

Registering on the TRICARE West Region Government Portal

Quick Reference Guide

Introduction

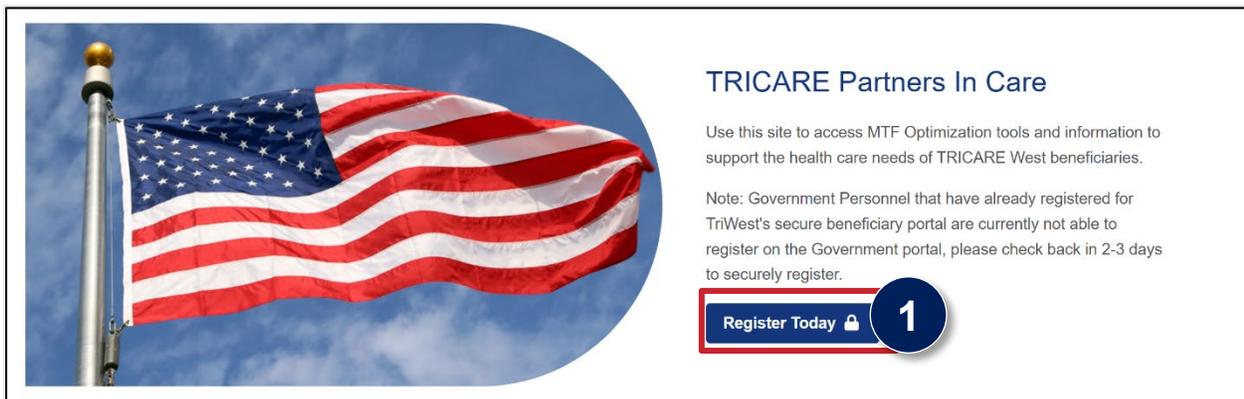
This guide will help you log in and register for TRICARE West Region Government Portal access. This portal supports medical management processes, provides access to reports, dashboards, and MTF Optimization tools, and allows users to review claims, as well as beneficiary and provider information.

Logging in with your CAC Card

Logging into the Government Portal can be done using a DS Logon user name and password, or a Common Access Card (CAC). The following instructions will guide you through the Government Portal login process using your CAC.

Note: This process requires a CAC reader.

1. Go to the [TRICARE West Region homepage](#). Click the Government tab and select the **Register Today** button.

A screenshot of a web page titled "TRICARE Partners In Care". On the left is a circular image of the American flag waving on a pole against a blue sky. To the right of the image, the text reads: "Use this site to access MTF Optimization tools and information to support the health care needs of TRICARE West beneficiaries." Below this is a note: "Note: Government Personnel that have already registered for TriWest's secure beneficiary portal are currently not able to register on the Government portal, please check back in 2-3 days to securely register." At the bottom right of the page is a blue button with a white padlock icon and the text "Register Today", followed by a large white circle containing the number "1".

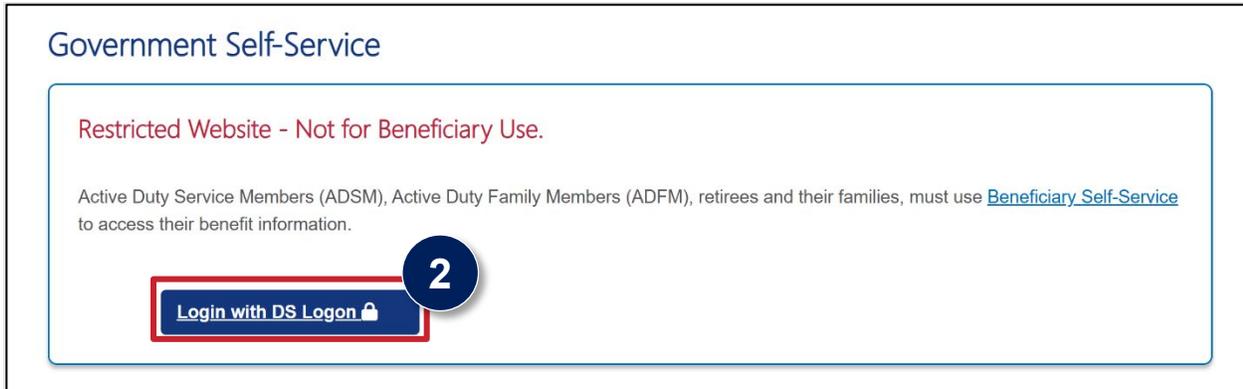
TRICARE Partners In Care

Use this site to access MTF Optimization tools and information to support the health care needs of TRICARE West beneficiaries.

