



Using the Provider Directory Guide

For TRICARE West Region Beneficiaries

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 be higher in your search results.



Contents

Introduction	3
Accessing the Provider Directory	4
Exploring the Provider Directory	7
Searching for Providers	11
Searching for Health Care and Military Treatment Facilities	16
Using Advanced Search	18
Understanding Provider Profiles and Facility Profiles	20



Introduction

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

- Access the provider directory.
- Navigate the directory.
- Search for providers.
- Search for health care and military treatment facilities.
- Search using advanced search filters.
- Understand the provider and facility profiles.

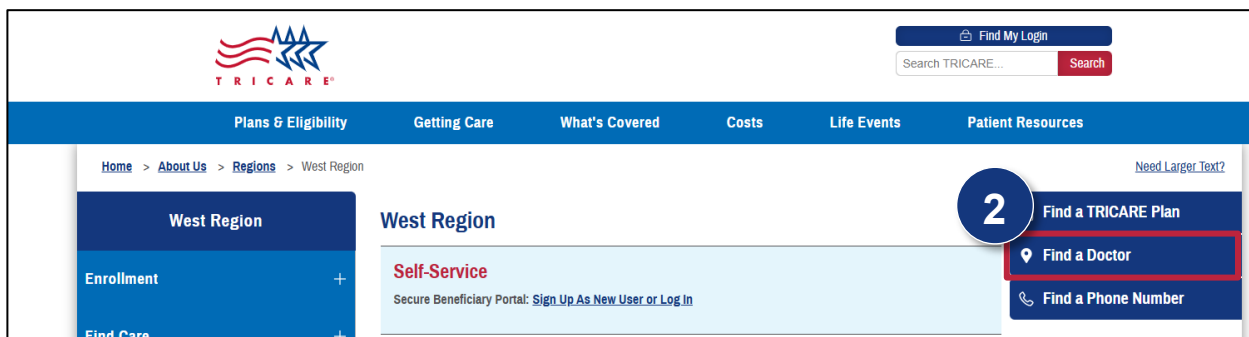


Accessing the Provider Directory

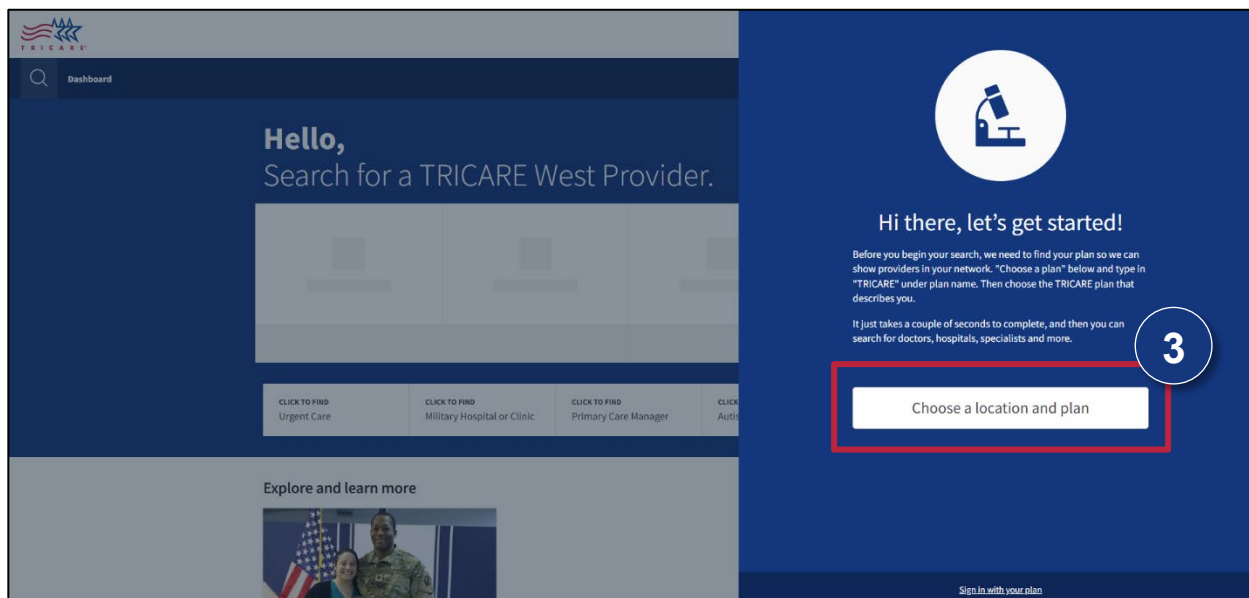
You can access the TRICARE West Region Provider Directory through tricare.mil/west.

