



# TRICARE West Region Using 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 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:

- Find the provider directory from the TriWest Beneficiary Portal
- Navigate the directory
- Search for providers
- Search for healthcare and military treatment facilities
- Search using advanced search filters
- Understand the provider and facility profiles

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 in this Quick Reference Guide may be subject to change.

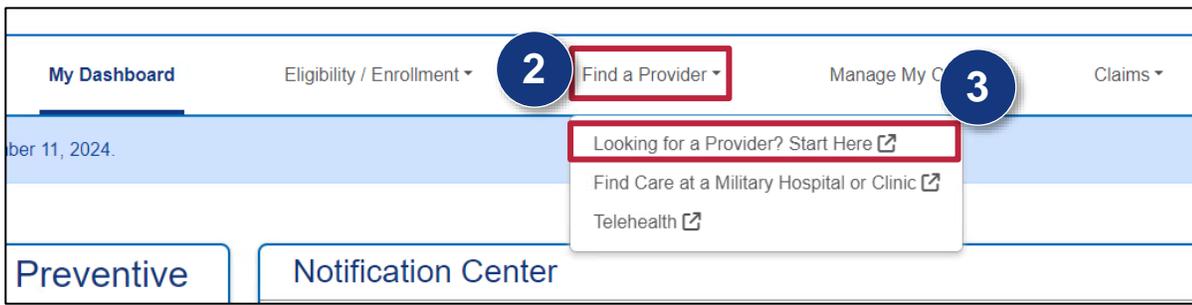


## Accessing the Provider Directory

You can access the TRICARE West Provider Directory at [www.tricare.mil/west](http://www.tricare.mil/west) or through the Beneficiary Portal.

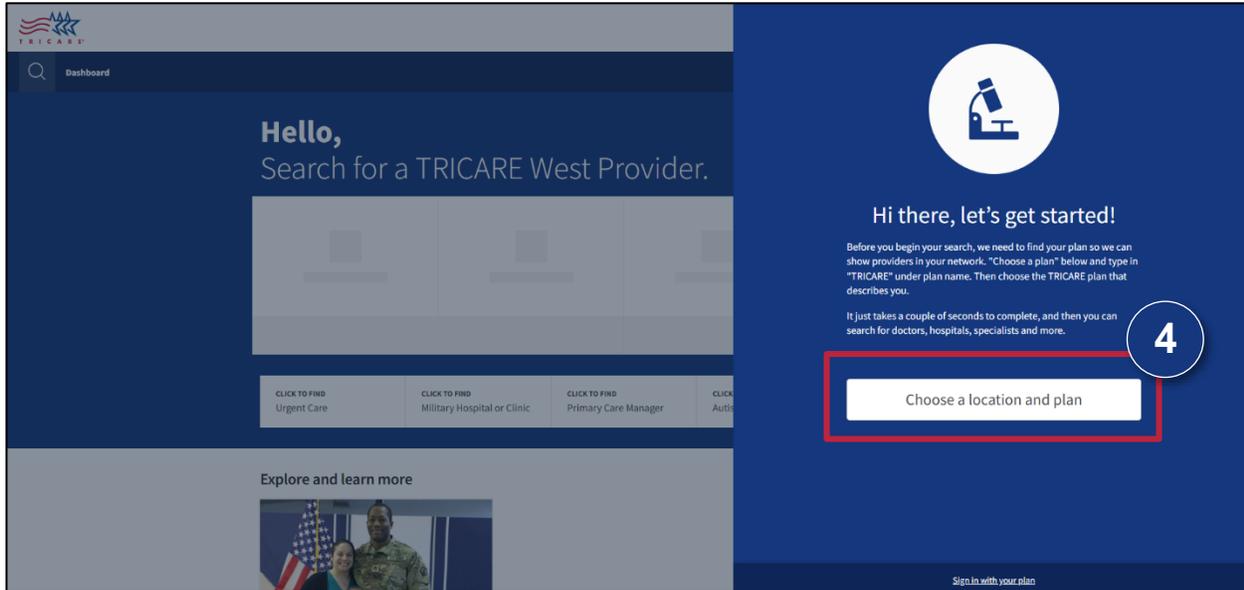
To access the Beneficiary Portal:

1. Log into the [Beneficiary Portal](#) through one of the recommended browsers, Chrome or Edge.
2. The main dashboard opens. Select **Find a Provider** from the ribbon.
3. Select **Looking for a Provider? Start Here**.

