers and facilities.
6. Select **Search all** to enter search terms for all four categories at once.
7. Select **Advanced Search** to specify more narrow search terms beyond what the four main search categories offer, such as languages spoken by the provider, ages served by the provider, etc. To learn how to perform an advanced search, visit the **Using Advanced Search** section further in this guide.

Note: Not all searches require an advanced search. Searching using the four main categories will always return more search results. Use advanced search only when you have specific needs that require filtering out unsuitable results.

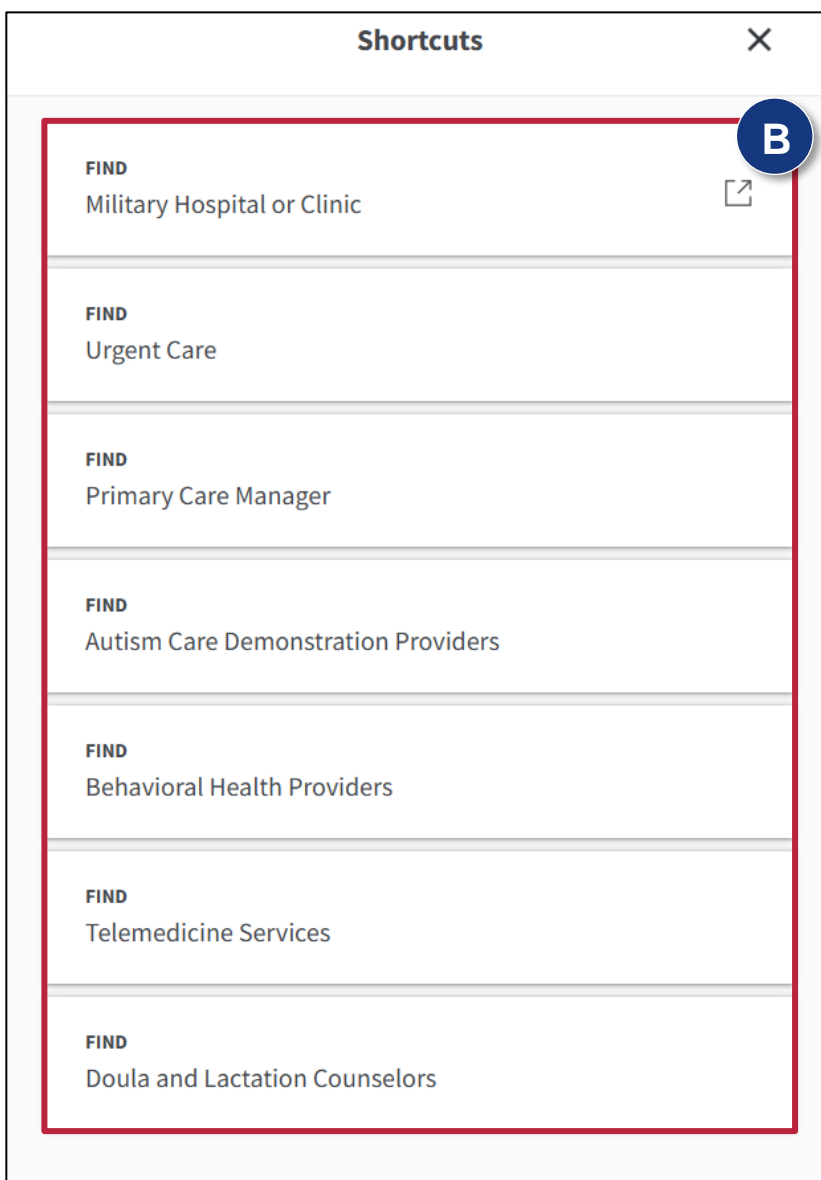


8. The shortcuts cards let you perform common searches without having to enter search terms. The dashboard will display the first four shortcuts available. Note that these cards may update over time and include options to sort by language.

A. Select **View More Shortcuts** to open the full shortcut list.




- B. Select the shortcut card you want to use. You've successfully performed a search using a shortcut.



9. The main dashboard also displays TRICARE West Region resources for directory visitors. These cards are dynamic and may receive updates over time.


Explore and learn more



Learn more about TRICARE

Visit the TRICARE website to access additional information and resources for beneficiaries.

Go to TRICARE Website



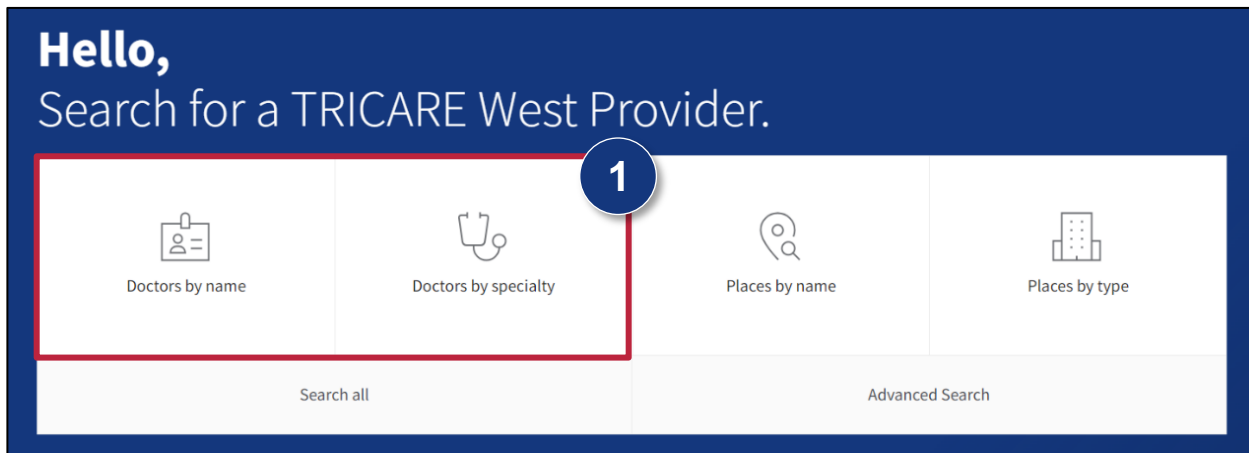
Learn More about Telehealth

Telehealth is a way to receive healthcare services remotely through secure video, phone, or online appointments. Check if your local provider offers virtual services or choose from one of our Telehealth partners.

