Understanding the Provider Directory Quick Reference Guide

For TRICARE West Region beneficiaries

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Introduction

The TRICARE West Region provider directory lets beneficiaries 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. Beneficiaries can also find TRICARE-covered health care 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 health care 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.
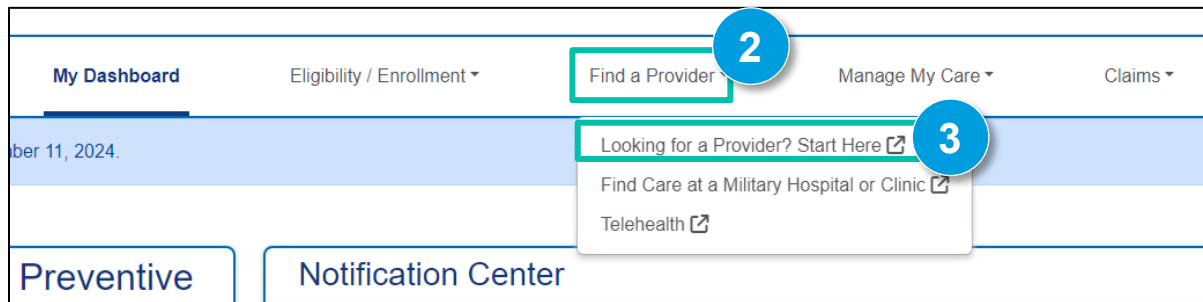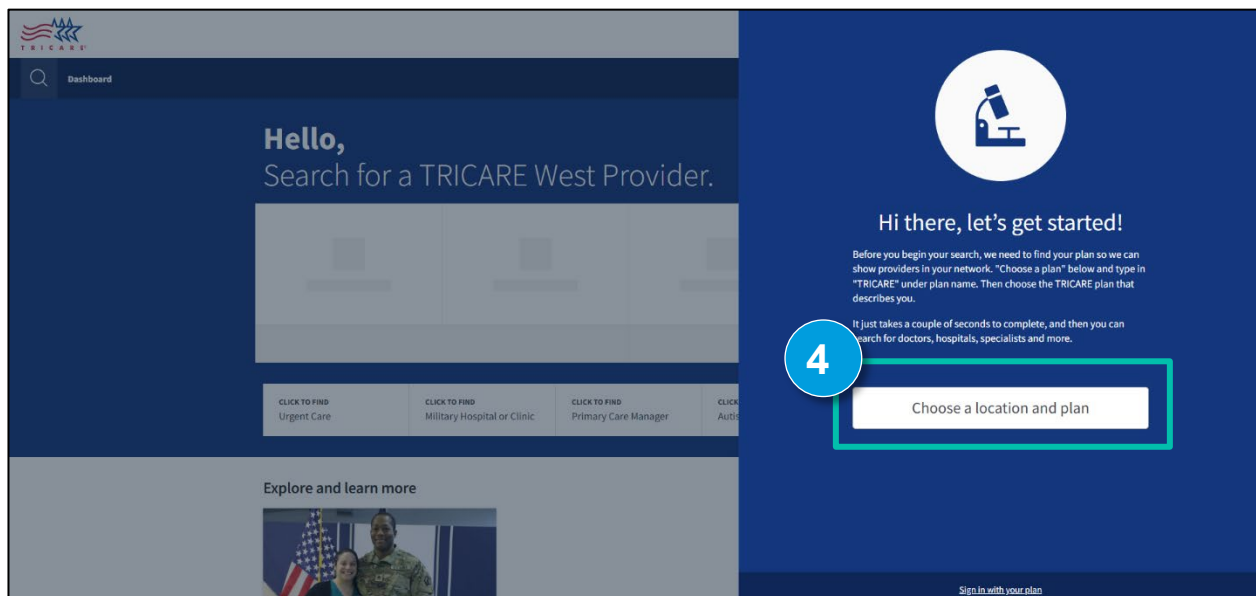
Accessing the Provider Directory

Beneficiaries can access the TRICARE West Region Provider Directory at 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.

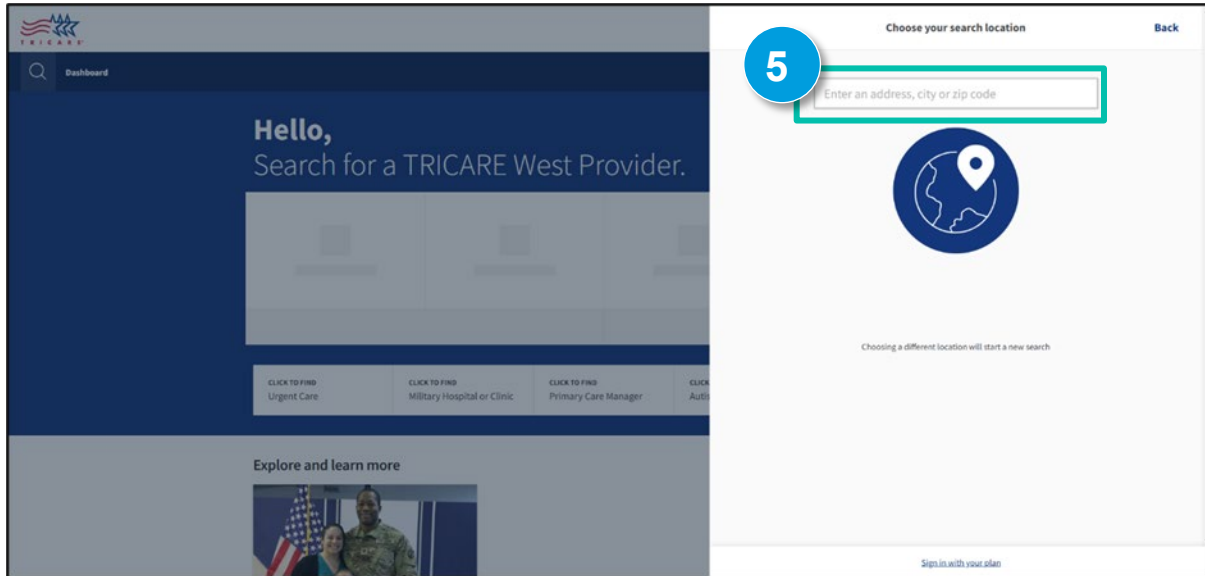3. Select **Looking for a Provider? Start Here**.