To access the provider directory:

1. Navigate to the tricare.mil/west website.
2. Select **Find a Doctor** from the right-hand menu.

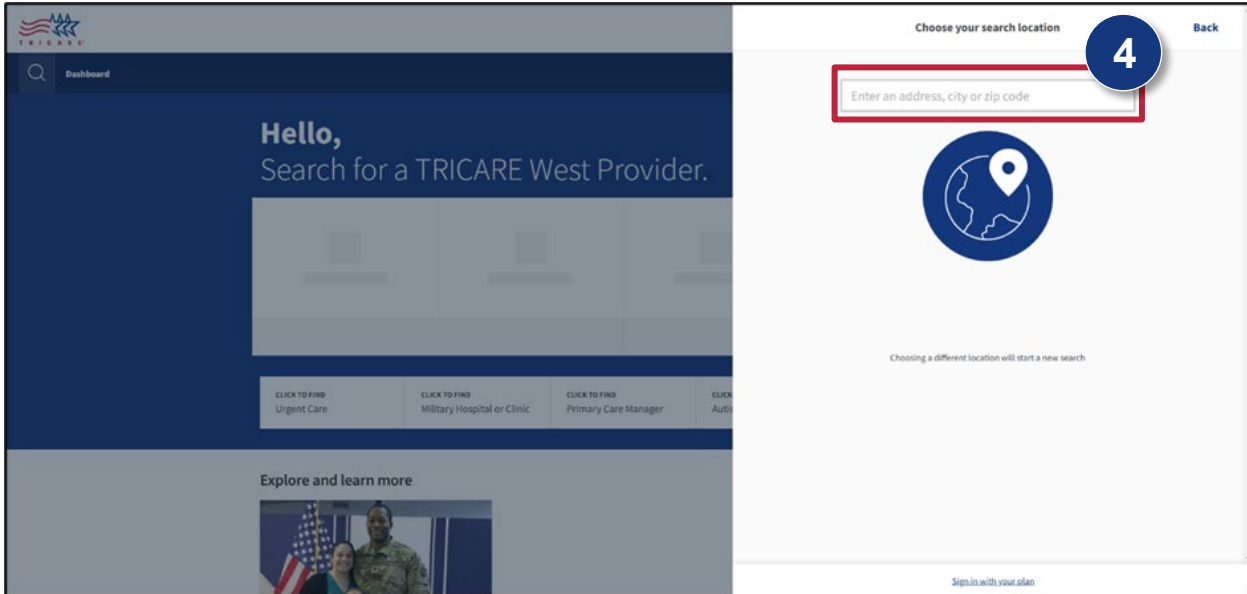


3. The provider directory will open. Select **Choose a location and plan**.

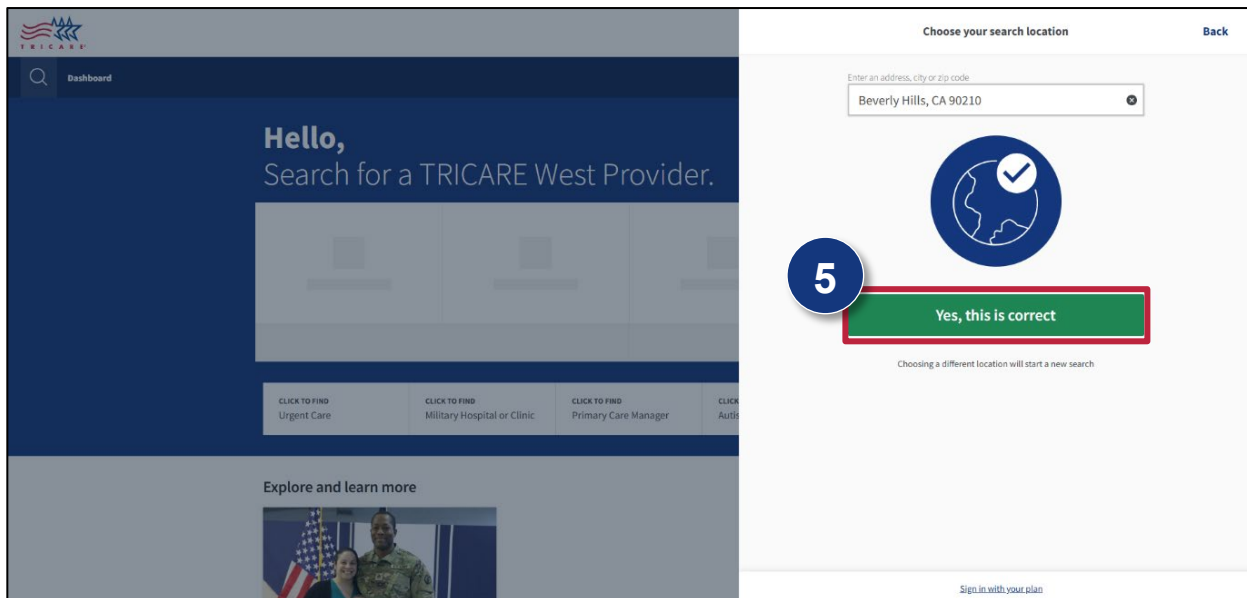




4. Enter your **address, city, or zip code** in the text field.



5. Confirm the address is correct. Select the **Yes, this is correct** button.





6. Select your plan from the options provided.

Available plans

6

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).

7. 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).