Note: Government Personnel that have already registered for TriWest's secure beneficiary portal are currently not able to register on the Government portal, please check back in 2-3 days to securely register.

Register Today  **1**

2. On the **Government Self-Service** page, you will encounter a warning, indicating that the Government Portal is not for beneficiary use. Select the **Login with DS Logon** button to continue.



Government Self-Service

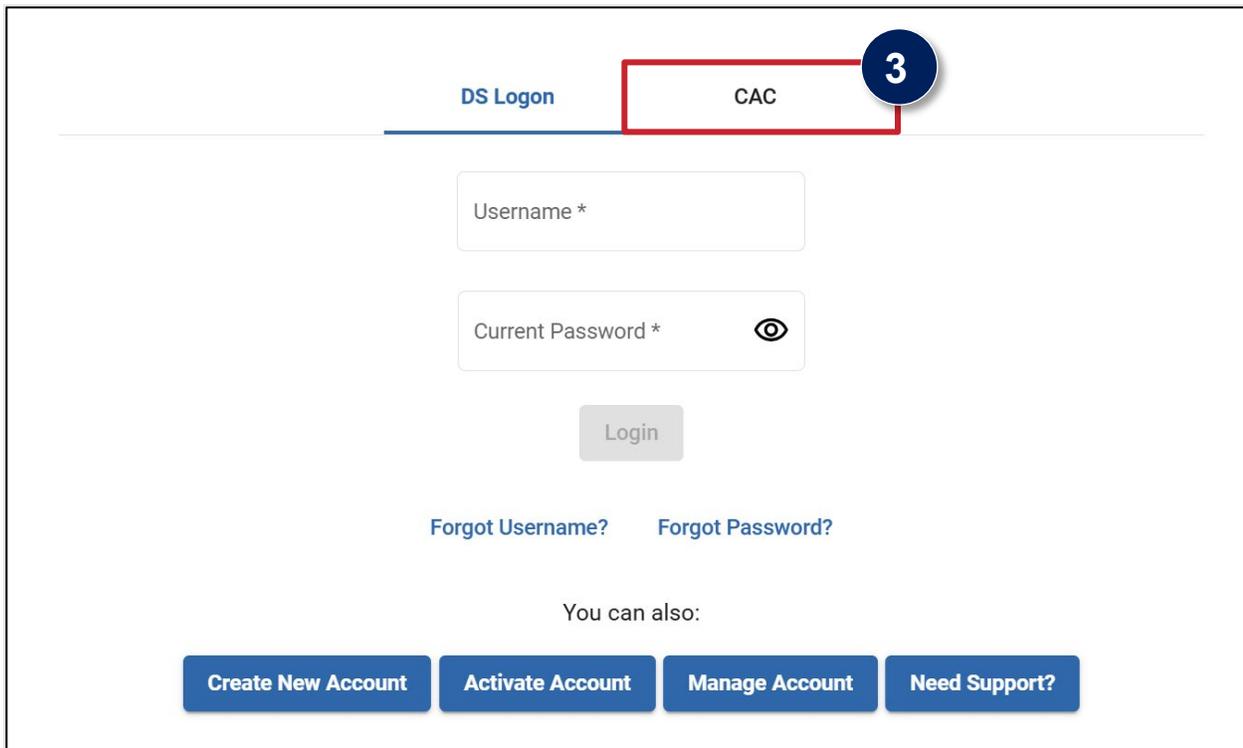
Restricted Website - Not for Beneficiary Use.

Active Duty Service Members (ADSM), Active Duty Family Members (ADFM), retirees and their families, must use [Beneficiary Self-Service](#) to access their benefit information.

2 Login with DS Logon

The screenshot shows a warning box with a red border. Inside the box, there is a blue button labeled "Login with DS Logon" with a lock icon. A blue circle with the number "2" is positioned over the button. The text above the button reads "Restricted Website - Not for Beneficiary Use." and "Active Duty Service Members (ADSM), Active Duty Family Members (ADFM), retirees and their families, must use Beneficiary Self-Service to access their benefit information."