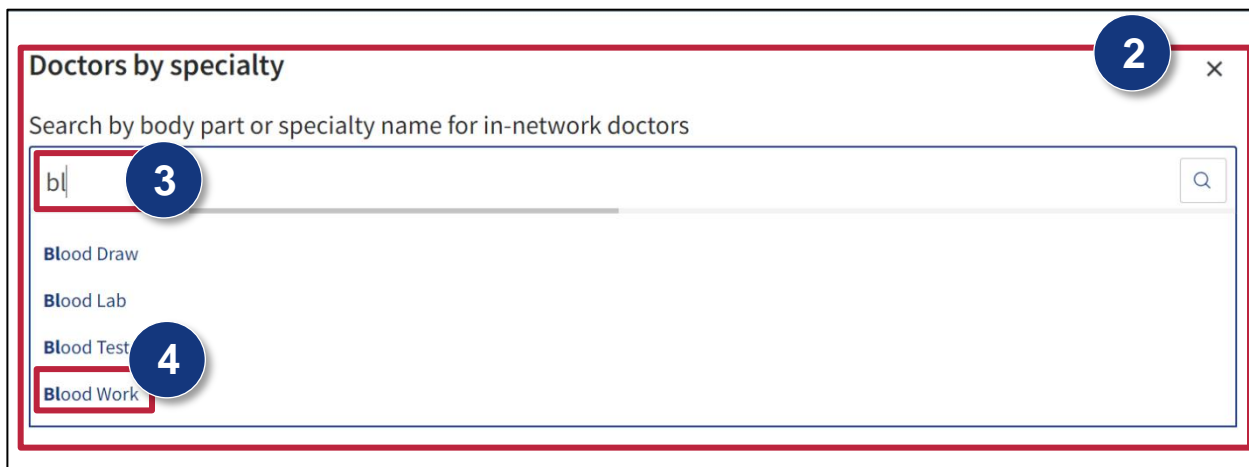
Search Telehealth Options

Searching for Providers

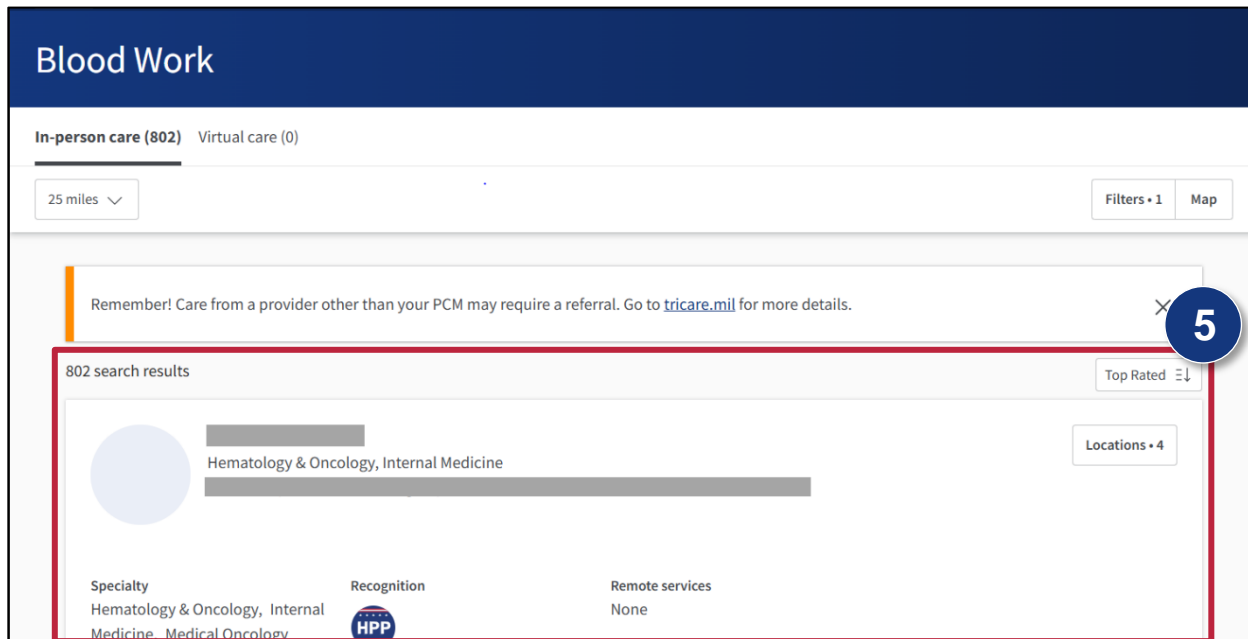
1. Select **Doctors by name** or **Doctors by specialty**.



2. A search overlay will open.
Note: Select the close “X” button to close the overlay. You can also select anywhere on the page outside the overlay to close it.
3. Enter a search term into the field. Predicted results will appear after you enter at least two characters.
Note: If you selected *Doctors by specialty*, you can search for specific parts of the body to find providers specializing in that area (i.e., “eyes,” “ears,” “heart”).
4. Select the appropriate search term.
Note: To search for your own provider record, select *Doctors by name*. Enter your full name (surname first, given name second) as the search term.



- The search results page will display a list of all matching profiles.



Blood Work

In-person care (802) Virtual care (0)

25 miles Filters • 1 Map

Remember! Care from a provider other than your PCM may require a referral. Go to tricare.mil for more details.


802 search results Top Rated

Hematology & Oncology, Internal Medicine

Specialty Hematology & Oncology, Internal Medicine Medical Oncology Recognition HPP Remote services None

Locations • 4

- Select the search area drop-down to increase or decrease the search radius if needed. The minimum is one mile, and the maximum is 150 miles.
- Select **Filters** if you want to apply additional search filters.