7

Clear selection

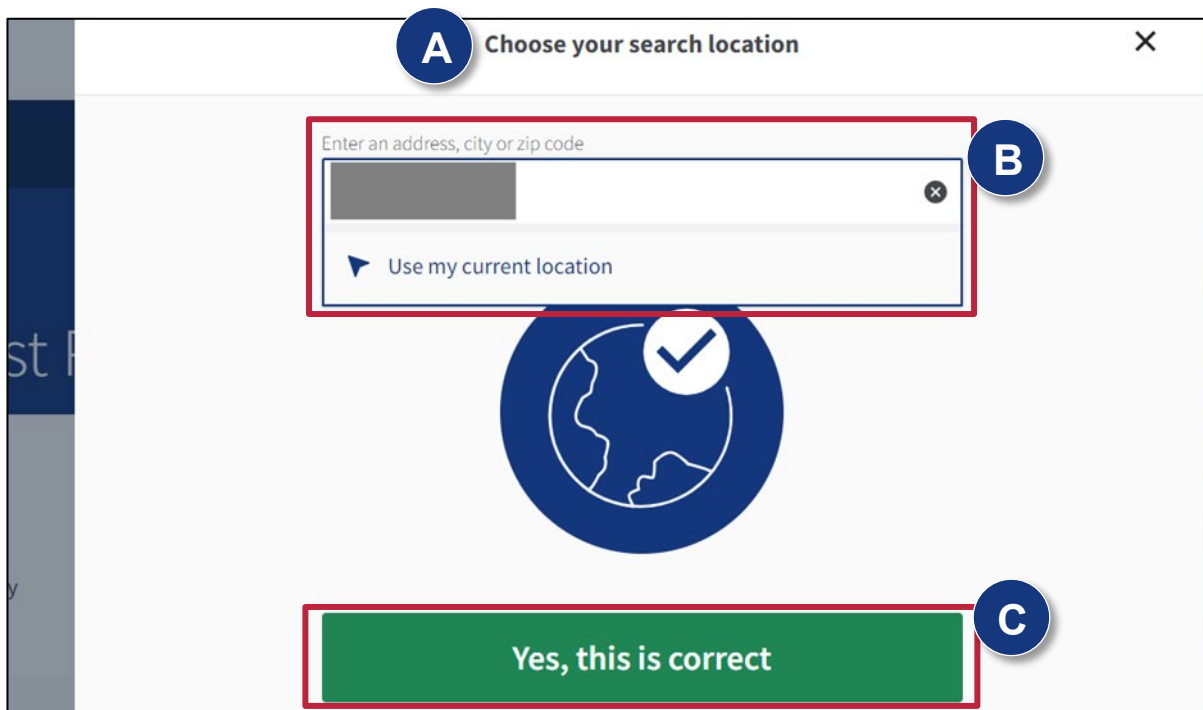
Confirm selection

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.

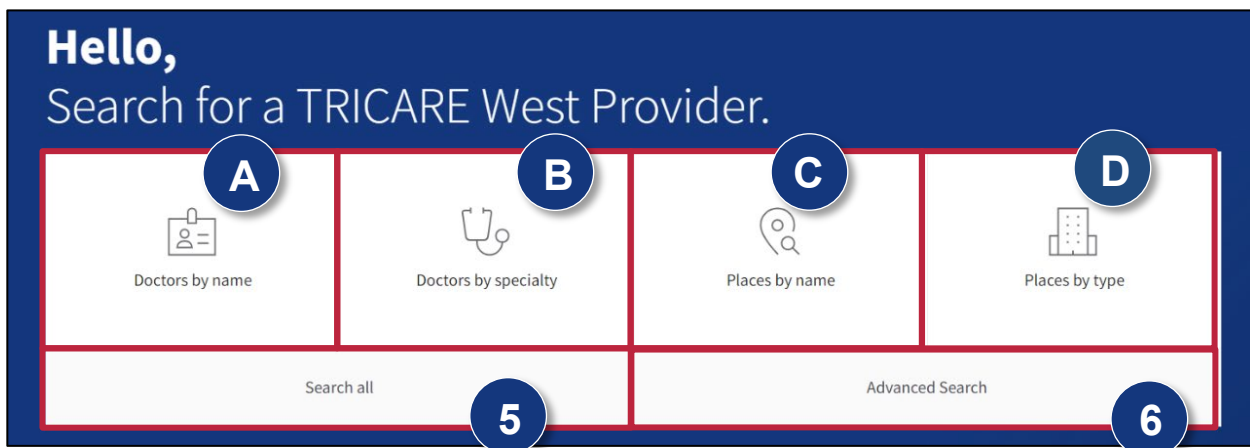


- A. The **Choose your search location** panel will open.
Note: Select the close “X” button to close the panel. You can also select anywhere on the page outside the panel to close it.
- B. Select a search location by entering a state, city, ZIP code, or address. You can also select **Use my current location** to set the search location to your current physical address.
- C. Select **Yes, this is correct**. You’ve successfully changed your search location.





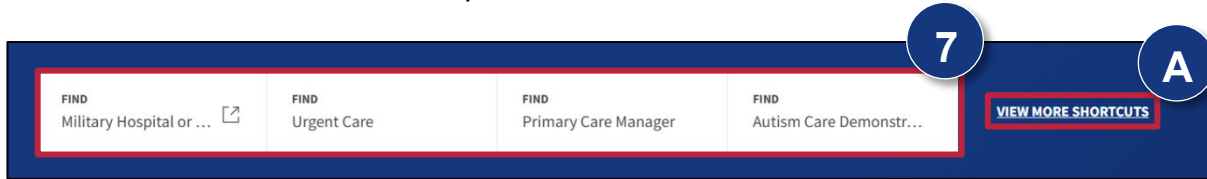
4. The main search panel provides four search categories:
 - A. **Doctors by name:** Search for provider profiles by entering a provider's name.
 - B. **Doctors by specialty:** Search for provider profiles by entering a specialty, such as general physician, cardiologist, etc.
Note: If you selected Doctors by specialty, you can search for specific parts of the body to find providers specializing in that area (i.e. "eyes," "ears," "heart").
 - 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.*
5. Select **Search all** to enter search terms for all four categories at once.
6. 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.