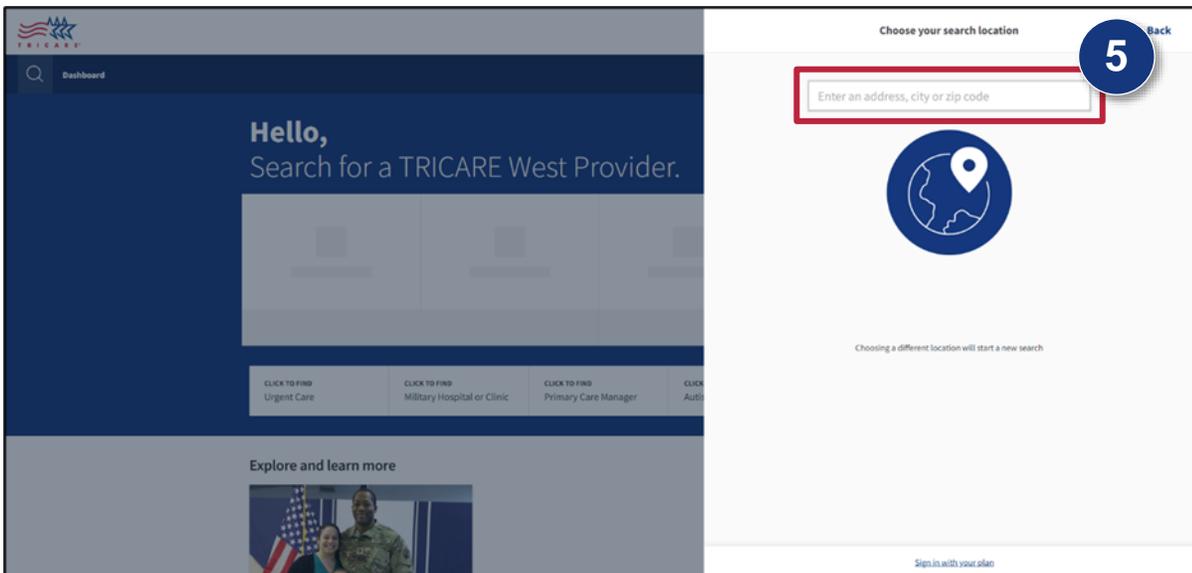




4. The provider directory opens. Select **Choose a location and plan**.

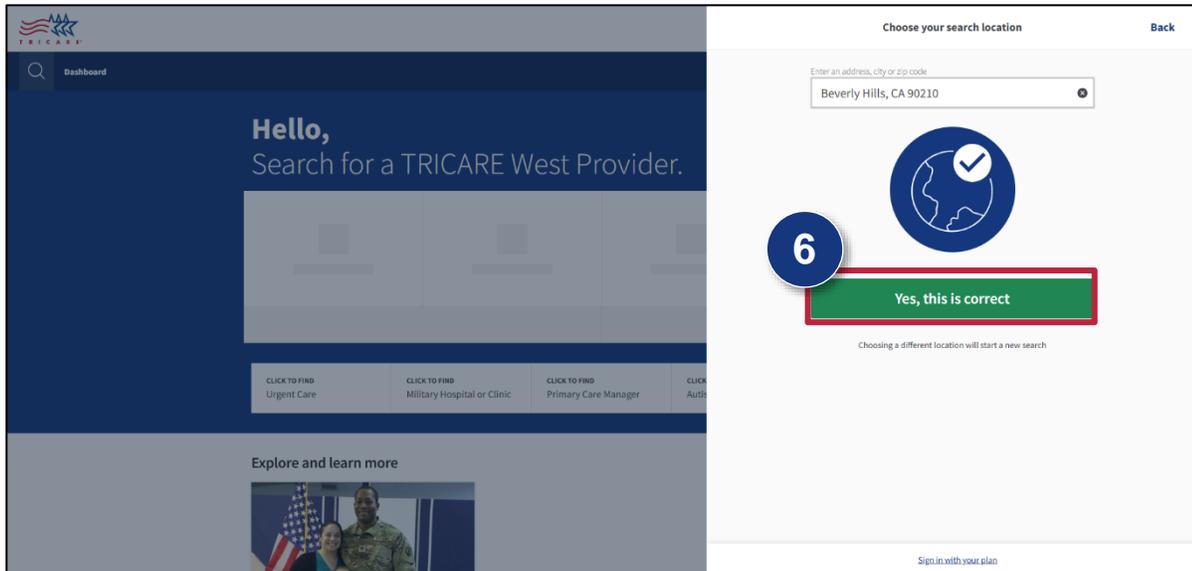


5. Enter your address, city, or zip code in the text field.

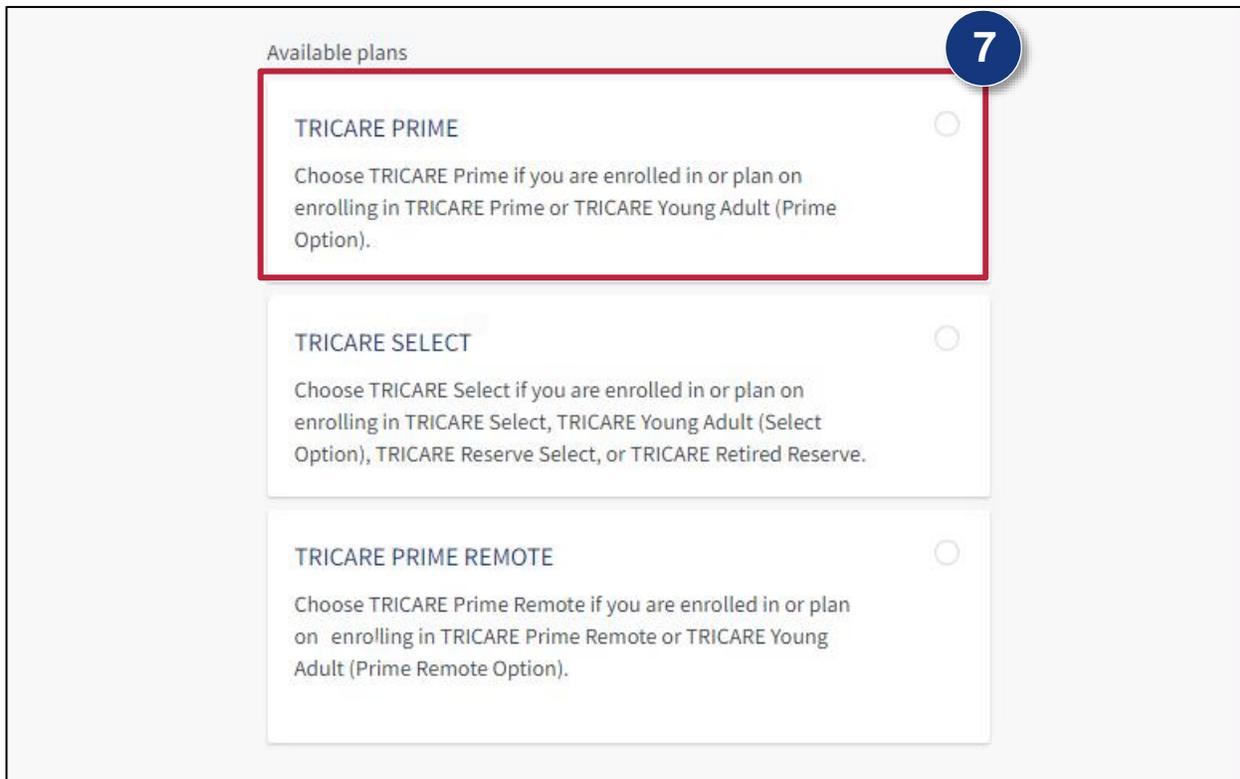




6. Confirm the address is correct. Select the **Yes, this is correct** button.



7. Select the appropriate plan from the options provided.





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.*

A screenshot of a web interface for selecting a TRICARE plan. At the top, there is a box labeled "SELECTED PLAN" with a green checkmark icon in the top right corner. Below this, the