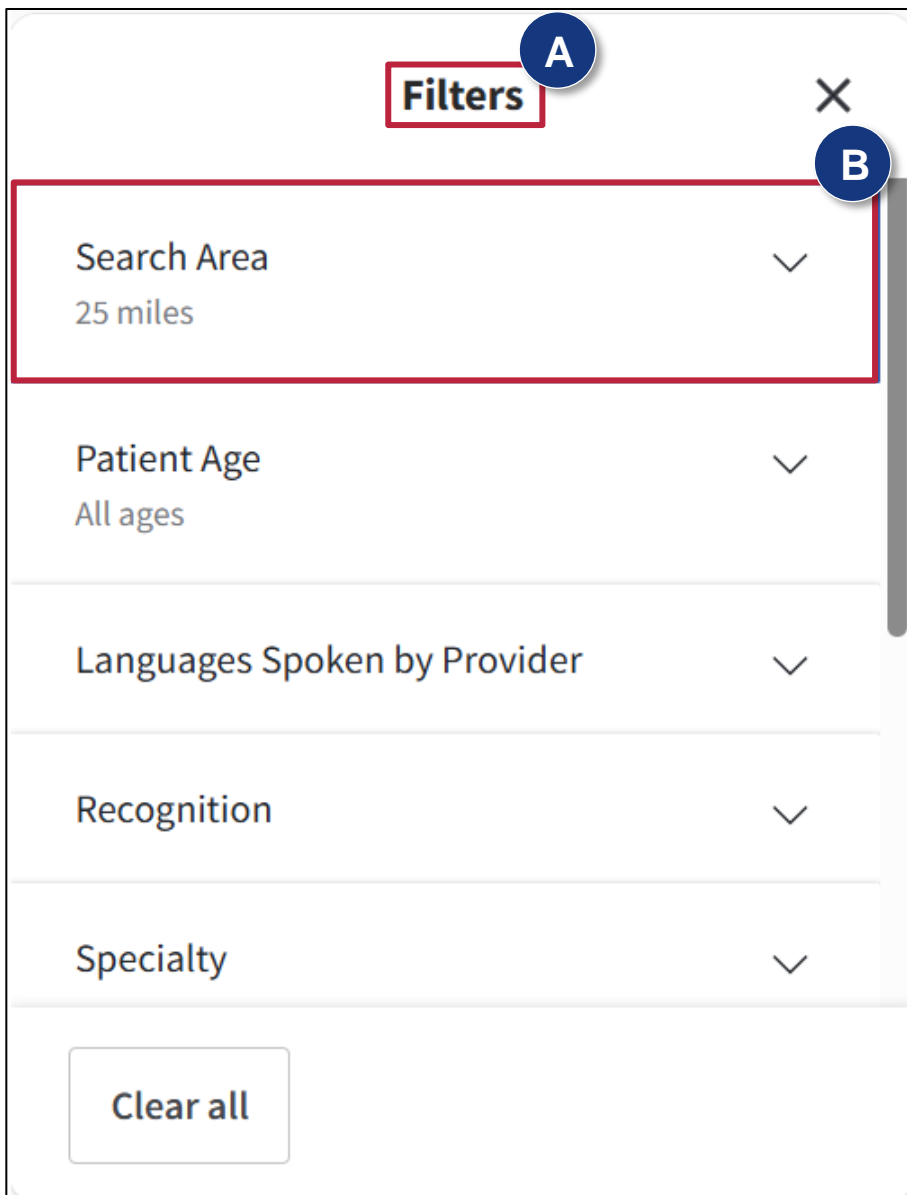


Blood Work

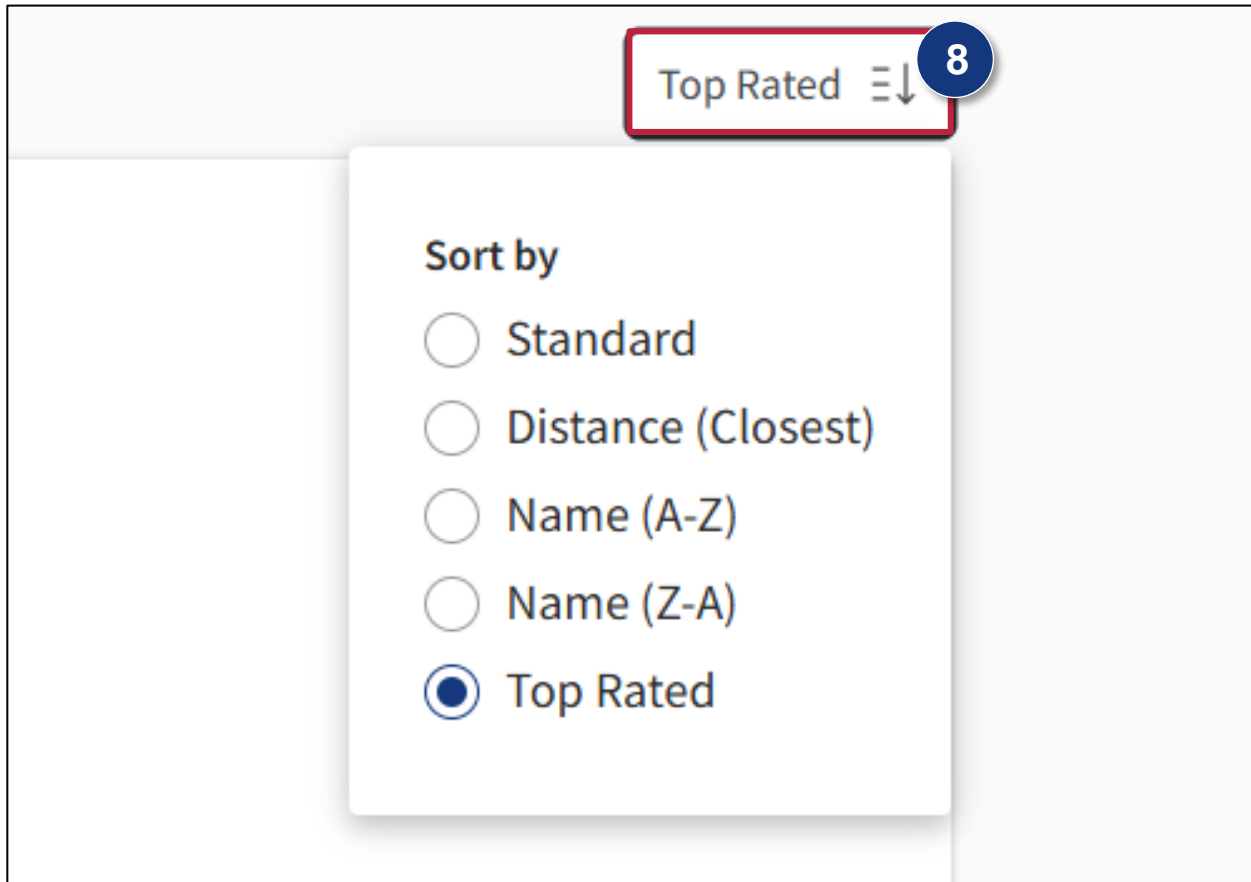
In-person care (802) Virtual care (0)

25 miles Filters • 1 Map

- A. The **Filters** panel will open.
Note: Select the close “X” button to close the panel.
- B. Select any card to expand its options.
- C. Select all desired criteria. Your search results will automatically update to reflect your changes.

A screenshot of a "Filters" panel. The panel has a white background and a thin grey border. At the top, the word "Filters" is in a bold, dark grey font, enclosed in a red rectangular box. To the right of "Filters" is a close button represented by a grey "X" icon. A blue circular callout with the letter "A" points to the "Filters" text. Below the header, there is a list of filter categories, each with a dark grey title, a lighter grey current selection, and a downward-pointing chevron icon. The categories are: "Search Area" (25 miles), "Patient Age" (All ages), "Languages Spoken by Provider", "Recognition", and "Specialty". A red rectangular box highlights the "Search Area" filter. A blue circular callout with the letter "B" points to the right side of the filter list. At the bottom of the panel is a button labeled "Clear all" in a dark grey font, enclosed in a light grey rounded rectangle.

8. Select the **Sort** button to change how the results list is displayed. The default view is Top Rated.



9. The end of the search results page provides options to save a physical or digital copy of your search results.
 - A. Select **Print screen** to open your browser's default print overlay.
 - B. Select **Create PDF** to open the Create PDF panel.



10. If your search criteria provide more than ten results:


- A. Select **Return** to return to the first page of search results.
- B. Select **Previous** to go back to the previous page of search results.
- C. Select **Next** to view the next page of search results.


A screenshot of a web interface for search results. At the top left, there is a label "Important" followed by a grey rectangular bar. Below this, there are two buttons: "Print screen" and "Create PDF". On the right side, there are three circular buttons labeled "A", "B", and "C". Below button "A" is a button with a left arrow and a minus sign. Below button "B" is a button labeled "Previous". Below button "C" is a button labeled "Next". At the bottom right, there is text that says "Displaying 11-20 of 1090".


Searching for Healthcare and Military Treatment Facilities


1. Select **Places by name** or **Places by type**.
***Note:** You can also select the Military Hospital or Clinic shortcut to search for Military Treatment Facilities (MTF) directly. Note that selecting this shortcut will take you to [tricare.mil](https://www.tricare.mil).*

Hello,
Search for a TRICARE West Provider.


Doctors by name


Doctors by specialty


Places by name


Places by type

Search all

Advanced Search

FIND
Military Hospital or ...

FIND
Urgent Care

FIND
Primary Care Manager

FIND
Autism Care Demonstr...

[VIEW MORE SHORTCUTS](#)

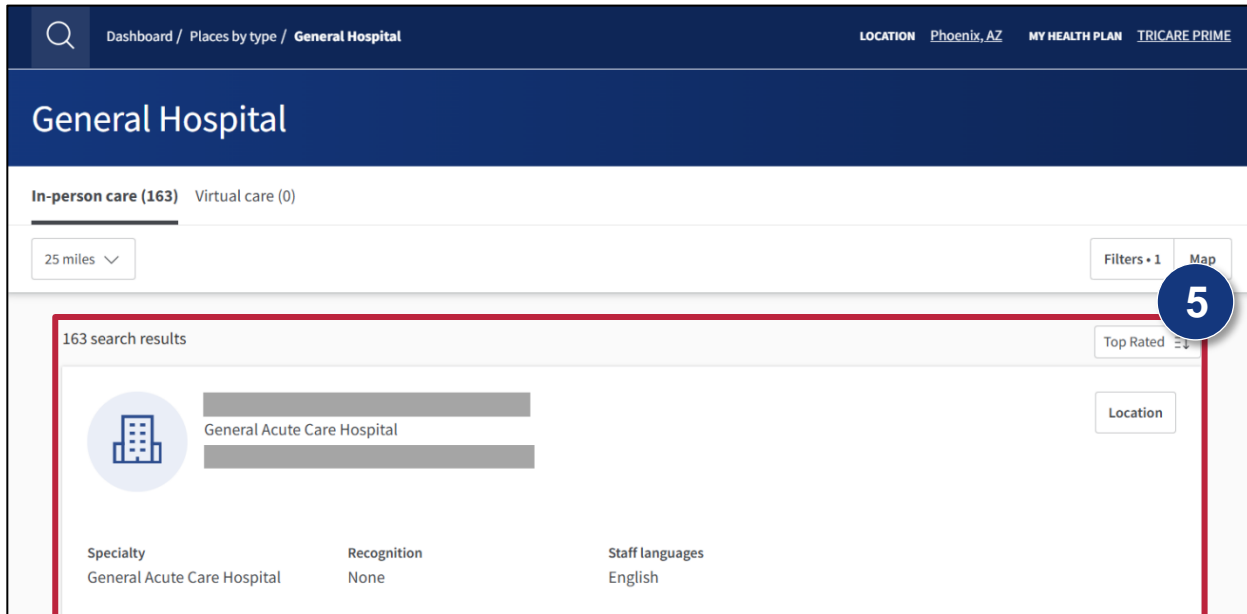
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June 17, 2025