3. On the DS Logon sign in page, select the **CAC** tab to continue.



DS Logon CAC **3**

Username *

Current Password * 

Login

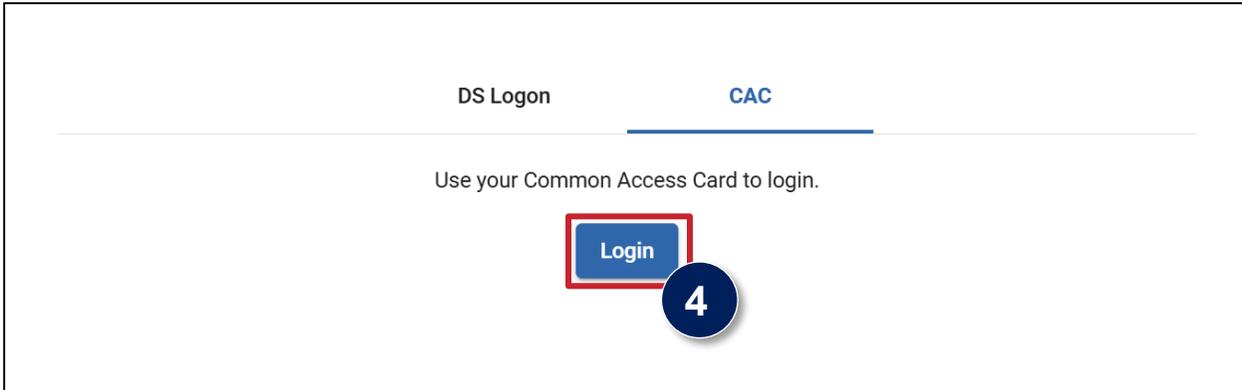
[Forgot Username?](#) [Forgot Password?](#)

You can also:

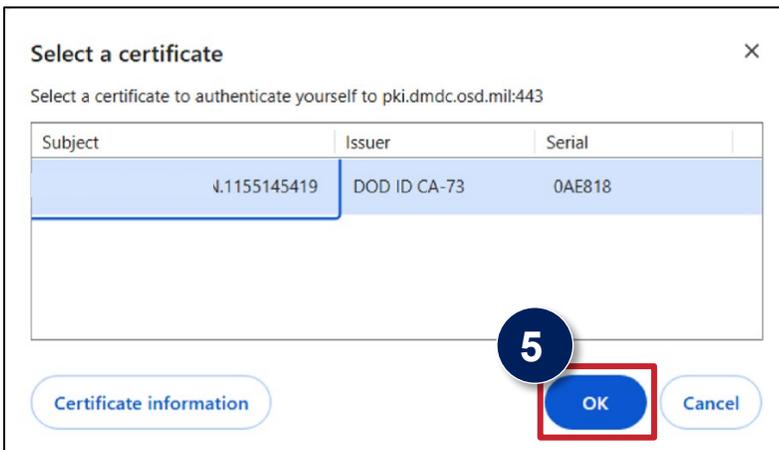
[Create New Account](#) [Activate Account](#) [Manage Account](#) [Need Support?](#)

The screenshot shows a sign-in page with two tabs: "DS Logon" and "CAC". The "CAC" tab is selected and highlighted with a red box and a blue circle containing the number "3". Below the tabs are two input fields: "Username *" and "Current Password *". The password field has an eye icon to the right. Below the input fields is a "Login" button. Underneath the "Login" button are two links: "Forgot Username?" and "Forgot Password?". At the bottom of the page, there is a section titled "You can also:" followed by four blue buttons: "Create New Account", "Activate Account", "Manage Account", and "Need Support?".