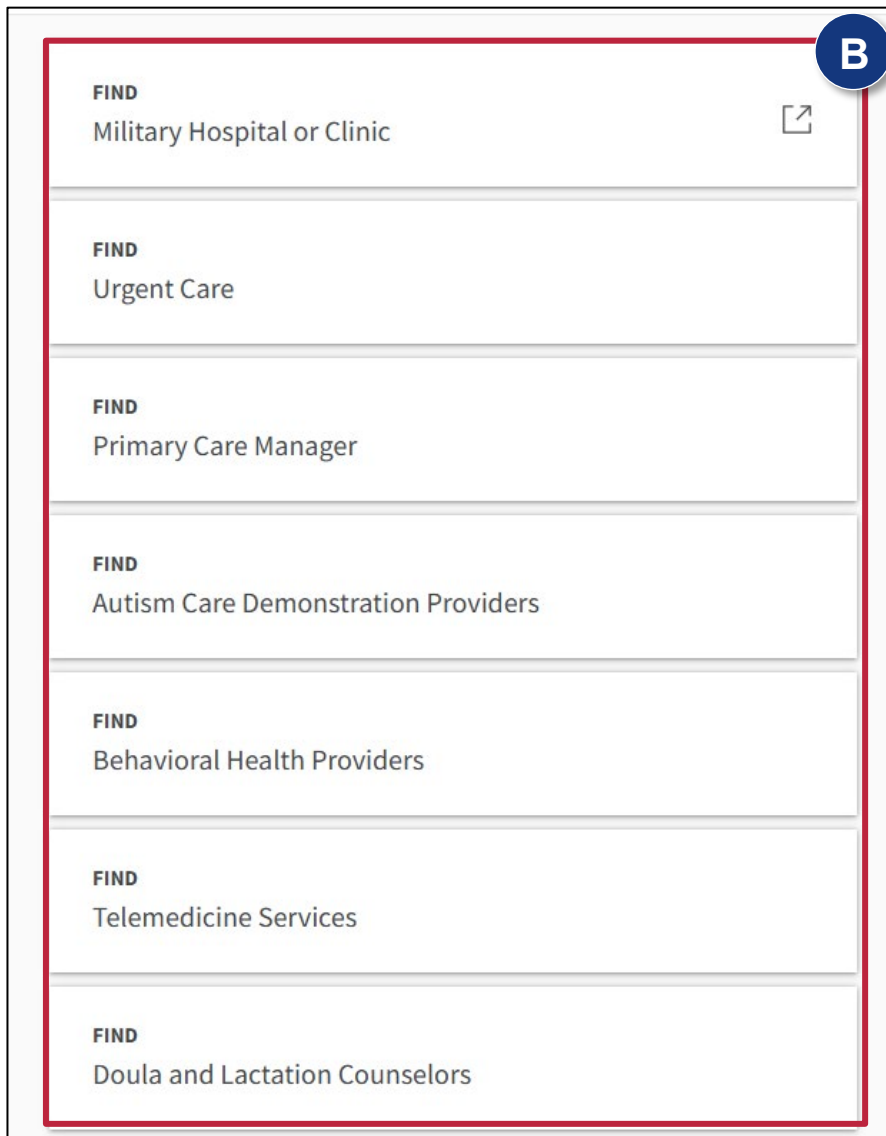


7. The **shortcuts** cards let you perform common searches without having to enter search terms. The dashboard will display the first four shortcuts available, which may vary over time.

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



B. Select the shortcut card you want to use to perform a search using that shortcut.





- 8. The main dashboard also displays TRICARE West resources for beneficiaries and providers, which will be dynamic.

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

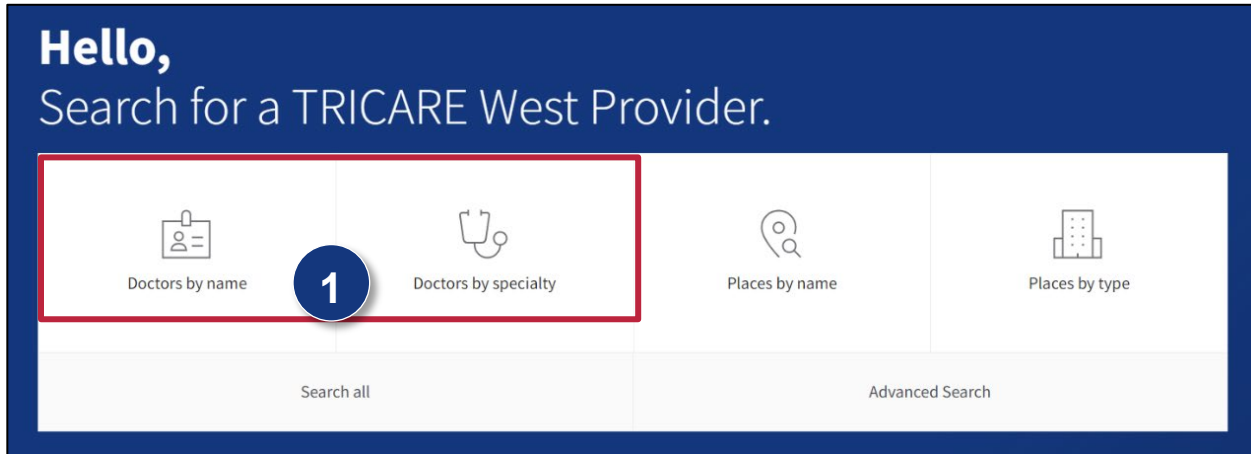
Telehealth is a way to receive healthcare services remotely through secure video, phone, or online appointments. Check if your local provider offers virtual services or choose from one of our Telehealth partners.