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Confidential

2. A search overlay opens.
3. Enter a search term into the field. Predicted results will appear after you enter at least two characters.
4. Select the appropriate search term.

A screenshot of a search overlay titled "Places by type" with a close button (X) in the top right corner. Below the title is a prompt: "Type a term like 'hospital' or 'lab' for in-network places". A search input field contains the text "hos" and has a magnifying glass icon on the right. Below the input field is a list of search results: "Hospice", "Hospital", "Hospital Bed", "Children's Hospital", "General Hospital", "Mental Hospital", "Home Care", and "Home Health". The "General Hospital" option is highlighted with a red rectangular box. Numbered callouts are present: a blue circle with the number "2" points to the close button, a blue circle with the number "3" points to the search input field, and a blue circle with the number "4" points to the "General Hospital" option in the list.

- The search results page will display a list of all matching profiles.



Dashboard / Places by type / General Hospital

LOCATION [Phoenix, AZ](#) MY HEALTH PLAN [TRICARE PRIME](#)

General Hospital

In-person care (163) Virtual care (0)

25 miles ▾

Filters + 1 Map

163 search results

Top Rated ▾

Location

General Acute Care Hospital

Specialty	Recognition	Staff languages
General Acute Care Hospital	None	English

- Select the search area drop-down to increase or decrease the search radius if needed. The minimum is one mile, and the maximum is 150 miles.
- Select **Filters** if you want to apply additional search filters.



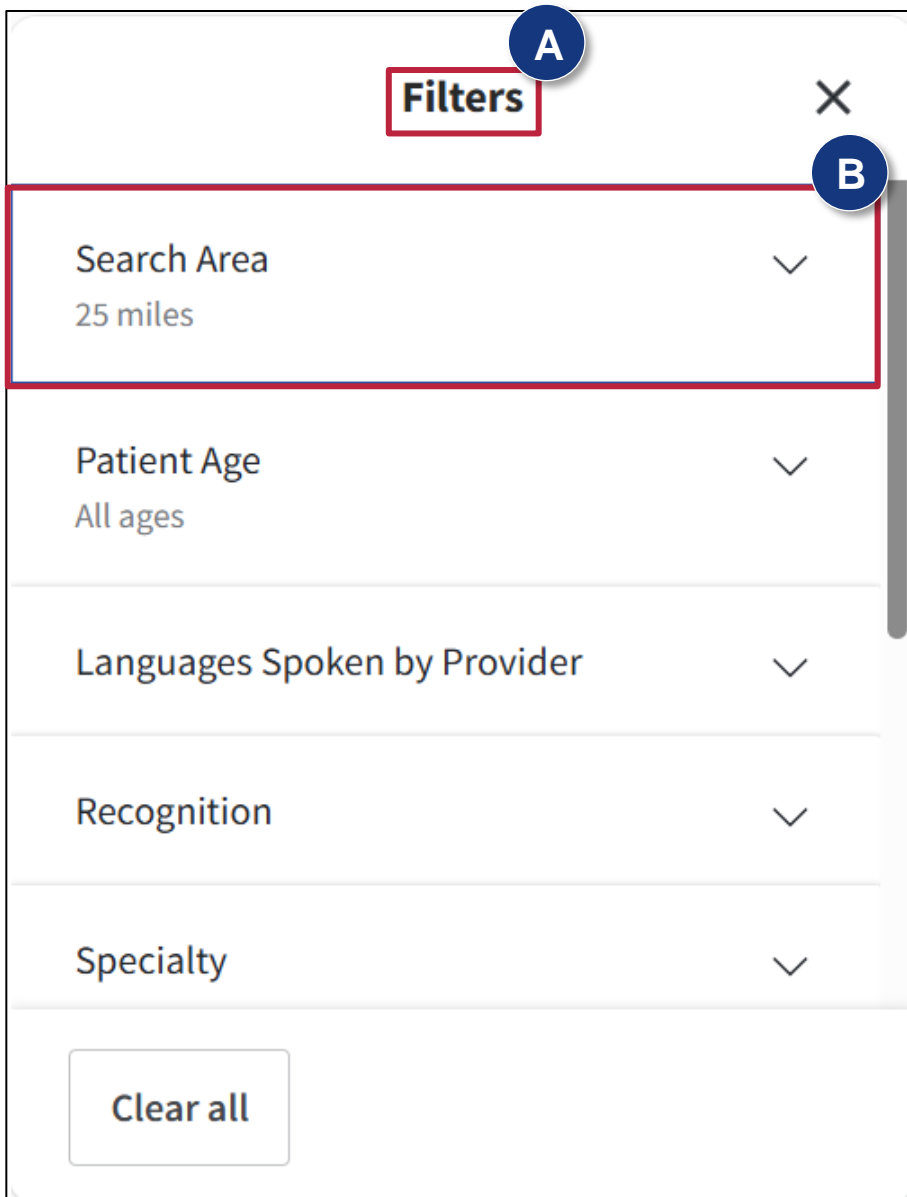
General Hospital

In-person care (163) Virtual care (0)