text "TRICARE PRIME" is displayed, followed by a descriptive paragraph: "Choose TRICARE Prime if you are enrolled in or plan on enrolling in TRICARE Prime or TRICARE Young Adult (Prime Option)." To the right of this text is a "Clear selection" link. Below the entire selection area is a large green button with the text "Confirm selection" in white. A blue circular callout with the number "8" is positioned over the "Confirm selection" button. A red rectangular border highlights the "Confirm selection" button.

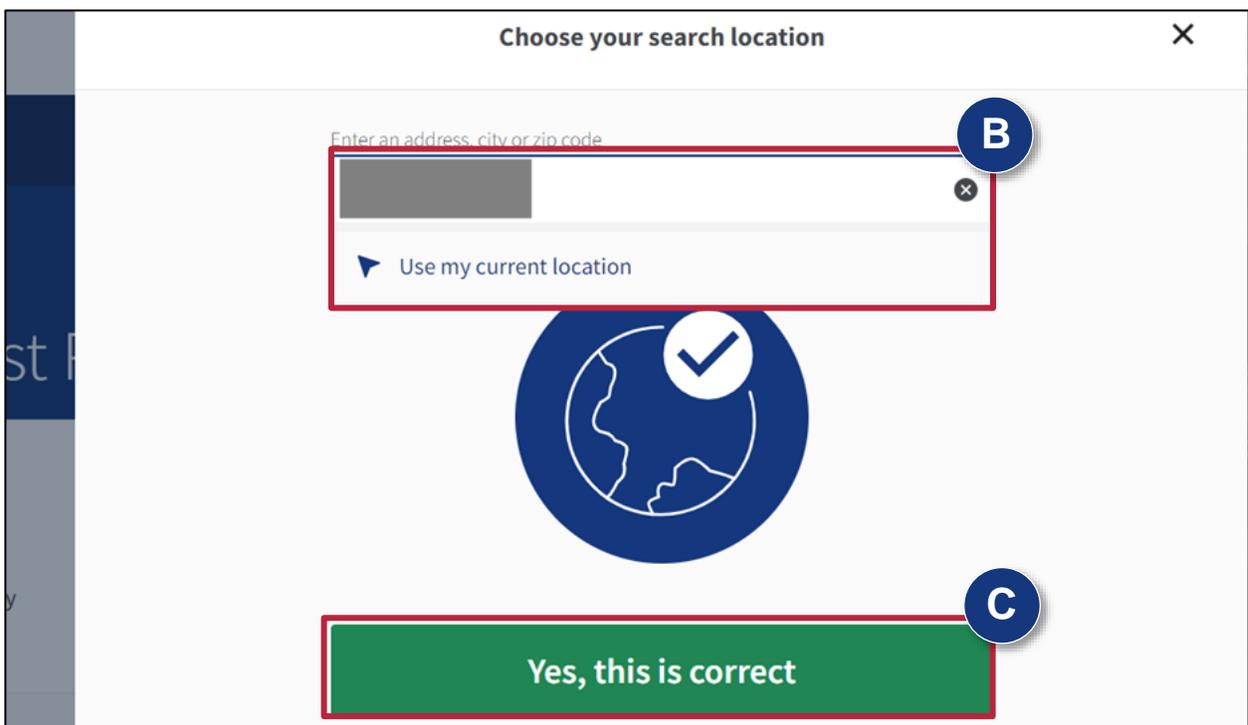


## Exploring the Provider Directory

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.