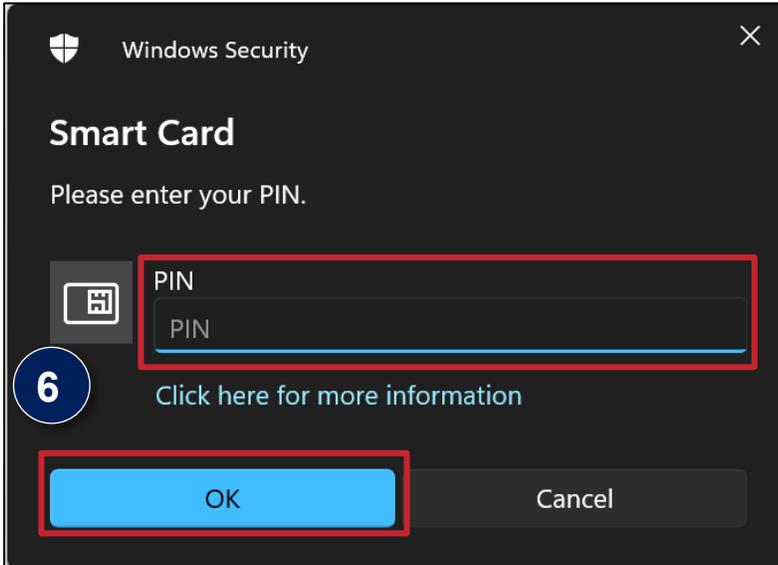
4. With your CAC card securely entered into your CAC card reader, select **Login**.



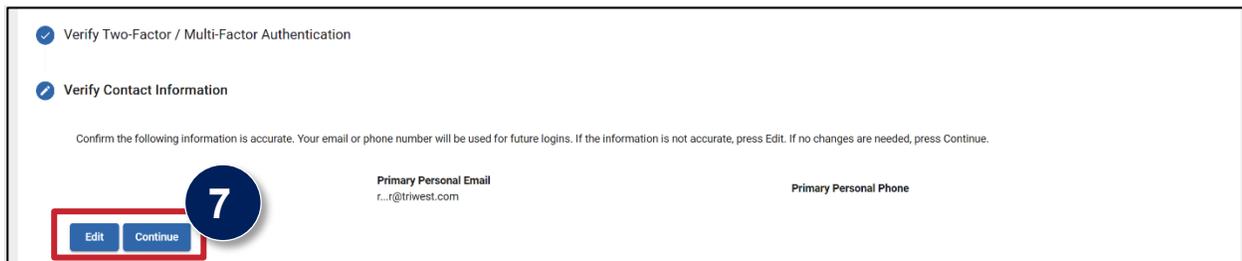
5. Your computer system will prompt you to select a certificate that is being read from your CAC reader. Select the certificate and then select **OK**.



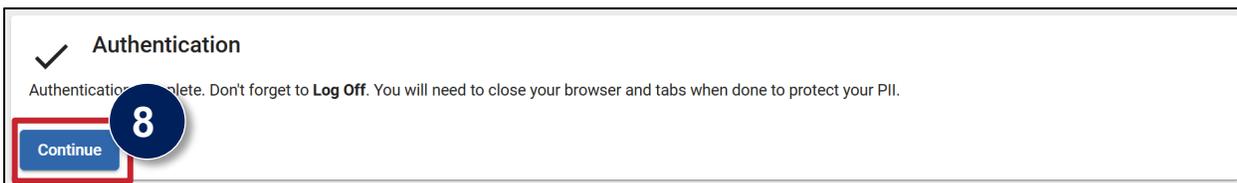
- When prompted, enter the **PIN** number associated with your CAC card and select **OK**.
Note: Visit the [Managing Your Common Access Card Website](#) if you forget your PIN number for steps on selecting a new PIN.



- Verify your **Contact Information**. Select **Edit** to make any changes or select **Continue** to begin the Self-Service Registration.
Note: To update your *Primary Personal Email* or *Primary Phone Number*, you must provide your *DOD ID Number* or *Social Security Number* to submit.



- On the Authentication page, select **Continue**.



- To continue into the registration process, select **Continue to DS Logon** on the following page and follow the prompts.