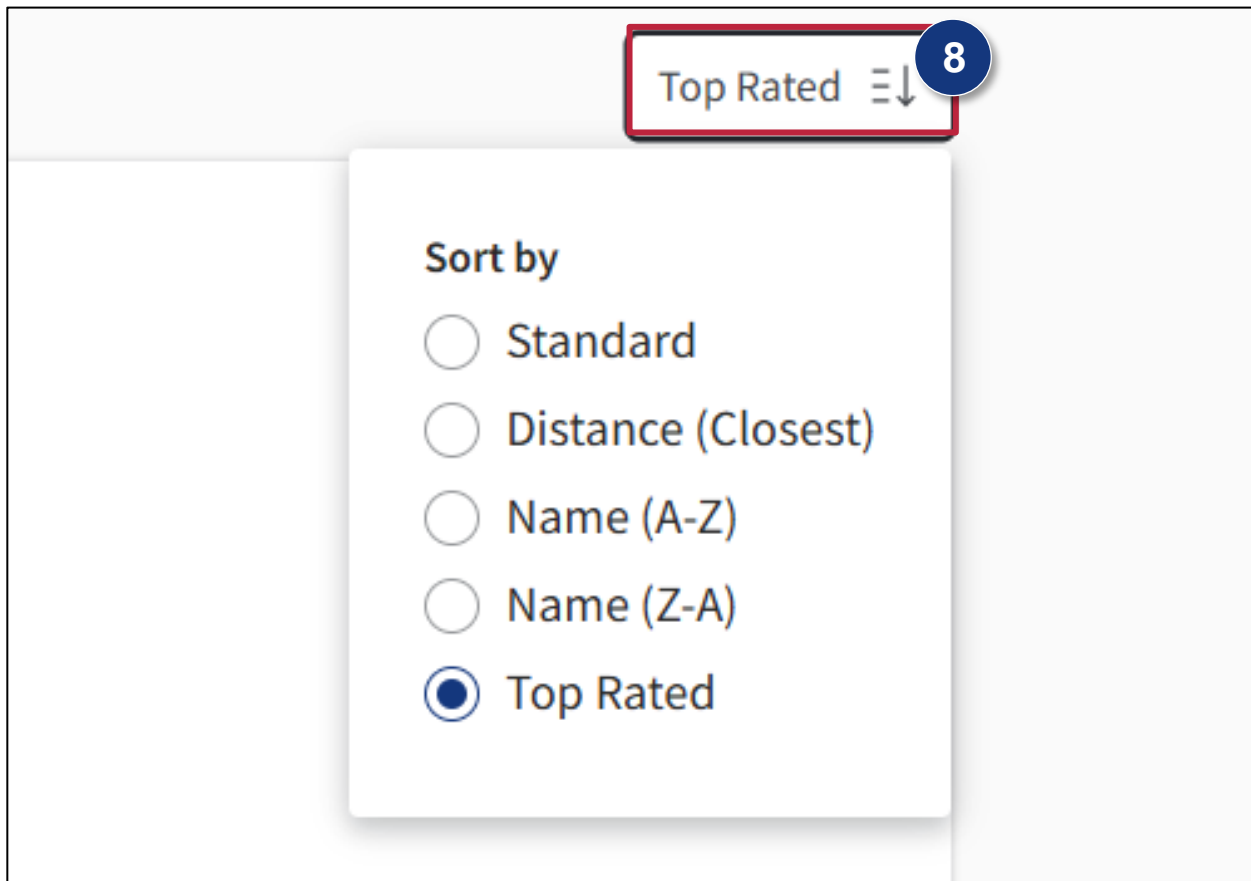
25 miles ▾

Filters + 1 Map

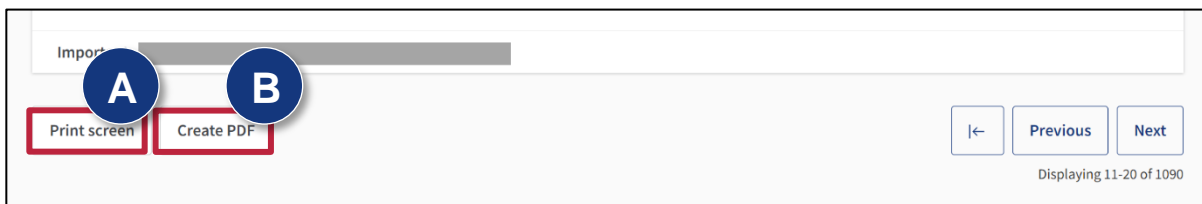
- A. The Filters panel opens.
Note: Select the close “X” button to close the panel.
- B. Select any card to expand its options.
- C. Select all desired criteria. Your search results will automatically update to reflect your changes.

A screenshot of a "Filters" panel. The panel has a title bar with the word "Filters" in a red box and a close button "X" in the top right corner. A blue circle with the letter "A" points to the "Filters" title. Below the title bar, there is a list of filter categories: "Search Area" (with a dropdown arrow and "25 miles" below it), "Patient Age" (with a dropdown arrow and "All ages" below it), "Languages Spoken by Provider" (with a dropdown arrow), "Recognition" (with a dropdown arrow), and "Specialty" (with a dropdown arrow). A blue circle with the letter "B" points to the "Search Area" filter card. At the bottom of the panel is a "Clear all" button.