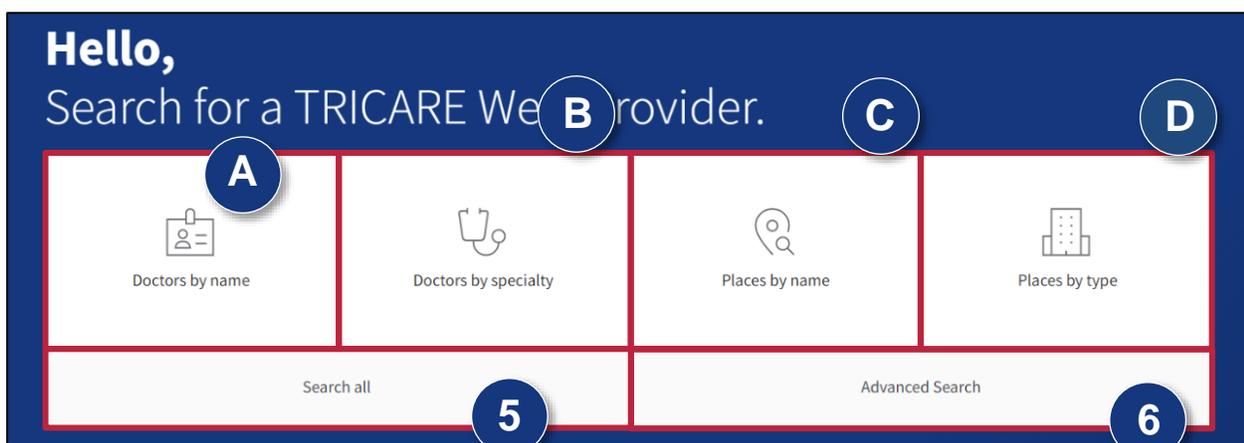


- A. The **Choose your search location** panel will open.  
*Note: Select the close "X" button to close the panel. You can also select anywhere on the page outside the panel to close it.*
- B. Select a search location by entering a state, city, ZIP code, or address. You can also select **Use my current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





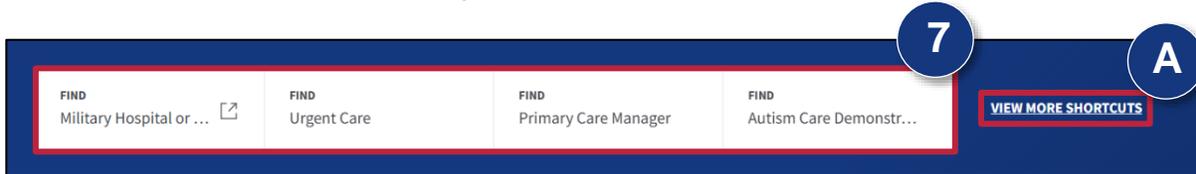
4. The main search panel provides four search categories:
  - A. **Doctors by name:** Search for provider profiles by entering a provider's name.
  - B. **Doctors by specialty:** Search for provider profiles by entering a specialty, such as general physician, cardiologist, etc.  
*Note: If you selected 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 Error! Reference source not found. 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.*