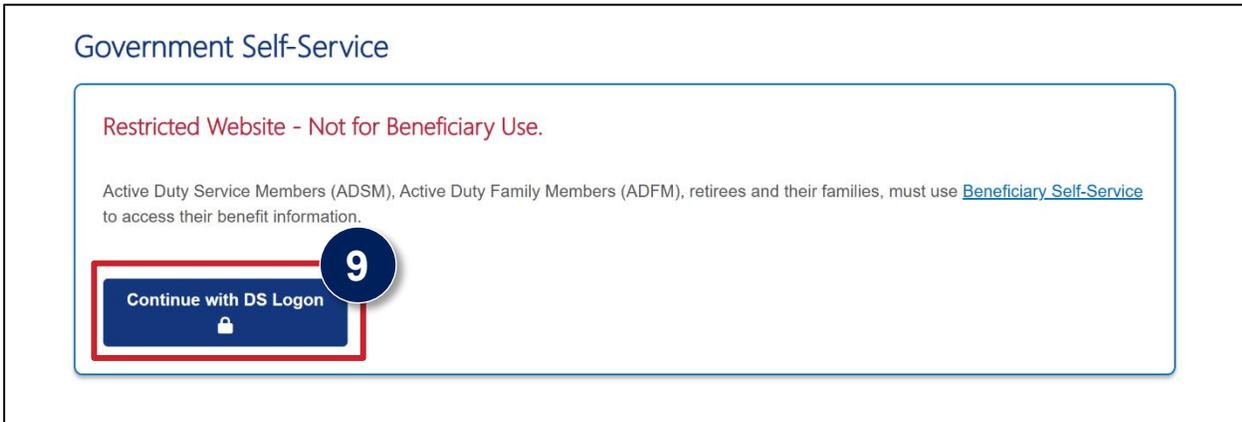
Government Self-Service

Restricted Website - Not for Beneficiary Use.

Active Duty Service Members (ADSM), Active Duty Family Members (ADFM), retirees and their families, must use [Beneficiary Self-Service](#) to access their benefit information.

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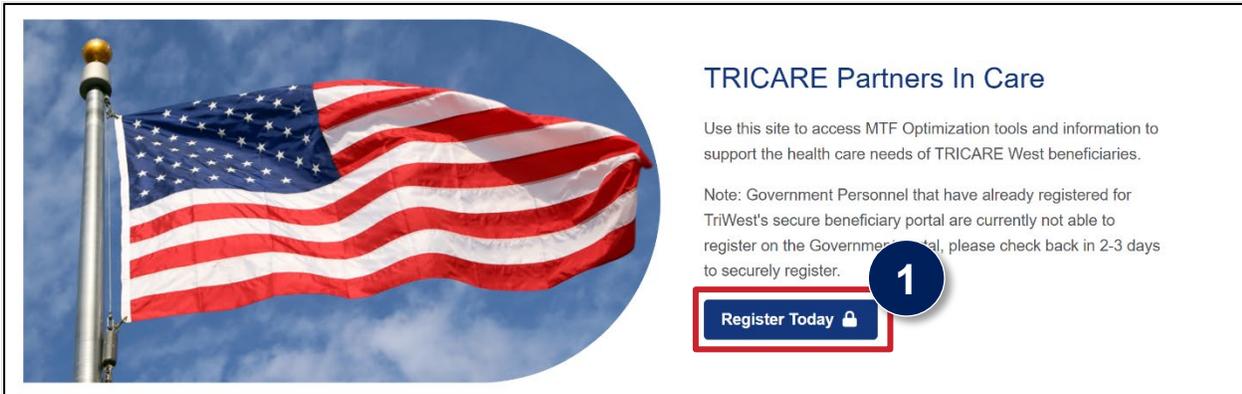
Continue with DS Logon