8. Select the **Sort** button to change how the results list is displayed. The default view is Top Rated.

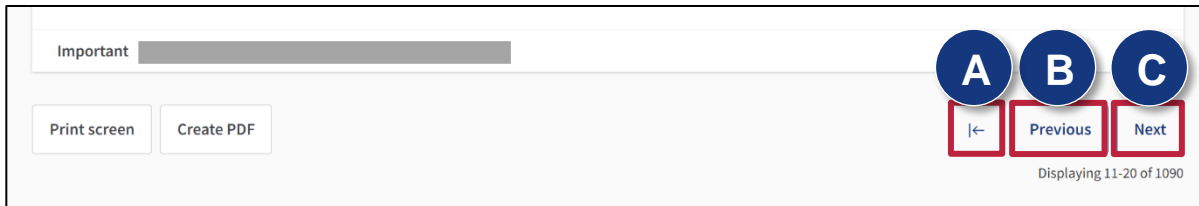


9. The end of the search results page provides options to save a physical or digital copy of your search results.
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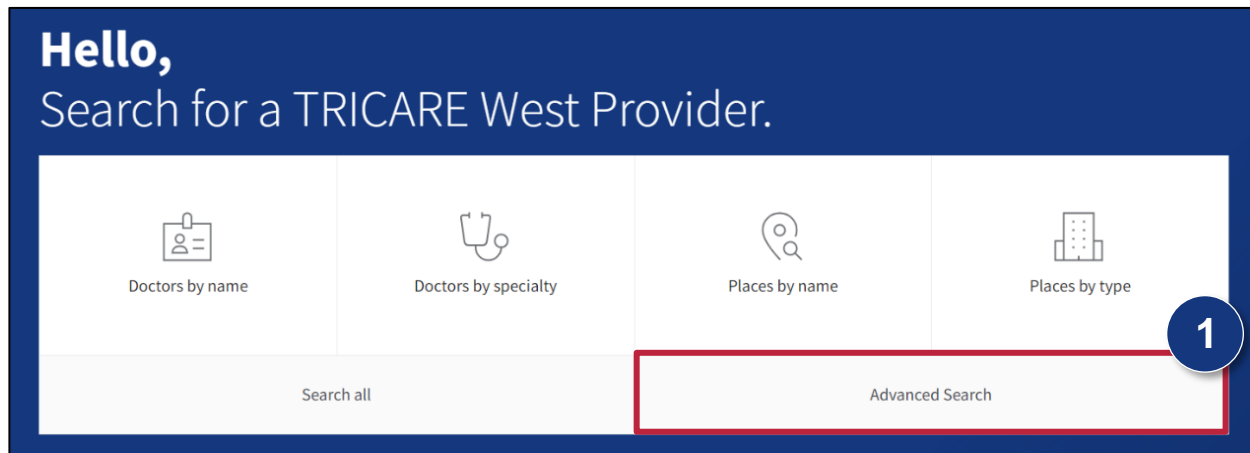
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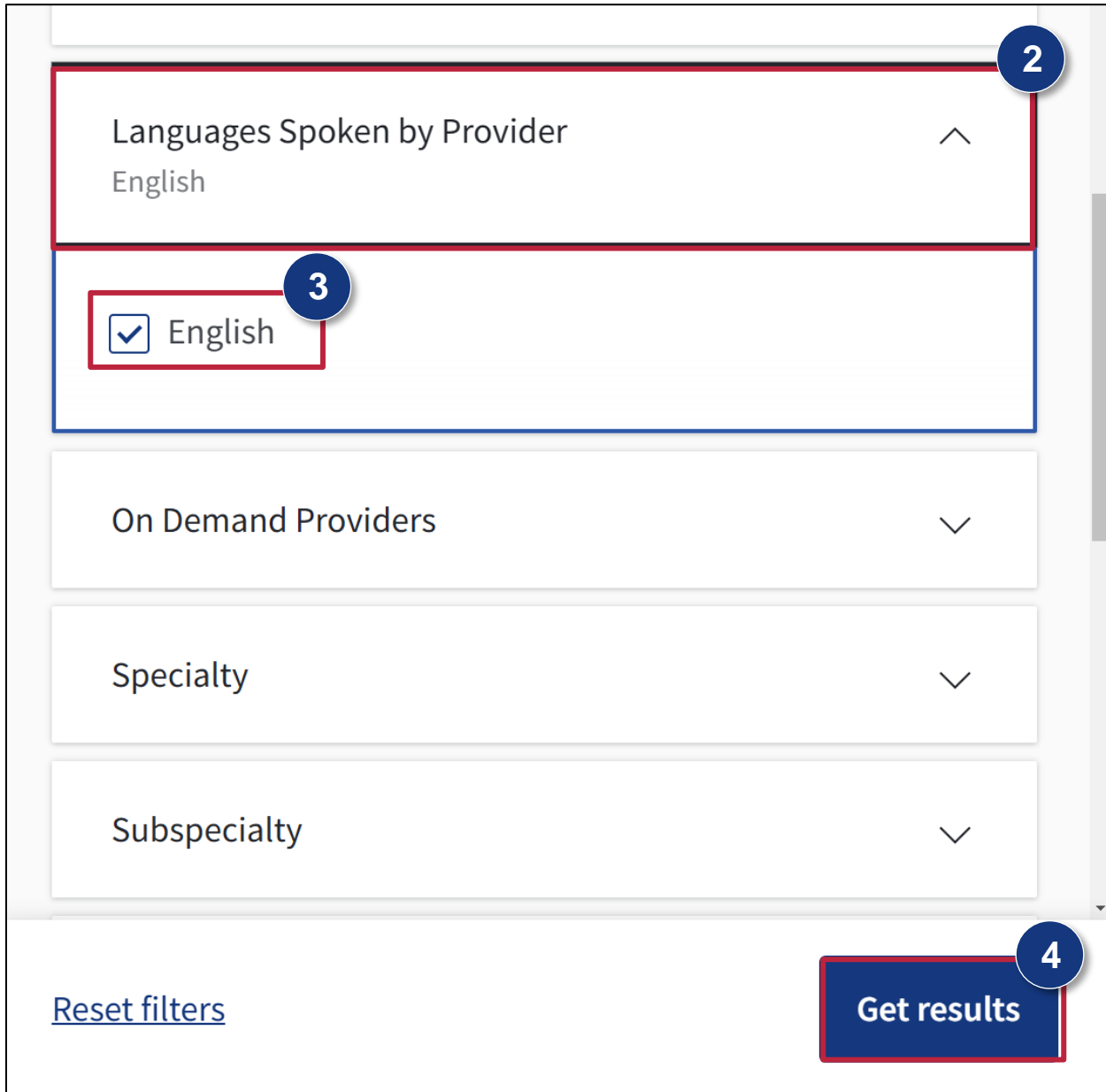
A screenshot of a web interface for search results. At the top left, there is a search bar with the word "Important" and a grey input field. Below the search bar are two buttons: "Print screen" and "Create PDF". On the right side, there are three circular buttons labeled "A", "B", and "C". Below these are three rectangular buttons: a left arrow, "Previous", and "Next". At the bottom right, it says "Displaying 11-20 of 1090".

Using Advanced Search

1. Select **Advanced Search**. The **Advanced Search** panel will open.

A screenshot of the TRICARE West Provider Search interface. The interface has a dark blue header with the text "Hello, Search for a TRICARE West Provider." Below the header is a white search area with four tabs: "Doctors by name" (with a person icon), "Doctors by specialty" (with a stethoscope icon), "Places by name" (with a location pin icon), and "Places by type" (with a building icon). At the bottom of the search area are two buttons: "Search all" and "Advanced Search". The "Advanced Search" button is highlighted with a red border and a blue circle with the number "1" next to it.

2. Select any card to expand its options.
3. Select all desired criteria.
4. Select **Get results**. You've successfully performed an advanced search.

The image shows a screenshot of a web-based search interface for finding providers. It features several filter cards. The first card, "Languages Spoken by Provider", is expanded, showing a list of languages with "English" selected. The second card, "On Demand Providers", is collapsed. The third card, "Specialty", is collapsed. The fourth card, "Subspecialty", is collapsed. At the bottom, there is a "Reset filters" link and a "Get results" button. Numbered callouts (2, 3, 4) highlight the expand/collapse icon, the selection checkbox, and the "Get results" button respectively.

2

Languages Spoken by Provider

English

3

☒ English

On Demand Providers

Specialty

Subspecialty

[Reset filters](#)

4

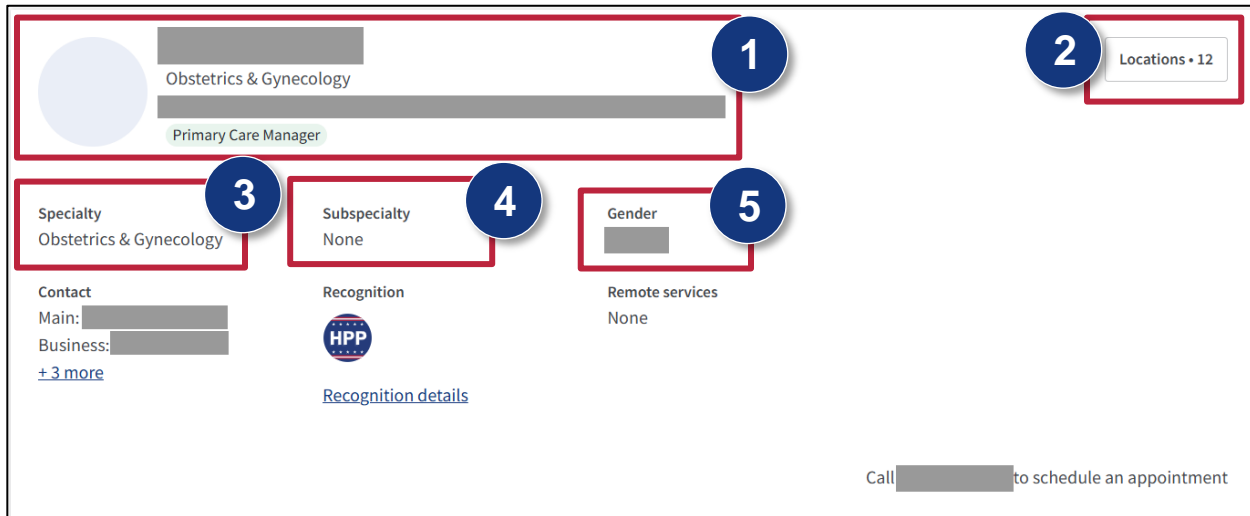
Get results

Understanding Provider Profiles and Facility Profiles

TriWest works continuously to ensure provider and facility profiles provide the most current and relevant information possible. Please note that the available profile fields may change with future updates.