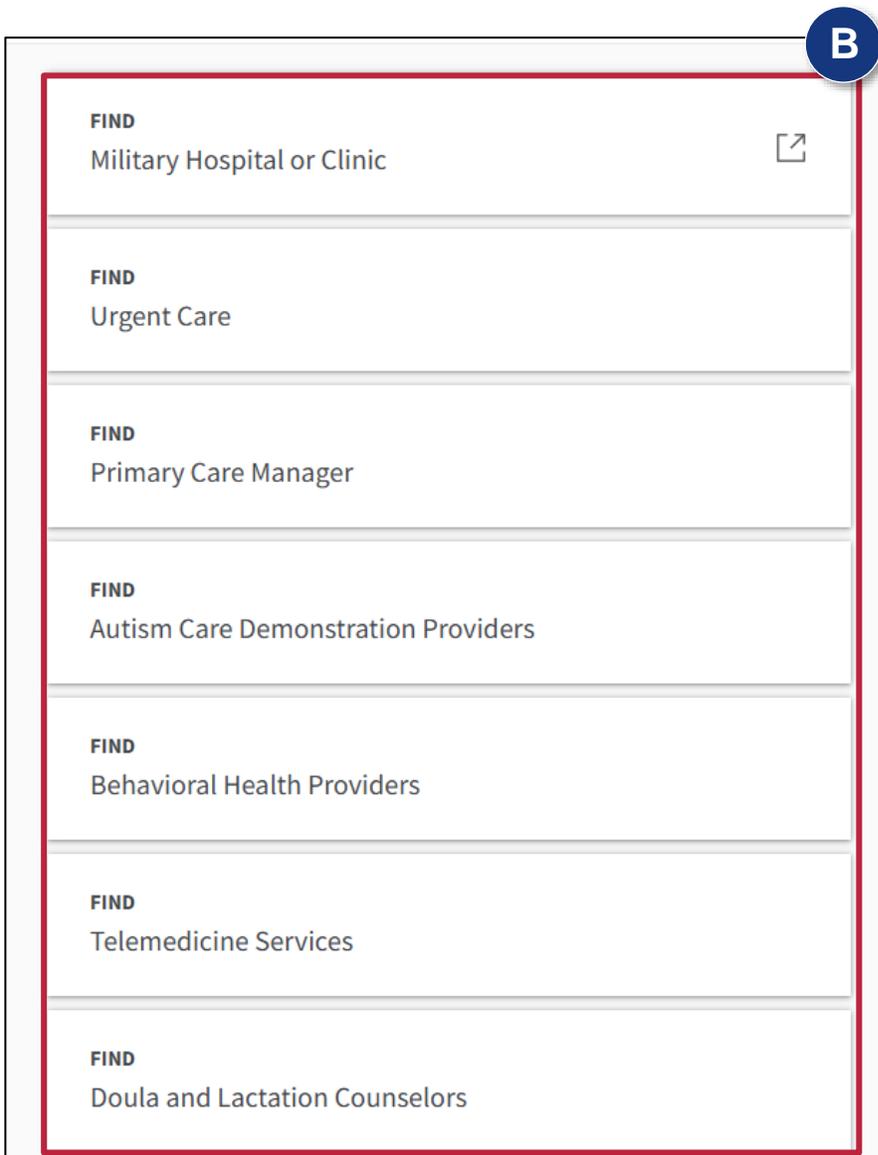


7. The **shortcuts** cards let you perform common searches without having to enter search terms. The dashboard will display the first four shortcuts available, which may vary over time and include different language.

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.





- 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**

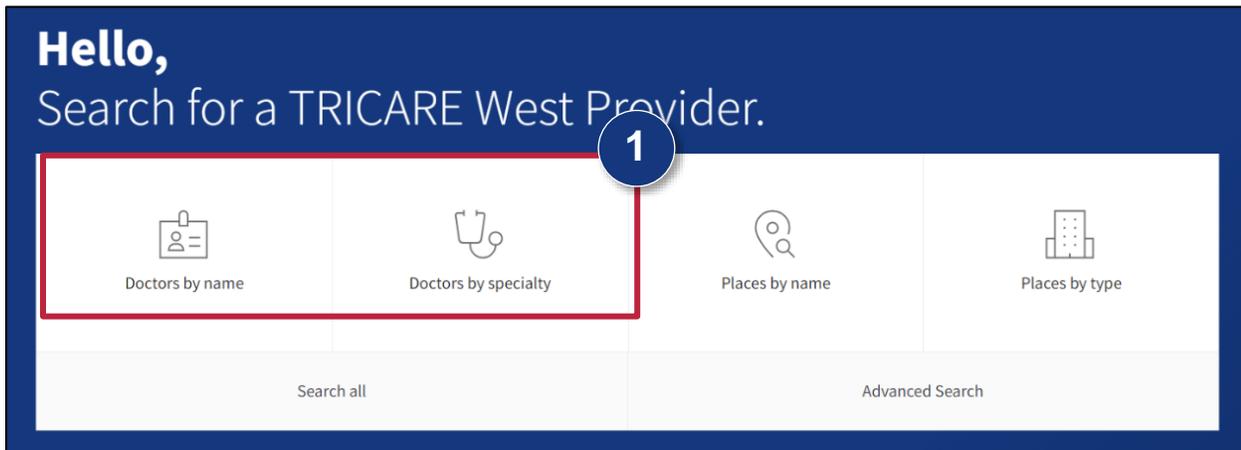
Telehealth is a way to receive healthcare services remotely through secure video, phone, or online appointments. Check if your local provider offers virtual services or choose from one of our Telehealth partners.

[Search Telehealth Options](#)