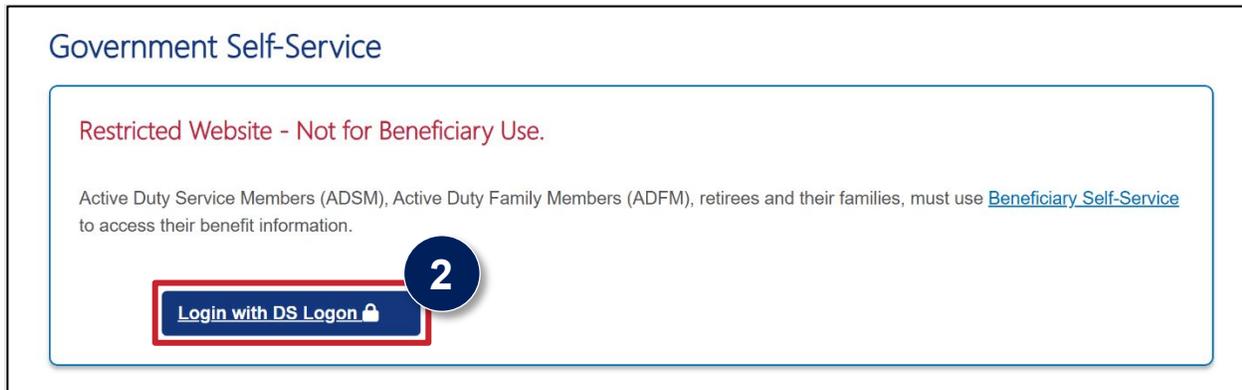
Logging in with your DS Logon Account

Logging into the Government Portal can be done using DS Logon or a CAC card. The following instructions will guide you through the Government Portal login process using the DS Logon method.

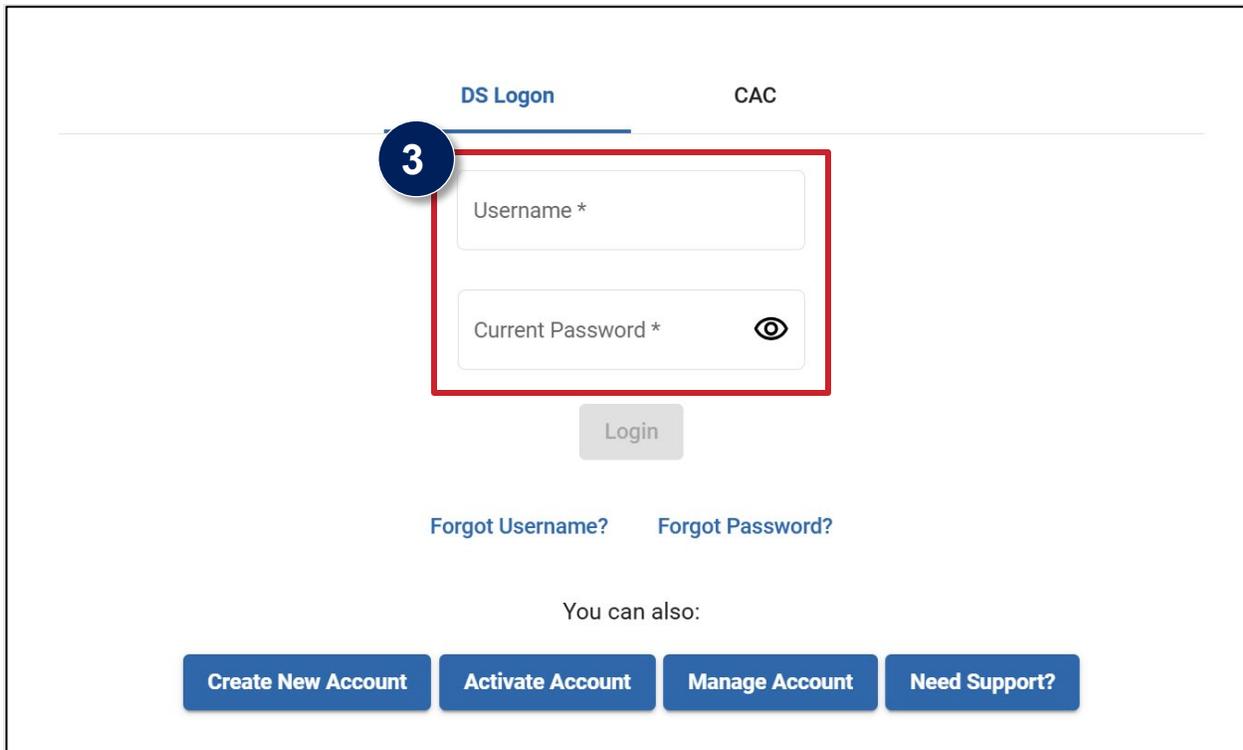
1. Go to the [TRICARE West Region homepage](#). Click the Government tab and select the **Register Today** button.