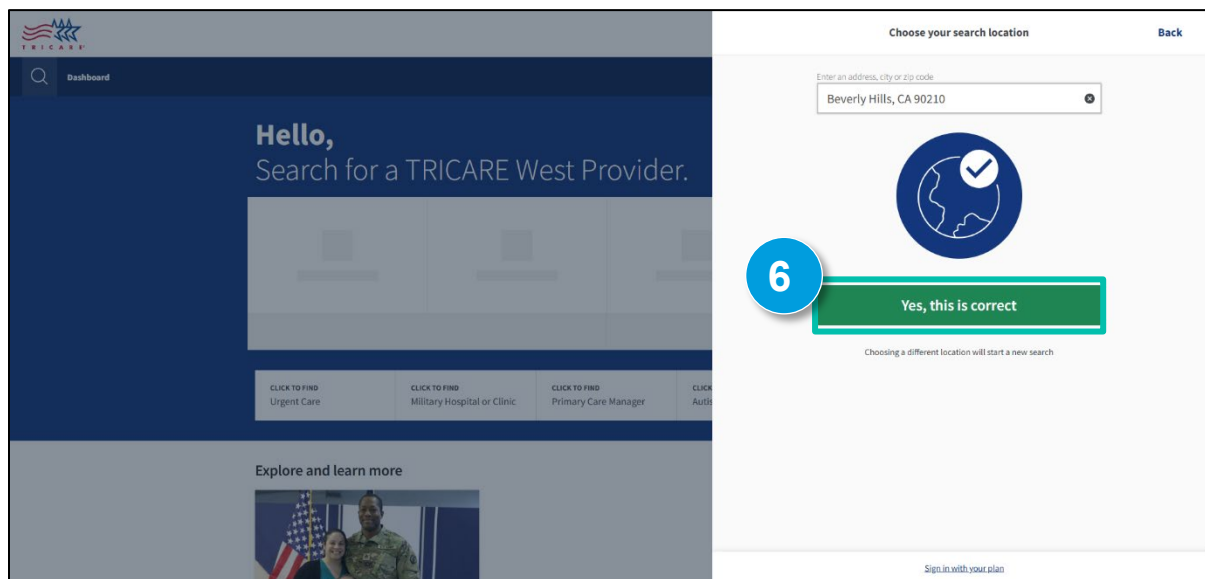4. The provider directory opens. Select **Choose a location and plan**.

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 an available plan from the list.

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.*
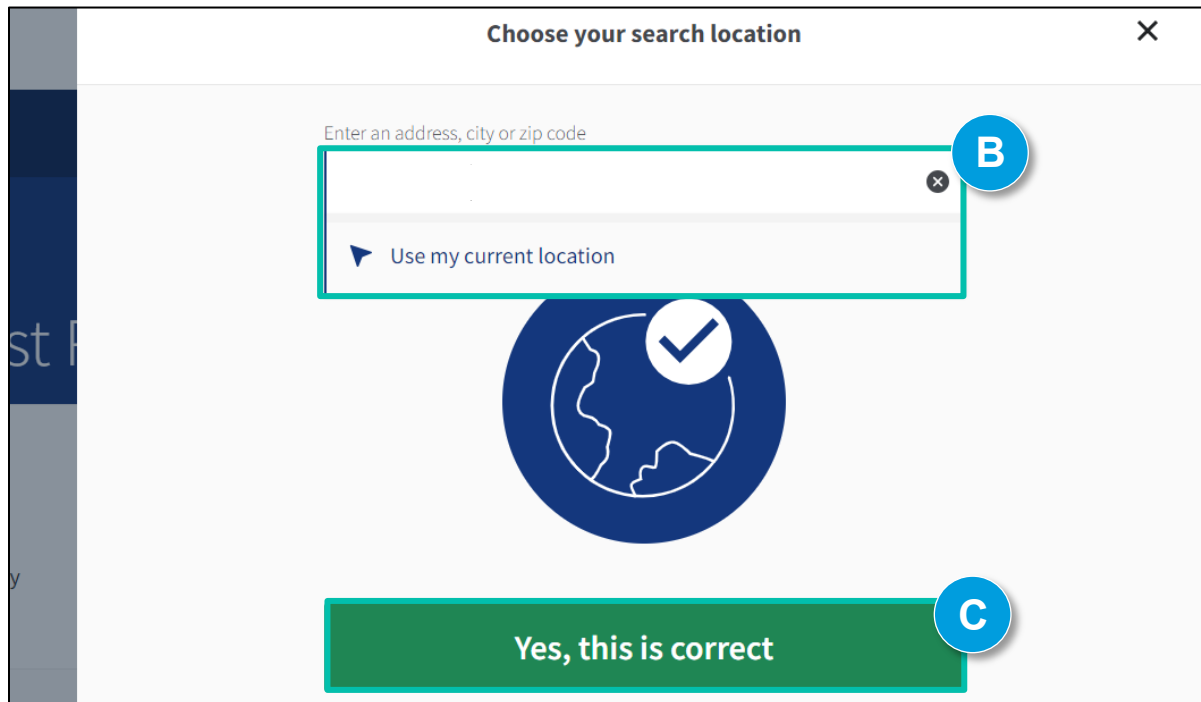
Exploring the Provider Directory