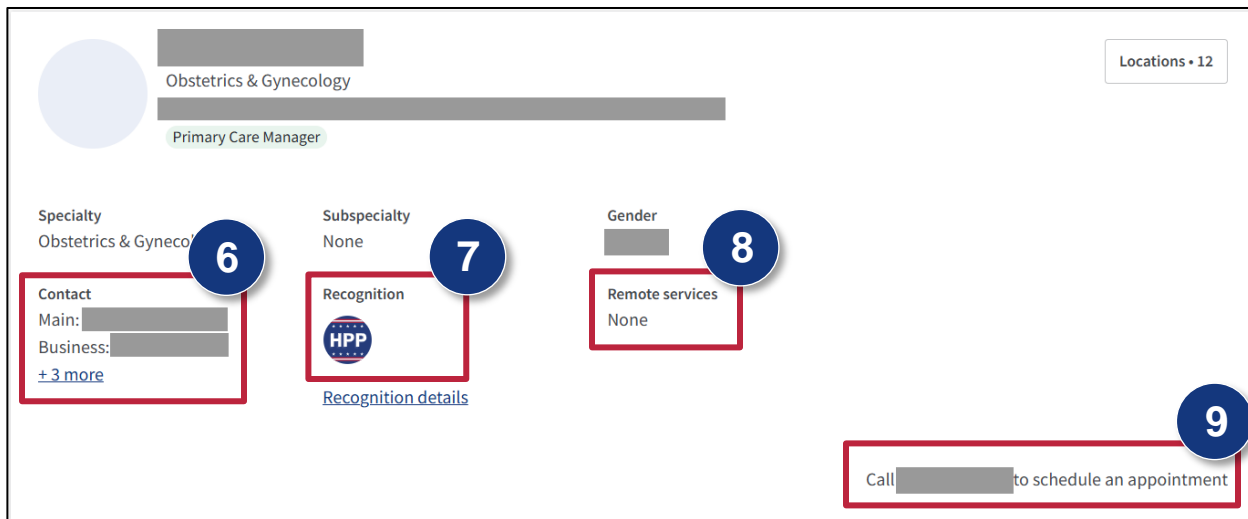
Provider profiles in search results will display:

1. **Basic information:** The provider's name, specialties, and work address
2. **Location:** A button that opens an interactive map showing the provider's work address
3. **Specialty:** The provider's main specialty or specialties
4. **Subspecialty:** The provider's subspecialty or subspecialties
5. **Gender:** The provider's identified gender (designated as either "Male" or "Female")



The screenshot shows a provider profile interface. A red box labeled '1' encompasses the top section containing a circular profile picture, the text 'Obstetrics & Gynecology', a redacted name, and 'Primary Care Manager'. A red box labeled '2' highlights a 'Locations • 12' button in the top right. A red box labeled '3' highlights the 'Specialty' field, which displays 'Obstetrics & Gynecology'. A red box labeled '4' highlights the 'Subspecialty' field, which displays 'None'. A red box labeled '5' highlights the 'Gender' field, which contains a redacted value. Below these fields, there are sections for 'Contact' (with 'Main' and 'Business' redacted), 'Recognition' (featuring an HPP logo and a 'Recognition details' link), and 'Remote services' (displaying 'None'). At the bottom right, there is a text prompt: 'Call [redacted] to schedule an appointment'.

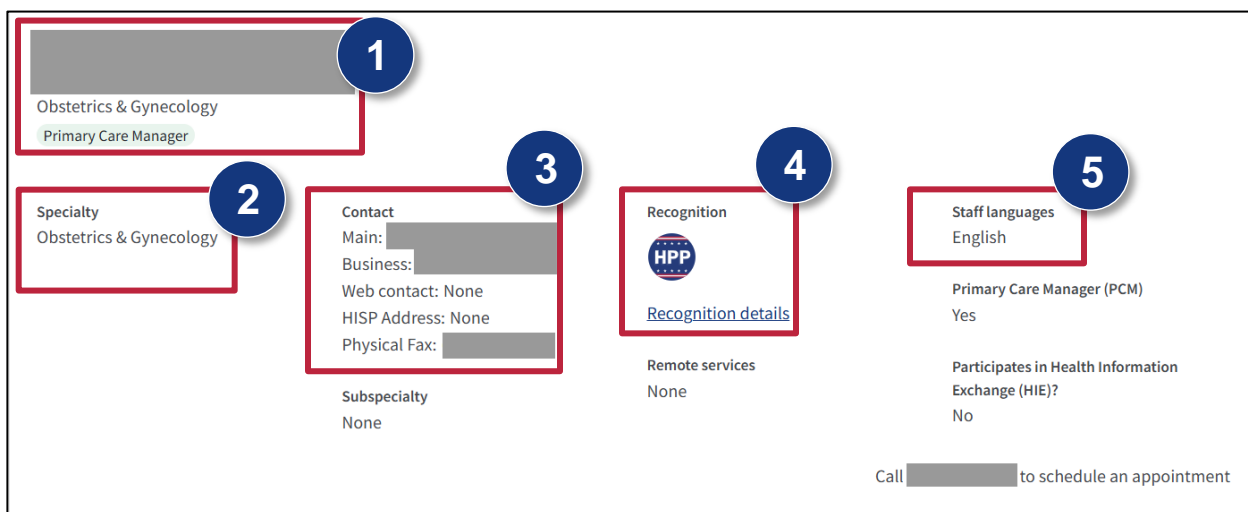
6. **Contact:** The provider's contact information
7. **Recognition:** Any relevant recognitions that the provider's received
8. **Remote services:** Indicator for if the provider offers remote services
9. **Appointments:** The provider's office number where you can schedule appointments



The screenshot shows a provider profile for a Primary Care Manager in Obstetrics & Gynecology. The page includes a header with the provider's name and specialty, a "Locations • 12" button, and a main content area with several sections. Callout 6 points to the "Contact" section, which includes "Main:", "Business:", and a "+ 3 more" link. Callout 7 points to the "Recognition" section, which features an "HPP" logo and a "Recognition details" link. Callout 8 points to the "Remote services" section, which shows "None". Callout 9 points to the "Appointments" section, which includes a "Call" button and a "to schedule an appointment" link.

Facility profiles in search results will display:

1. **Basic information:** The facility's name, type, and address
2. **Specialty:** The facility's specialty or specialties
3. **Contact:** The facility's contact information
4. **Recognition:** Any relevant recognitions that the facility's received
5. **Staff languages:** The languages that the facility staff have at least a functional level of fluency in



The screenshot shows a facility profile for a Primary Care Manager in Obstetrics & Gynecology. The page includes a header with the facility's name and specialty, a "Specialty" section, a "Contact" section, a "Recognition" section, and a "Staff languages" section. Callout 1 points to the header section, which includes the facility's name and specialty. Callout 2 points to the "Specialty" section, which shows "Obstetrics & Gynecology". Callout 3 points to the "Contact" section, which includes "Main:", "Business:", "Web contact: None", "HISP Address: None", "Physical Fax:", and a "Subspecialty" section showing "None". Callout 4 points to the "Recognition" section, which features an "HPP" logo and a "Recognition details" link. Callout 5 points to the "Staff languages" section, which shows "English" and "Primary Care Manager (PCM) Yes". The page also includes a "Participates in Health Information Exchange (HIE)? No" section and a "Call" button with a "to schedule an appointment" link.

6. **Subspecialty:** The facility's subspecialty or subspecialties
7. **Remote services:** Indicator for if the facility provides virtual visits
8. **Primary Care Manager (PCM):** Indicator for if a facility has providers that can act as a PCM
9. **Participates in Health Information Exchange (HIE)?:** Indicator for if the facility participates in HIE
10. **Appointments:** The facility's office number where you can schedule appointments

Obstetrics & Gynecology

Primary Care Manager

Specialty

Obstetrics & Gynecology

Contact

Main:

Business:

Web contact: None

HISP Address: None

Physical Fax:

Subspecialty

None

Recognition

HPP

Recognition d

Remote services

None

Staff languages

English

Primary Care Manager (PCM)

Yes

Participates in Health Information Exchange (HIE)?