[Search Telehealth Options](#)

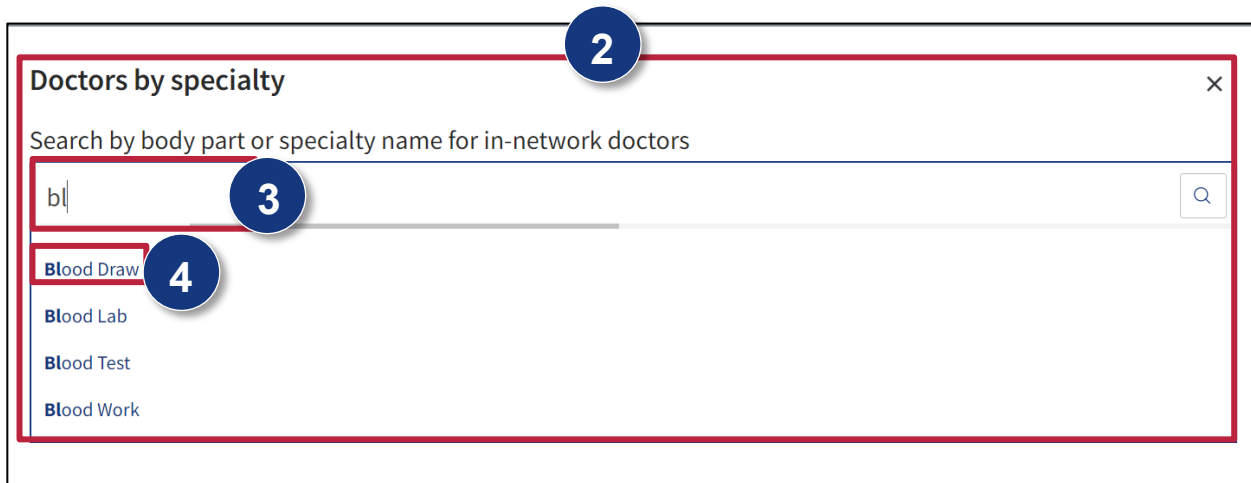


Searching for Providers

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

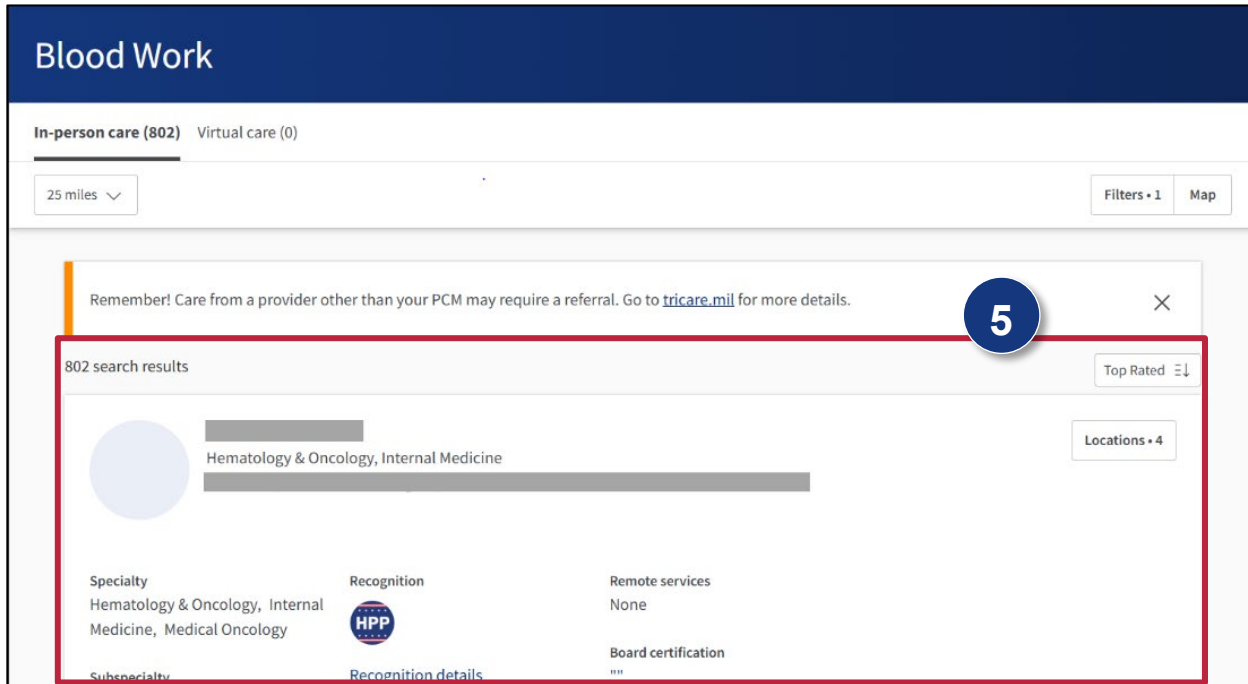


2. A search overlay will open.
Note: Select the close “X” button to close the overlay. You can also select anywhere on the page outside the overlay to close it.
3. Enter a search term into the field. Predicted results will appear after you enter at least two characters.
Note: If you selected **Doctors 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 search term.