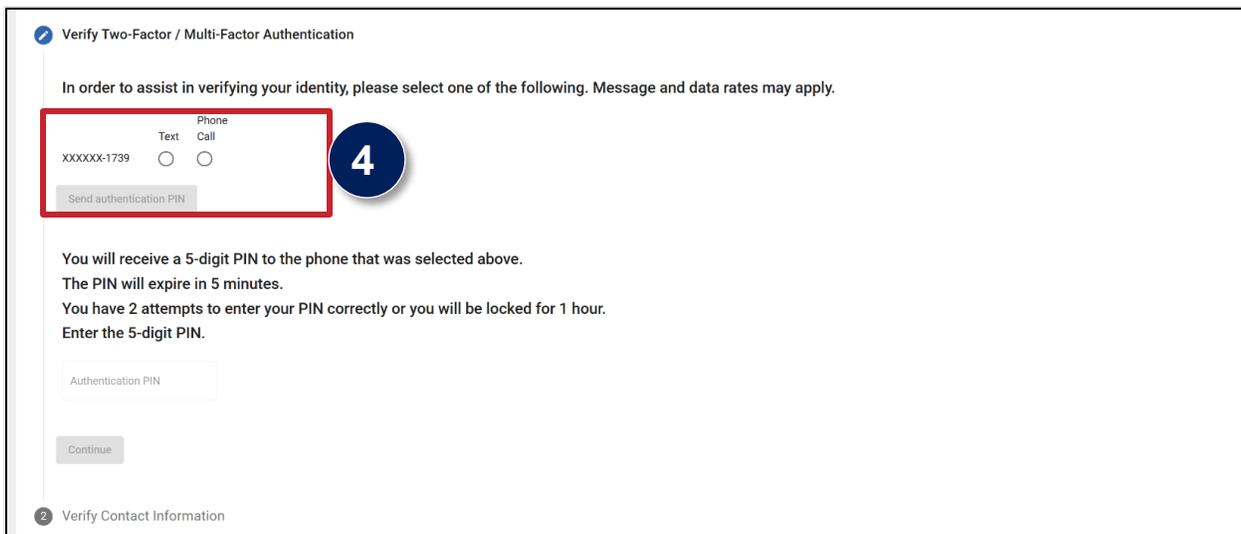
2. On the **Government Self-Service** page, you will encounter a warning, indicating that the Government Portal is not for beneficiary use. Select the **Login with DS Logon** button to continue.



- On the DS Logon sign in page, enter your **Username** and **Password** into the appropriate fields and select **Login**.



- Verify your identity using the **Two-Factor Authentication / Multi-Factor Authentication** method provided on the following page and enter the 5-digit PIN in the Authentication PIN field before selecting **Continue**.





5. Verify your **Contact Information**. Select **Edit** to make any changes or select **Continue** to begin the Self-Service Registration.

Note: To update your *Primary Personal Email* or *Primary Phone Number*, you must provide your *DOD ID Number* or *Social Security Number* to submit.

Verify Two-Factor / Multi-Factor Authentication

Verify Contact Information

Confirm the following information is accurate. Your email or phone number will be used for future logins. If the information is not accurate, press Edit. If no changes are needed, press Continue.

Primary Personal Email
r...r@triwest.com

Primary Personal Phone

Edit Continue

6. To continue into the registration process, select **Continue to DS Logon** on the following page and follow the prompts.

Beneficiary Self-Service to access their benefit information.' At the bottom, there is a blue button labeled 'Continue with DS Logon' with a lock icon. A red box highlights the button, and a blue circle with the number '6' is overlaid on it."/>

TRICARE

Government Self-Service

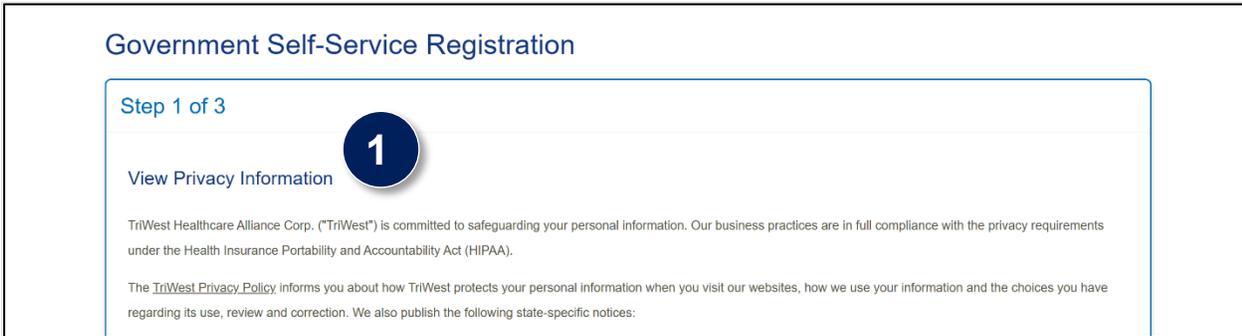
Restricted Website - Not for Beneficiary Use.