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 within 150 miles or less from your specified location.
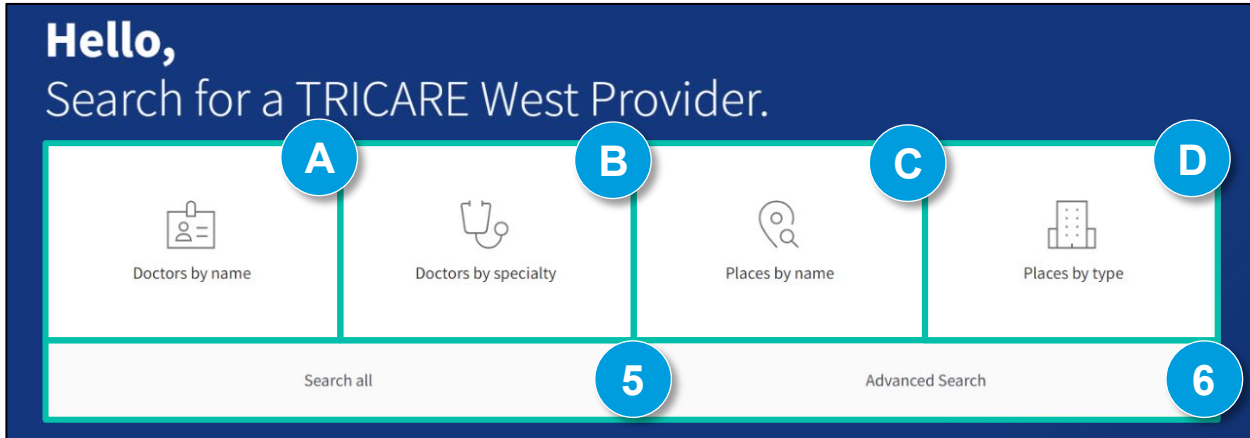

A. The **Choose your search location** panel will open.
Note: Select the close "X" button to close the panel. You can also select anywhere on the page outside the panel to close it.

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.
      Note: If you selected Doctors by specialty, you can search for specific parts of the body to find providers specializing in that area (for example, "eyes," "ears," "heart").

   C. **Places by name**: Search for health care facility profiles by entering a facility's name.

   D. **Places by type**: Search for health care 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.

Hello,
Search for a TRICARE West Provider.

A — Doctors by name
B — Doctors by specialty
C — Places by name
D — Places by type
5 — Search all
6 — Advanced Search

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.

PLACES BY TYPE	PLACES BY TYPE	DOCTORS BY SPECIALTY	DOCTORS BY SPECIAL
Urgent Care	Military Hospital or Clinic	Primary Care Manager	Autism ABA Provi

7

A

VIEW MORE SHORTCUTS

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

Shortcuts   ✕

B

FIND
Urgent Care

FIND
Military Hospital or Clinic

FIND
Primary Care Manager

FIND
Autism Providers

FIND
Behavioral Health Providers

FIND
Telemedicine Services

FIND
Doula and Lactation Counselors

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

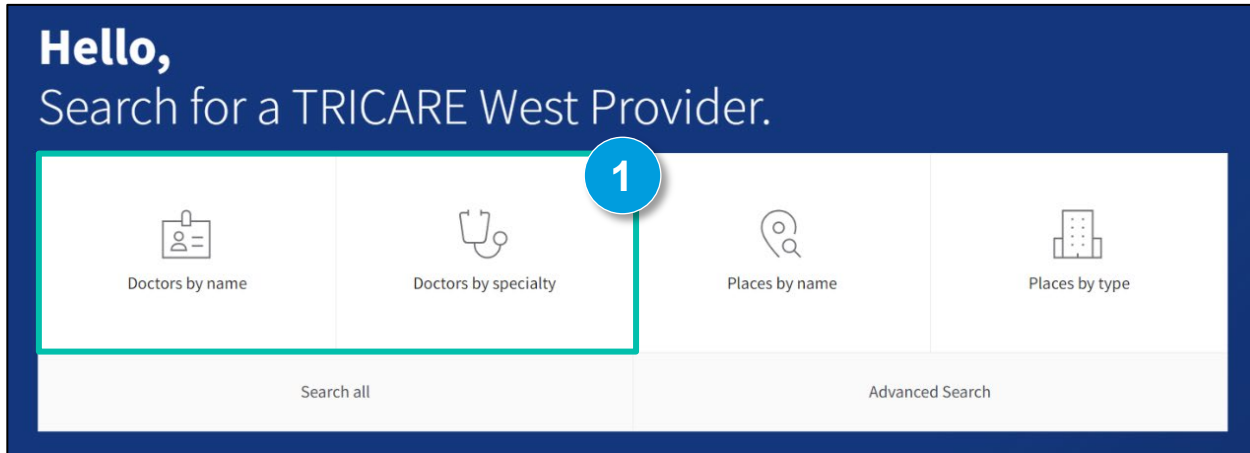**Explore and learn more**

Learn more about TRICARE

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

Go to TRICARE Website

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 (for example, "eyes," "ears," "heart").*