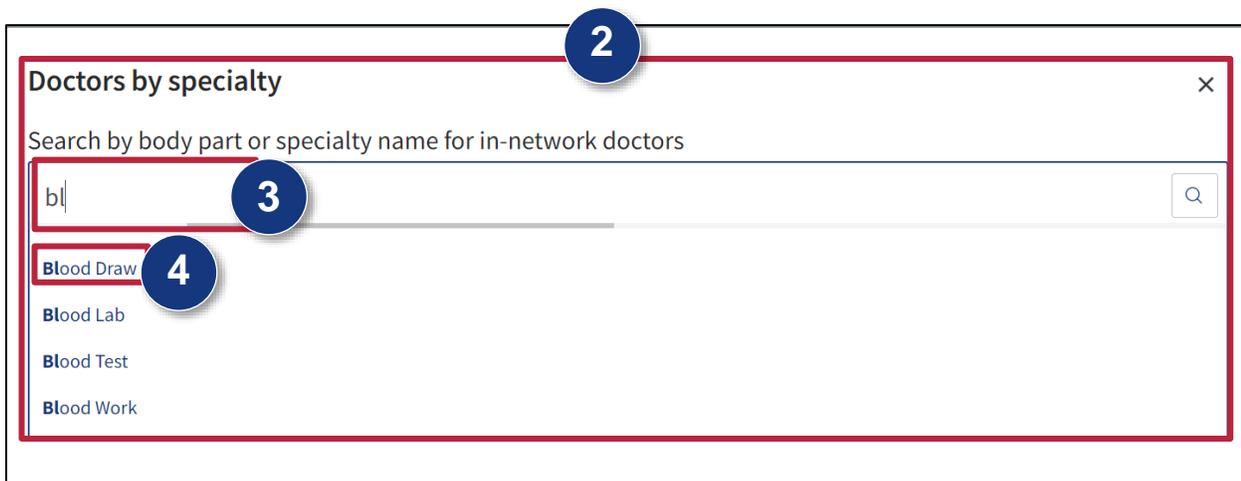


## Searching for Providers

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

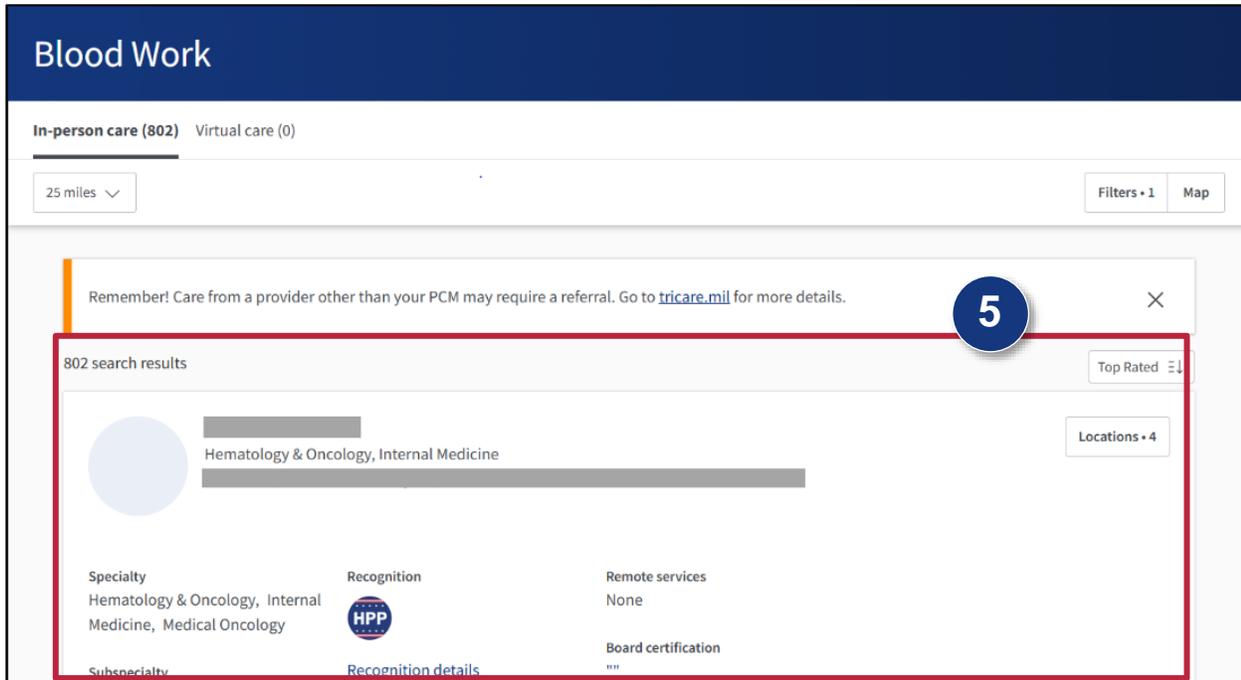


2. A search overlay will open.  
**Note:** Select the close “X” button to close the overlay. You can also select anywhere on the page outside the overlay to close it.
3. Enter a search term into the field. Predicted results will appear after you enter at least two characters.  
**Note:** If you selected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