Note: Selecting from the search dropdown will display results specific to that selection. If you search for a term that doesn’t appear in the dropdown, the term doesn’t exist, and the tool will use its “Best Match” functionality to provide results.



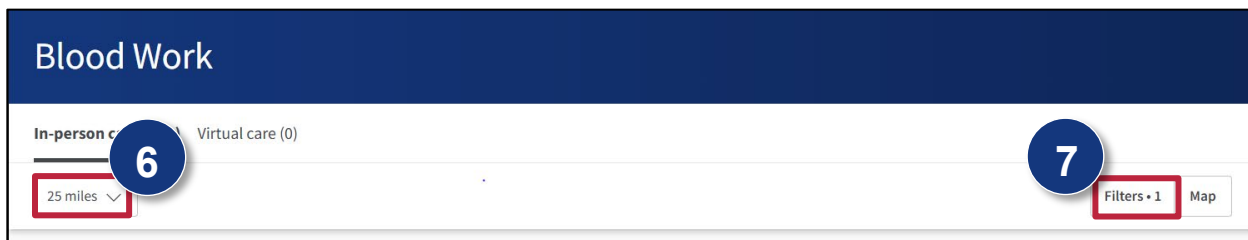


5. The search results page will display a list of all matching profiles.



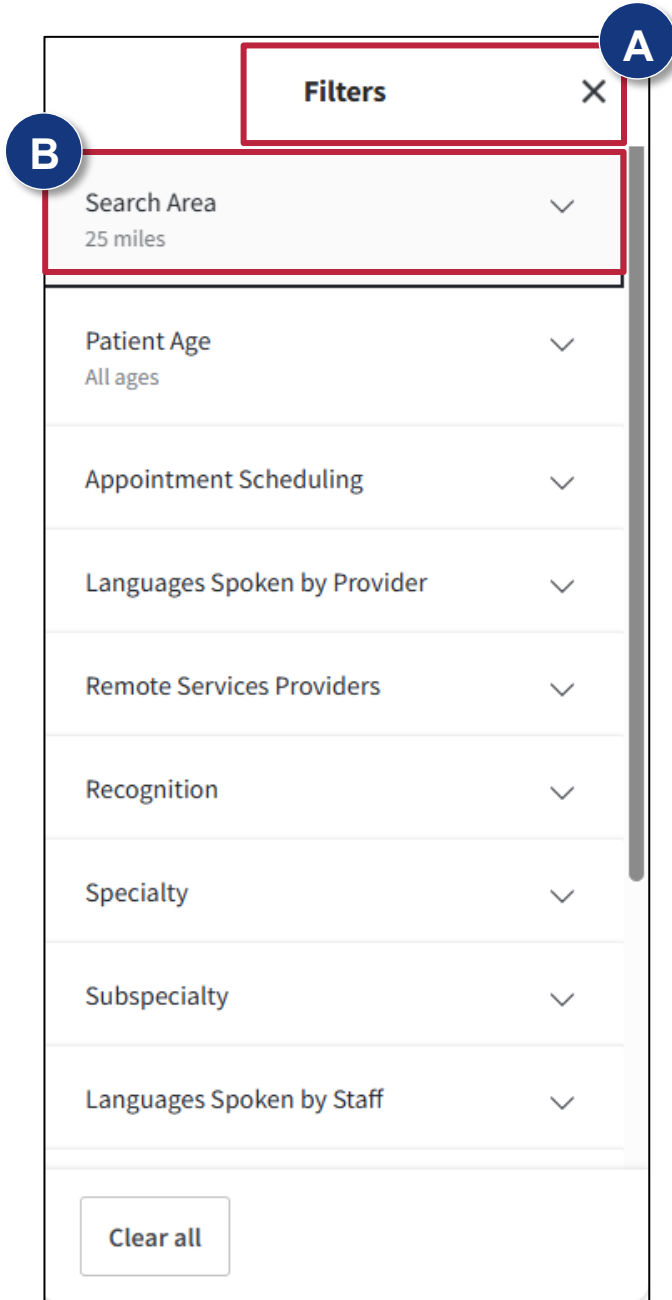
6. Select the search area dropdown to increase or decrease the search radius if needed. The minimum is one mile, and the maximum is 150 miles.