4. Select the appropriate search term.
   *Note: To search for your own provider record, select **Doctors by name**. Enter your first and last name as the 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.
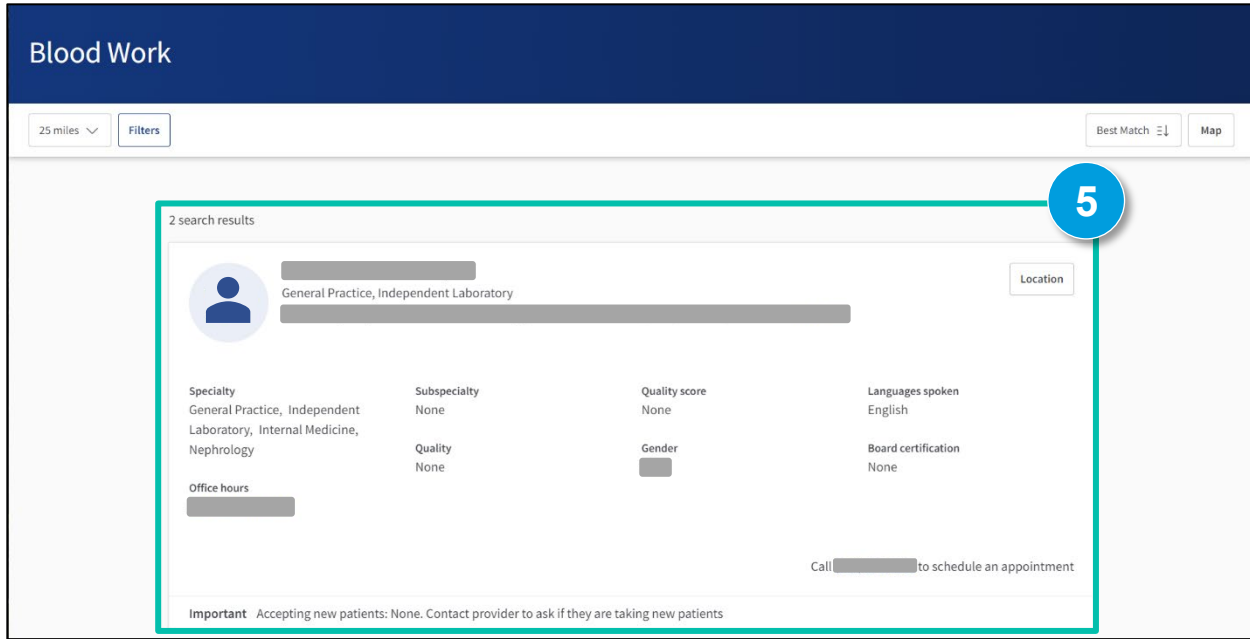
Doctors by specialty ✕

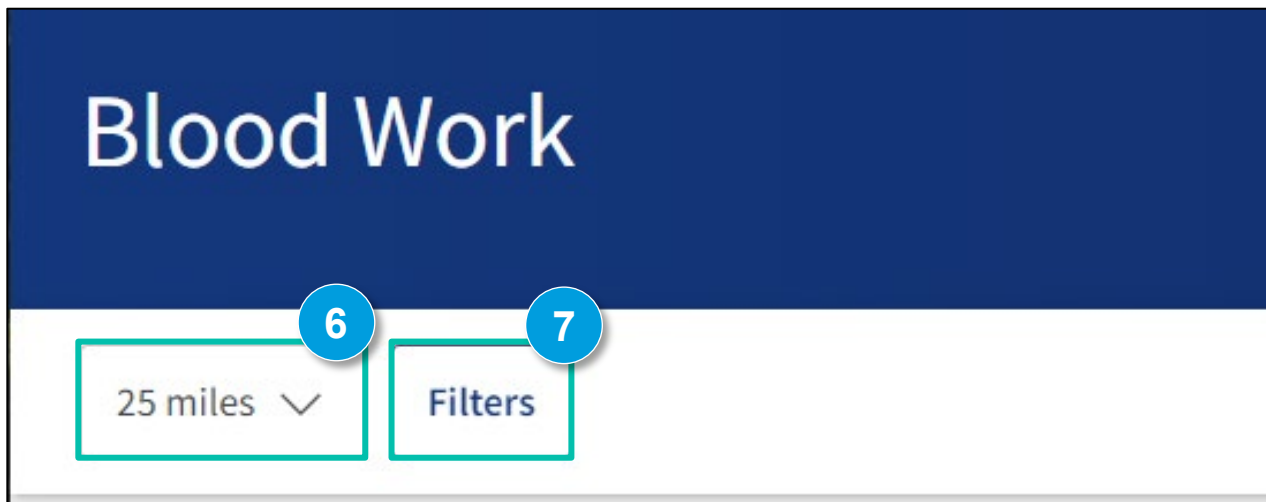Search by body part or specialty name for in-network doctors