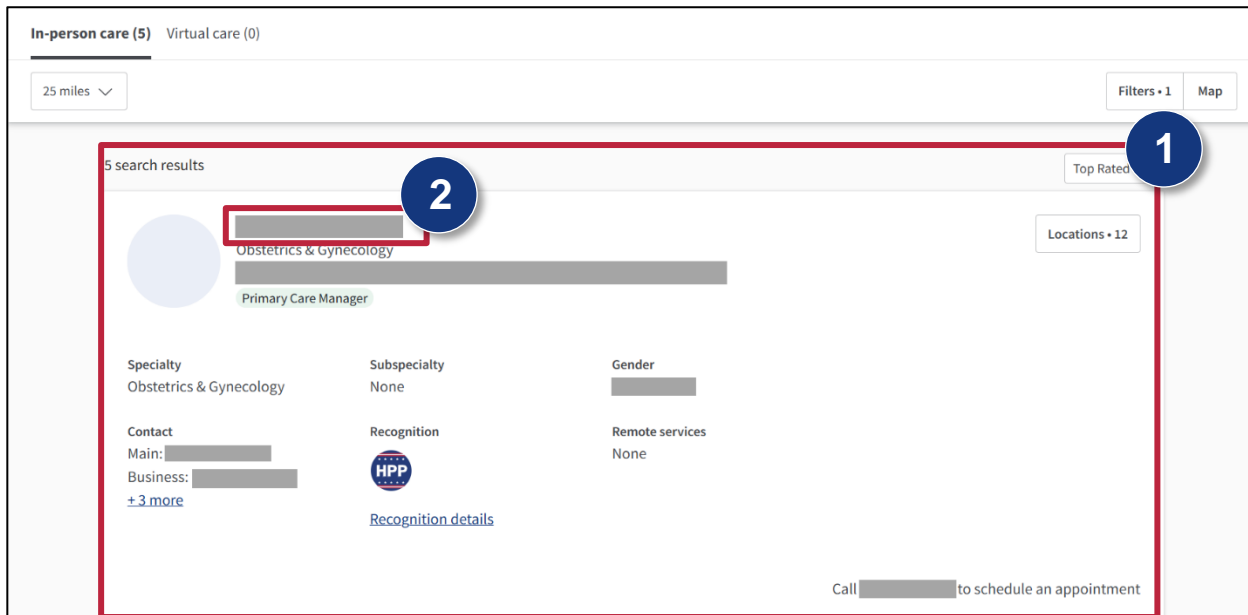
No

Call to schedule an appointment

Reporting Issues

While using the provider directory, you may encounter situations where a provider's listed information isn't correct. In these cases, you can submit an issue report to TriWest.

1. Search for the provider or facility you want to update the information for.
2. Select their name hyperlink. Their profile page opens.



In-person care (5) Virtual care (0)

25 miles

Filters • 1 Map

5 search results

Top Rated

Locations • 12

Obstetrics & Gynecology

Primary Care Manager

Specialty: Obstetrics & Gynecology

Subspecialty: None


Gender: [Redacted]

Contact:

Main: [Redacted]

Business: [Redacted]

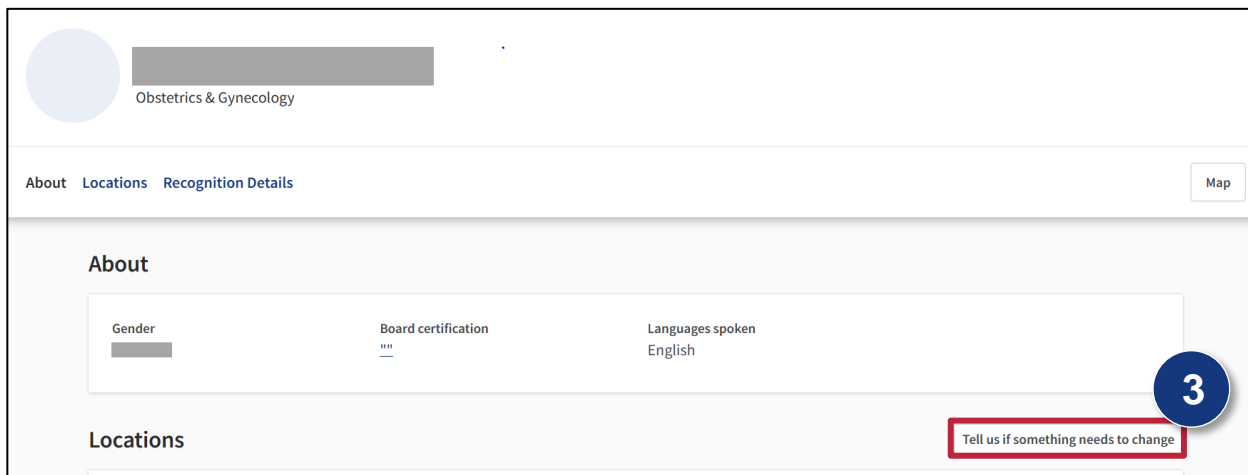
[+ 3 more](#)

Recognition:  [Recognition details](#)

Remote services: None

Call [Redacted] to schedule an appointment

3. Select **Tell us if something needs to change**.



Obstetrics & Gynecology

About Locations Recognition Details

Map

About

Gender: [Redacted]

Board certification: [Redacted]

Languages spoken: English

Locations

[Tell us if something needs to change](#)

4. The **Report an issue** panel opens.

Report an issue

×

Please do not include any personal information.

What is the issue? Required

Type or select

Issue details (please include corrected provider information, NPI, Required and TIN [do not include if this is your social security number])

0/500

Submit

5. Select the **What is the issue?** drop-down field.
6. Select the problem you're encountering from the drop-down options.
Note: You can also report any error messages or system issues you encounter with this drop-down field.

Report an issue

×

Please do not include any personal information.

What is the issue? Required

Type or select

5

6

The provider information is not correct

I received an unexpected error message

The site is not working properly

Other issue

Submit

7. Select the **Which displayed location?** drop-down field.
8. Select the location you want to update from the drop-down menu.

Please do not include any personal information.

What is the issue?

Required

The provider information is not correct

▼

Which displayed location?

Required

Type or select

▼

Submit

9. Select the **What data is incorrect?** field.
10. Select the information you want to update from the drop-down menu.

What data is incorrect? Required

Type or select

Accepting new patients

Area of expertise

Gender

Group or hospital affiliation

Name

Not at this location

Submit

11. Select the **I am a representative of this practice or location** checkbox.
12. Provide your NPI, TIN, and what information you need updated in the **Details** text field.
Note: You must provide the NPI and TIN in the issue report for changes to be made.

1000 E McDOWELL RD STE 7

What data is incorrect?

Required

Name

11

☒ I am a representative of this practice or location

Issue details (please include corrected provider information, NPI, Required and TIN [do not include if this is your social security number])

12

TIN: 123456789

NPI: 123456789

Please change the listed name to "Jane Smith."

76/500

Email address

Required

Submit

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Confidential

13. Enter your email in the **Email address** field.

14. Select the **I consent to receive emails** checkbox.

Note: Please ensure that you read and accept the information confidentiality notice.

15. Select **Submit**.

Email address

Required

example@example.com

13

☒ I consent to receive emails¹

Required

¹ The Health Insurance Portability and Accountability Act of 1996 (HIPAA) recommends that e-mail containing protected health information be encrypted. We cannot guarantee that e-mails will be encrypted and therefore it is possible that the confidentiality of such communications may be breached by a third party. E-mails can easily be circulated and forwarded to unintended recipients. Backup copies of e-mails may exist even after the recipient has deleted his or her copy. Employers and on-line services have a right to inspect e-mails transmitted through their systems. E-mails may be able to be intercepted, altered, forwarded, or used without authorizations

Submit

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