7. Select **Filters** if you want to apply other search filters.

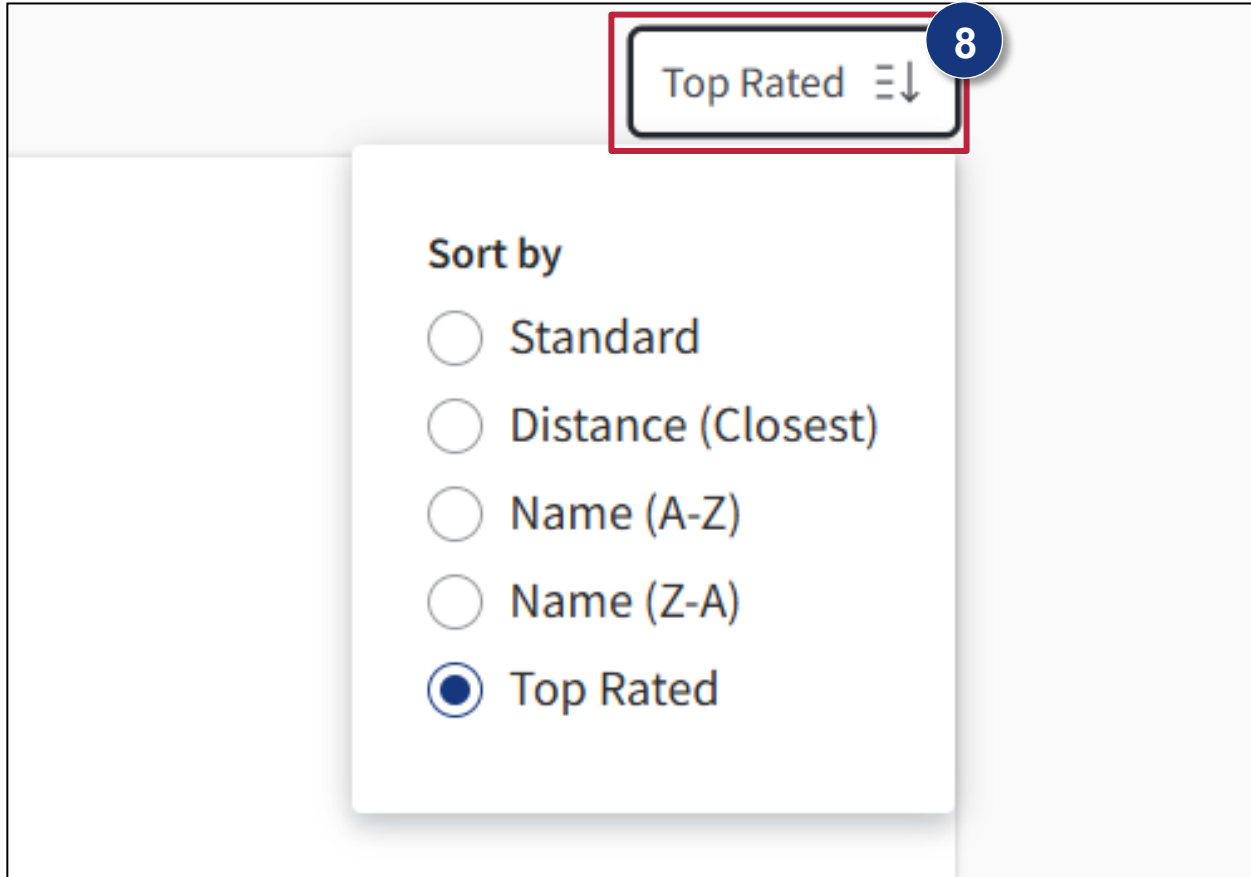




- A. The **Filters** panel will open.
Note: Select the close “X” button to close the panel.
- B. Select **any card** to expand its options.
- C. Select **all desired criteria**. Your search results will automatically update to reflect your changes.



8. Select the **Sort** button to change how the result order displays. 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.





Searching for Health Care and Military Treatment Facilities

1. Select **Place by name** or **Place by type**. Search for facilities using a key term that fits your needs. **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](#)

2. Your search results will display a list of all matching profiles.

General Hospital

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

25 miles Filters • 1

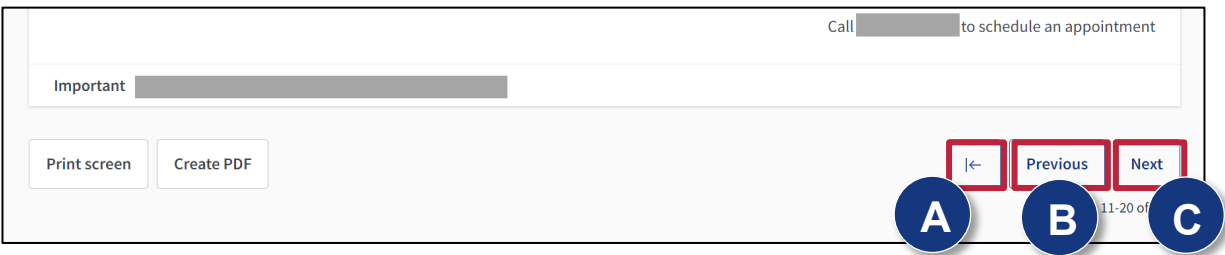
163 search results Top Rated Location

General Acute Care Hospital

Specialty	Recognition	Staff languages
General Acute Care Hospital	None	English
Subspecialty	Remote services	Primary Care Manager (PCM)
None	None	No