bl 🔍

Blood Draw

Blood Lab

Blood Test

Blood Work

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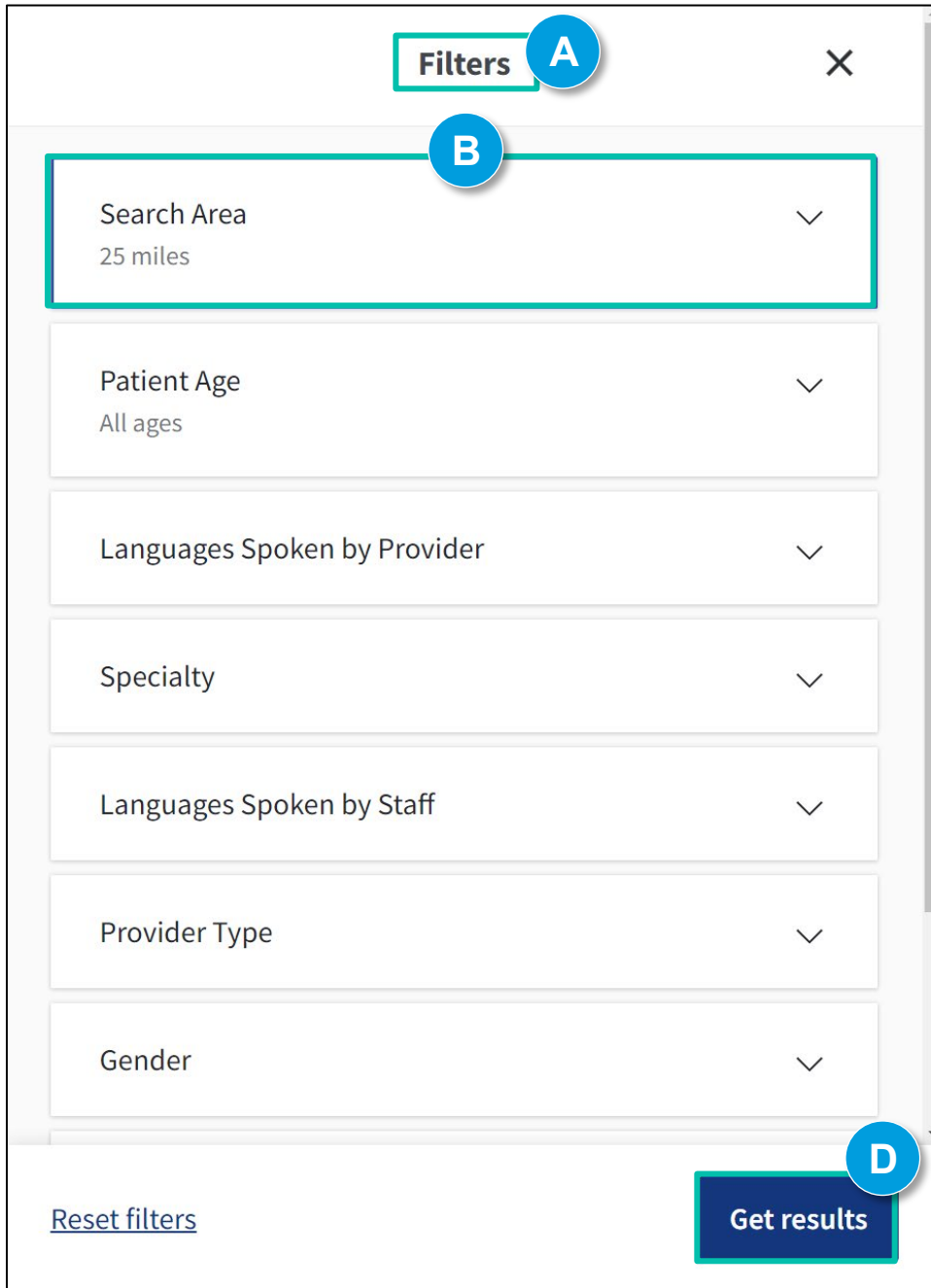

6. Select the search area drop-down to increase or decrease the search radius, if needed. The minimum is one mile, and the maximum is 150 miles.

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. You can also select anywhere on the page outside the panel to close it.

B. Select any card to expand its options.

C. Select all desired criteria.

D. Select **Get results**. You've successfully applied the filters. Your search results should now update to reflect your changes.