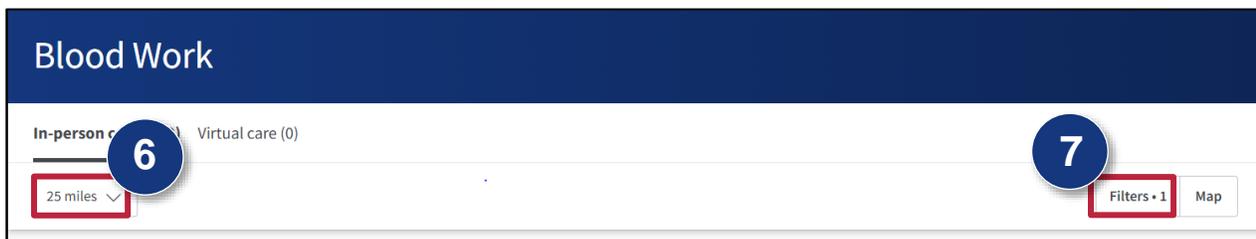


5. The search results page will display a list of all matching profiles.



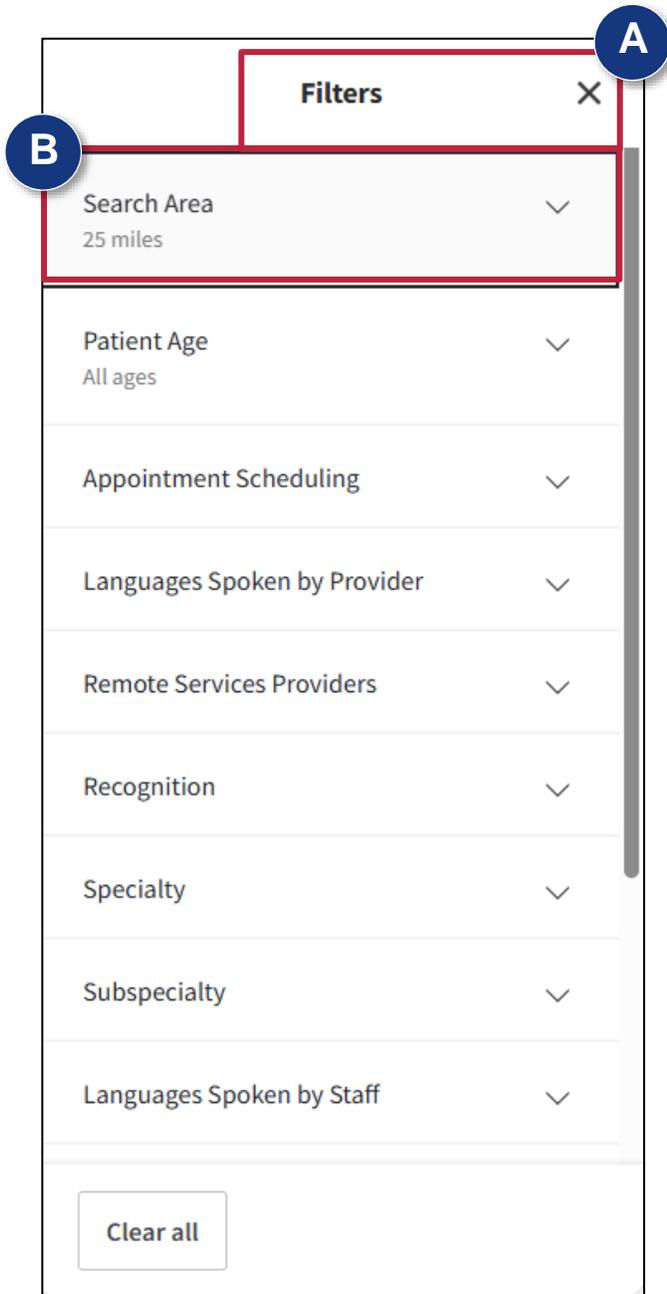
6. Select the search area drop-down to increase or decrease the search radius if needed. The minimum is one mile, and the maximum is 150 miles.

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



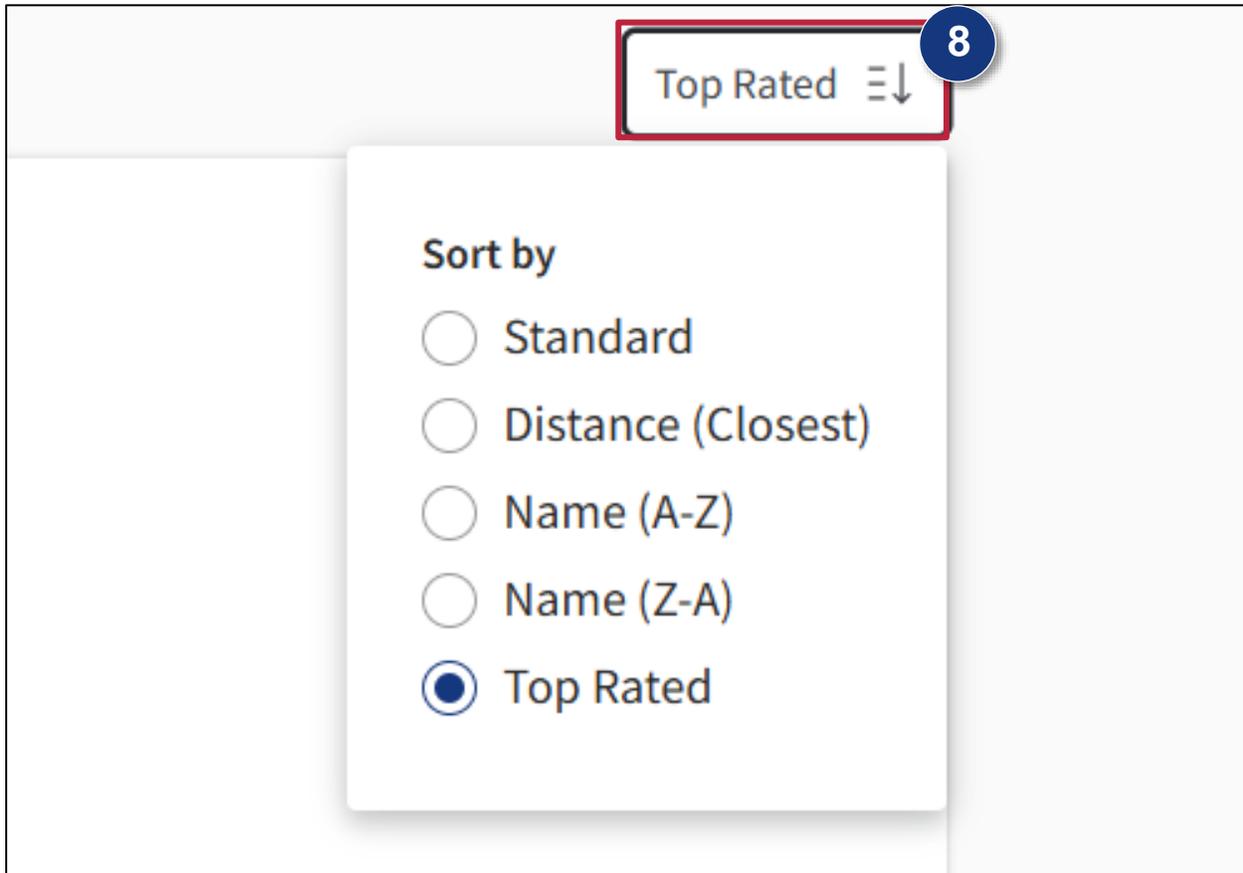


- A. The **Filters** panel will open.  
*Note: Select the close "X" button to close the panel.*
- B. Select any card to expand its options.
- C. Select all desired criteria. Your search results will automatically update to reflect your changes.