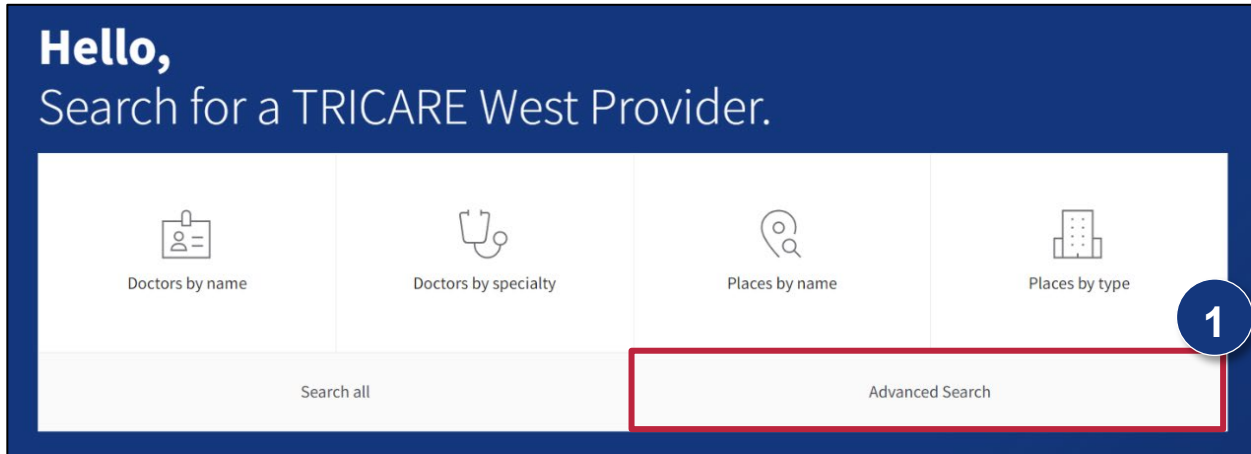
3. Adjust the search radius, apply filters, and use the **Sort** button to reorder results. To save or print your results, select **Print Screen** or **Create PDF** at the bottom of the page.
*Note: Refer to the **Searching for Providers** section above for more detailed information on these steps.*
4. Select the **Sort** button to change how the result order displays. The default view is Best Match.
5. 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.





Using Advanced Search

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





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

A screenshot of the TRICARE provider search filter interface. The interface is a vertical list of filter cards. The top card is titled "Languages Spoken by Provider" and shows "English" selected. Below it are three more cards: "On Demand Providers", "Specialty", and "Subspecialty", each with a downward arrow. At the bottom left is a "Reset filters" link, and at the bottom right is a blue "Get results" button. Four numbered callouts (2, 3, 4) are overlaid on the image: callout 2 points to the "Languages Spoken by Provider" card, callout 3 points to the "English" selection, and callout 4 points to the "Get results" button.

Languages Spoken by Provider ^ **2**

English

English **3**

On Demand Providers ∨

Specialty ∨

Subspecialty ∨

[Reset filters](#)

Get results **4**



Understanding Provider Profiles and Facility Profiles

TRICARE West Region 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. **Recognition:** Any relevant recognition that the provider's received.
6. **Gender:** The provider's identified gender (either "Male" or "Female").
7. **Remote services:** Indicator for whether the provider offer remote services.
8. **Board certification:** Indicator for if a provider has gone beyond basic licensing requirements and received a board certification.
9. **Appointments:** The provider's office number where you can schedule appointments.

The screenshot shows a provider profile with the following fields and callouts:

- 1:** Basic information: Name, Family Medicine specialty, and Primary Care Manager role.
- 2:** Locations: 3 locations.
- 3:** Specialty: Family Medicine.
- 4:** Subspecialty: None.
- 5:** Recognition: HPP (Healthcare Provider Profile) with a link to [Recognition details](#).
- 6:** Gender: Female.
- 7:** Remote services: None.
- 8:** Board certification: Am Bd Family Medicine.
- 9:** Appointments: Call (831) 649-1000 to schedule an appointment.



- 10. **Book Now:** A button that lets you schedule an appointment with a provider from the directory.
*Note: For more information on this feature and how it works, refer to the Booking an Appointment education materials on the beneficiary portal's **Education Resources** tab.*



Facility profiles in search results will display:

- 1. **Basic information:** The facility's name, type, and address.
- 2. **Location:** A button that opens an interactive map showing the facility's address.
- 3. **Specialty:** The facility's specialty or specialties.
- 4. **Subspecialty:** The facility's subspecialty or subspecialties.
- 5. **Recognition:** Indicator for if a facility has received more recognition, such as Autism Care Provider, High Performing Provider (HPP), or Quality Reports.
- 6. **Remote services:** Indicator for if the facility provides virtual visits.
- 7. **Staff languages:** The languages that the facility staff have at least a functional level of fluency in.
- 8. **Primary Care Manager (PCM):** Indicator for whether a facility has providers that can function as a PCM.
- 9. **Appointments:** The facility's office number where you can schedule appointments.