Filters A

✕

B

Search Area
25 miles
⌄

Patient Age
All ages
⌄

Languages Spoken by Provider
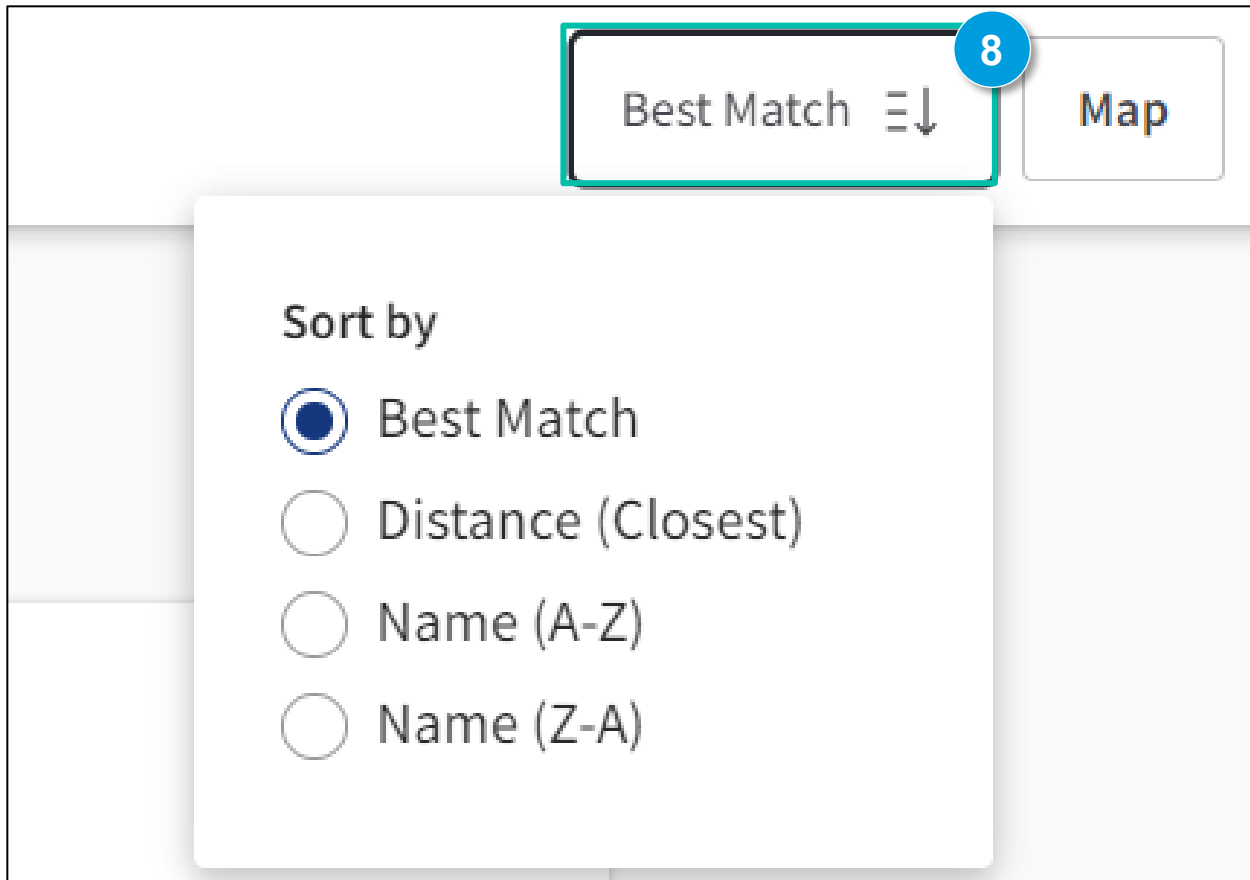⌄

Specialty
⌄

Languages Spoken by Staff
⌄

Provider Type
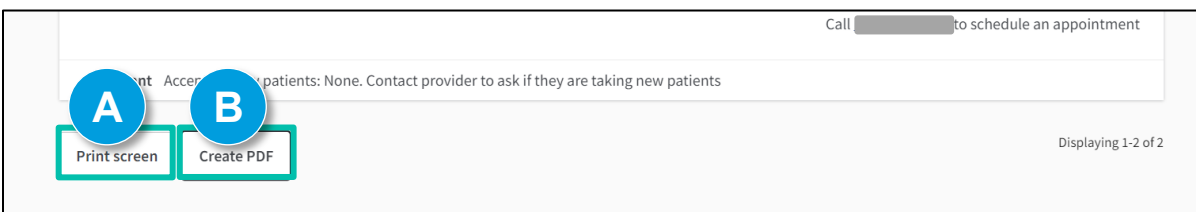⌄

Gender
⌄

Reset filters

Get results **D**

8. Select the **Sort** button to change how the result order is displayed. The default view is Best Match.

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.

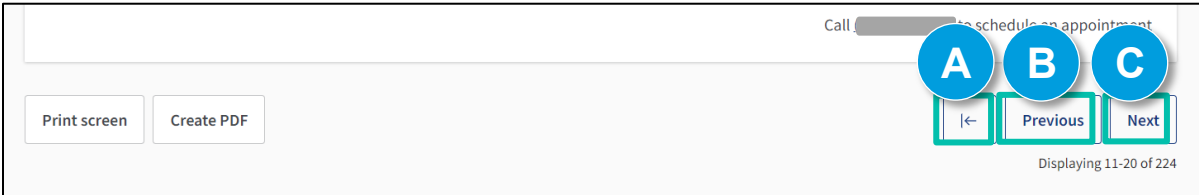B. Select **Create PDF** to open the Create PDF panel.