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





## Searching for Healthcare 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://tricare.mil).

**Hello,**  
Search for a TRICARE West Provider.

1

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

2

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 is displayed. The default view is Best Match.

If your search criteria provide more than ten results:

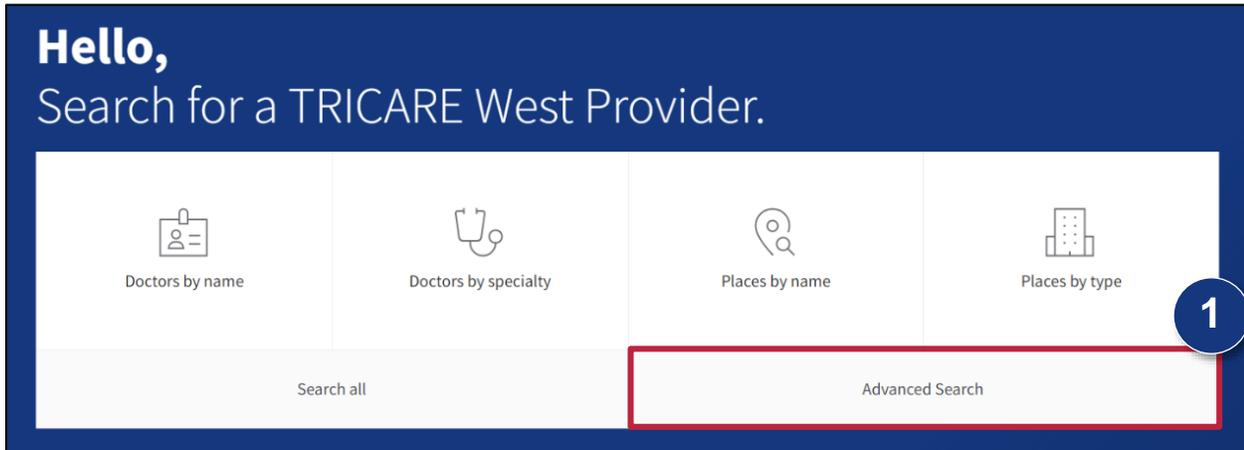
- A. Select **Return** to return to the first page of search results.
- B. Select **Previous** to go back to the previous page of search results.
- C. Select **Next** to view the next page of search results.





## 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 is currently expanded to show a list of options. The "English" option is selected, indicated by a checked checkbox. Below this are three collapsed filter cards: "On Demand Providers", "Specialty", and "Subspecialty". At the bottom of the interface, there is a "Reset filters" link on the left and a "Get results" button on the right. Four blue circular callouts with white numbers (2, 3, 4) are overlaid on the image to highlight specific steps: callout 2 points to the "Languages Spoken by Provider" card header, callout 3 points to the "English" checkbox, and callout 4 points to the "Get results" button.

Languages Spoken by Provider ^ **2**

English

English **3**

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. **Recognition:** Any relevant recognition that the provider's received.
6. **Gender:** The provider's identified gender (designated as either "Male" or "Female").
7. **Remote services:** Indicator for whether the provider offers 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 displays a provider profile for a Family Medicine specialist. The profile is organized into several sections, each highlighted with a numbered callout:

- 1:** Basic information section containing the provider's name (redacted), specialty (Family Medicine), and role (Primary Care Manager).
- 2:** Locations section showing a button for "Locations • 3".
- 3:** Specialty section showing "Family Medicine".
- 4:** Subspecialty section showing "None".
- 5:** Recognition section showing "HPP" and a link for "Recognition details".
- 6:** Gender section showing "Female".
- 7:** Remote services section showing "None".
- 8:** Board certification section showing "Am Bd Family Medicine".
- 9:** Appointments section showing a call to action: "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 additional recognitions, such as Autism Care Provider, High Performing Provider (HPP), or Quality Reports.
6. **Remote services:** Indicator for whether 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 if a facility has providers that can act as a PCM.
9. **Appointments:** The facility's office number where you can schedule appointments.

The screenshot shows a facility profile card for 'General Acute Care Hospital'. The card is divided into several sections, each highlighted with a red box and a numbered callout (1-9):

- 1:** The top section containing the facility name 'General Acute Care Hospital' and a greyed-out address.
- 2:** A 'Location' button in the top right corner.
- 3:** The 'Specialty' field, which displays 'General Acute Care Hosp'.
- 4:** The 'Subspecialty' field, which displays 'None'.
- 5:** The 'Recognition' field, which displays 'None'.
- 6:** The 'Remote services' field, which displays 'None'.
- 7:** The 'Staff languages' field, which displays 'English'.
- 8:** The 'Primary Care Manager (PCM)' field, which displays 'No'.
- 9:** A call to action at the bottom right: 'Call (831) 757-4333 to schedule an appointment'.