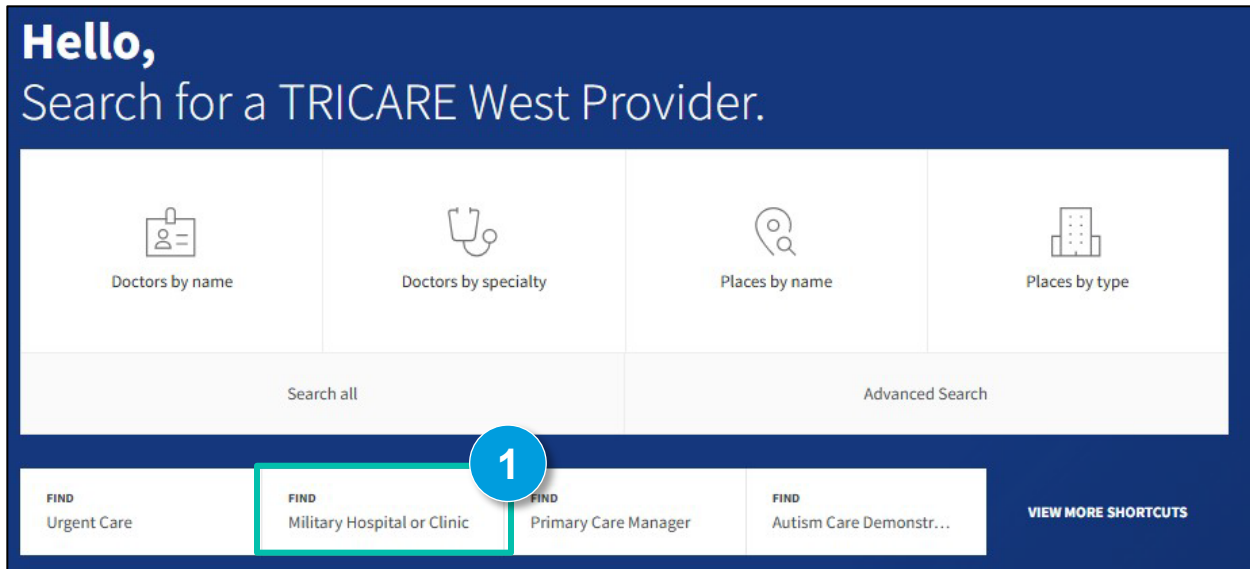10. If your search criteria provide more than 10 results:

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.

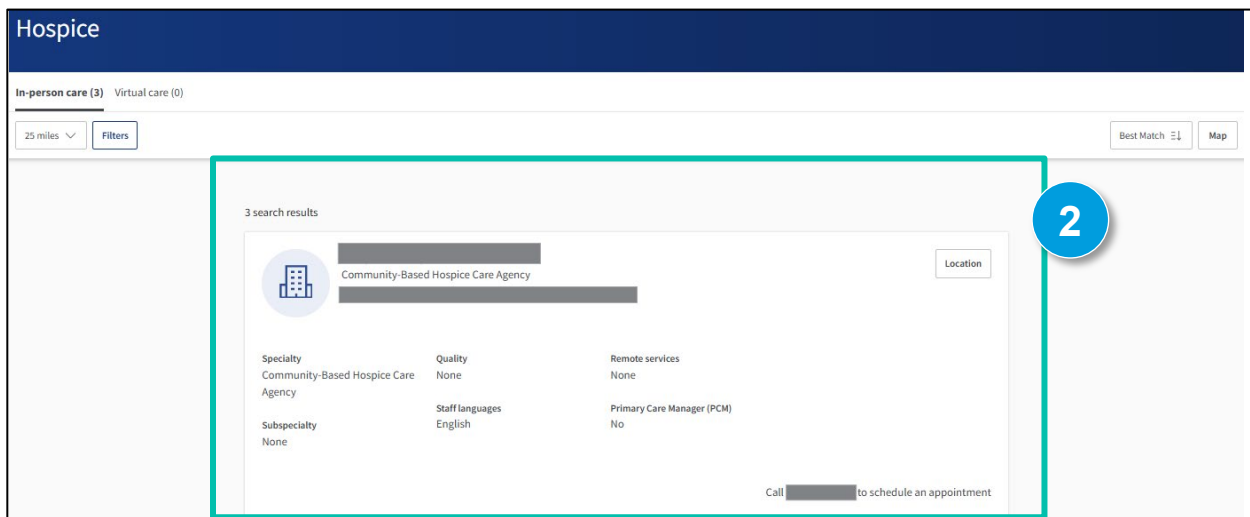C. Select **Next** to view the next page of search results.

Searching for Health Care and Military Treatment Facilities

1. Select the **Find Military Hospital or Clinic** shortcut card.

2. Select the **Find Military Hospital or Clinic** shortcut card.

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 **Search 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.

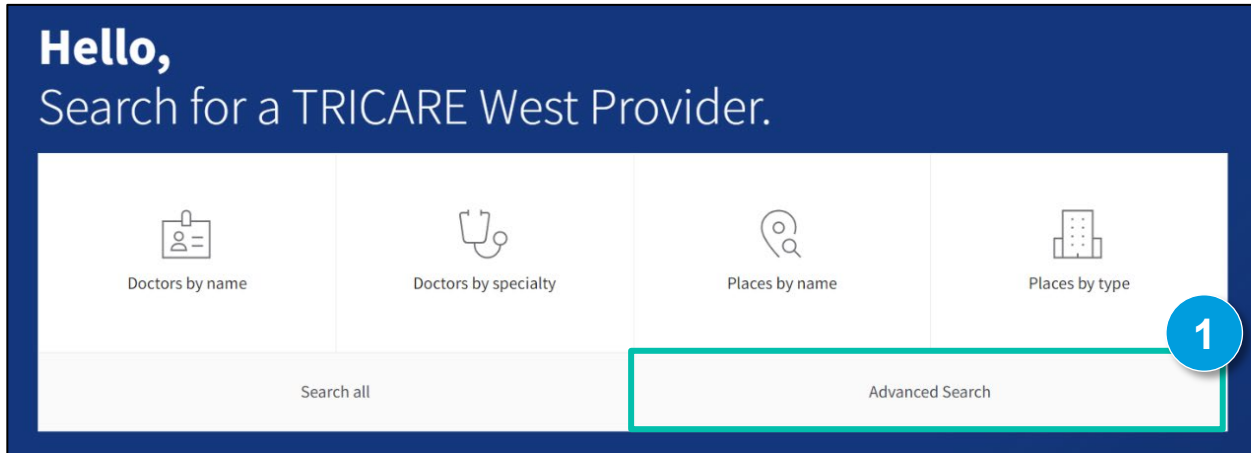If your search criteria provide more than 10 results:

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.

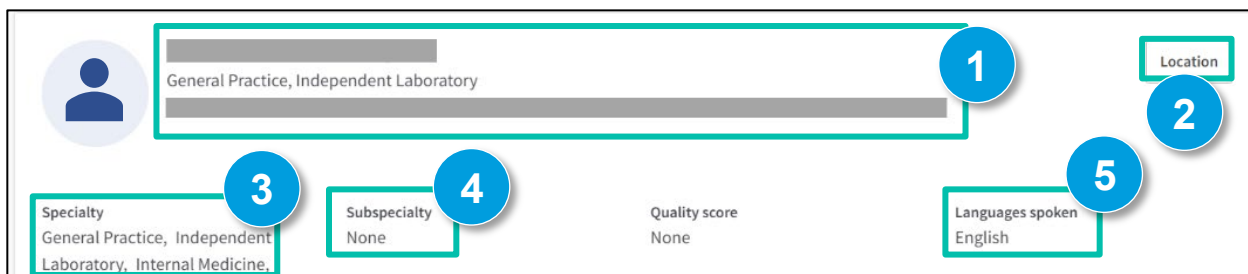4. Select **Get results**. You've successfully performed an advanced search.

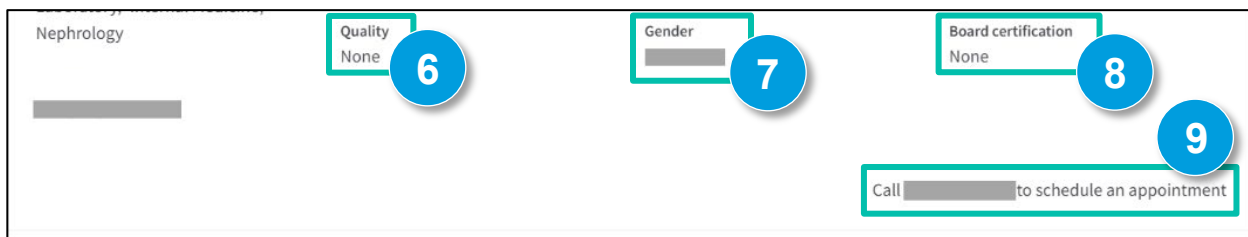# Understanding Provider Profiles and Facility Profiles

TriWest works continuously to ensure provider and facility profiles have 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. **Languages spoken**: The languages that the provider has at least a functional level of fluency in
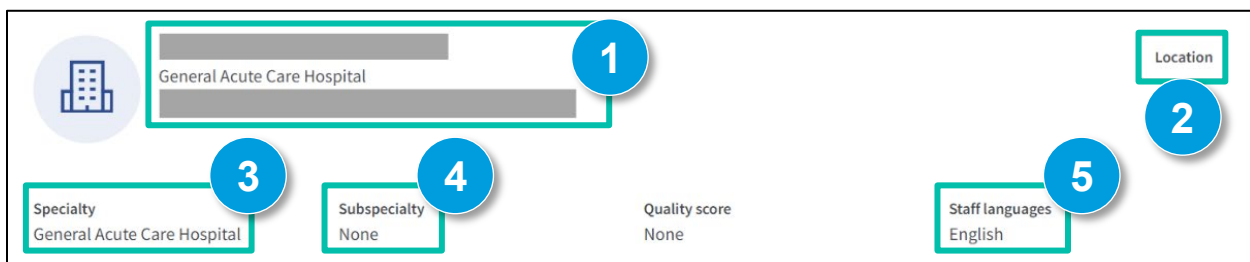

6. **Quality**: Indicator for if the provider has received additional recognitions, such as the TRICARE Provider Readiness Designation, High Performing Provider, and more

7. **Gender**: The provider's identified gender (designated as either "Male" or "Female")

8. **Board certification**: Indicator for if a provider has gone beyond basic licensing requirements and received a board certification

9. **Appointment information**: The provider's office number where you can schedule appointments

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. **Staff languages**: The languages that the facility staff have at least a functional level of fluency in

6. **Quality**: Indicator for if a facility has received additional recognitions, such as the TRICARE Provider Readiness Designation (TPRD), High Performing Provider (HPP), and more

7. **Location services**: The physical locations where a provider works

8. **Remote services**: Indicator for if the facility provides virtual visits

9. **Appointments**: The facility's office number where you can schedule appointments