Active Duty Service Members (ADSM), Active Duty Family Members (ADFM), retirees and their families, must use [Beneficiary Self-Service](#) to access their benefit information.

Continue with DS Logon

Registering for Government Portal Access

1. Read the statements on the **Privacy** portion of the Self-Service Registration process and select **Continue** at the bottom of the page.



Government Self-Service Registration

Step 1 of 3

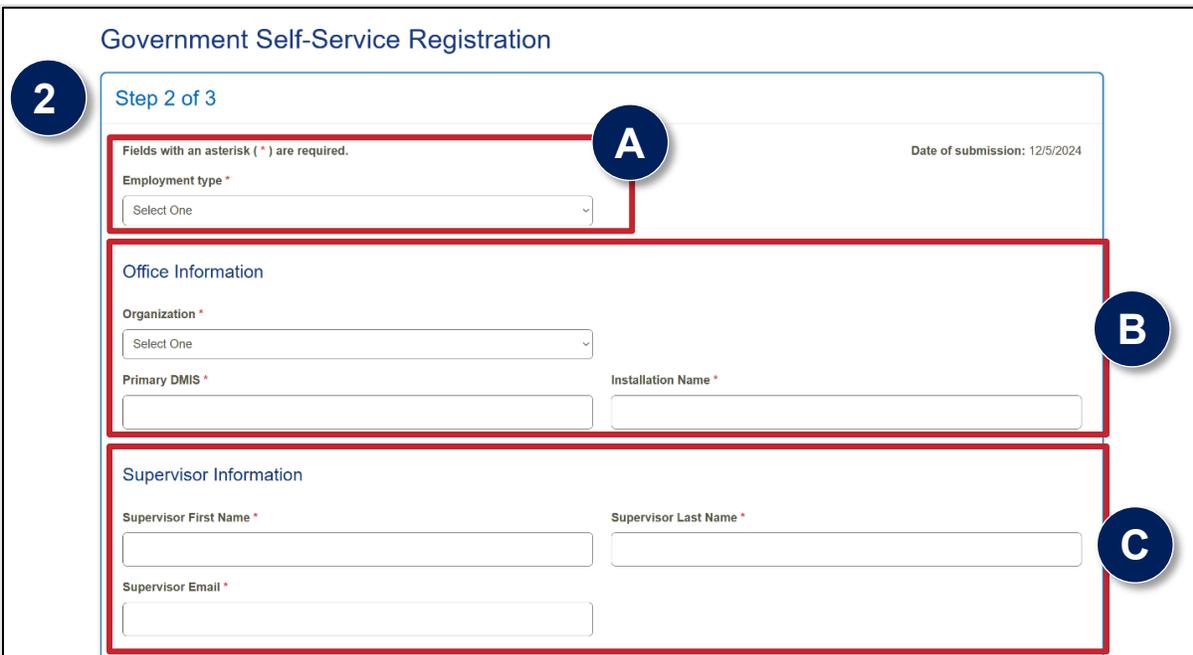
1

[View Privacy Information](#)

TriWest Healthcare Alliance Corp. ("TriWest") is committed to safeguarding your personal information. Our business practices are in full compliance with the privacy requirements under the Health Insurance Portability and Accountability Act (HIPAA).

The [TriWest Privacy Policy](#) informs you about how TriWest protects your personal information when you visit our websites, how we use your information and the choices you have regarding its use, review and correction. We also publish the following state-specific notices:

2. The next step of the Self-Service Registration process requires you to fill out the form in its entirety. Select the most appropriate responses from the drop-down lists and enter the correct information in the required fields.
 - A. Employment Type: select Government Employee, Individual Contractor, or Vendor Contractor from the drop-down list.
 - B. Office Information
Note: *If you do not have a Primary DMIS, enter "0000"*
 - C. Supervisor Information
Note: *Only .gov or .mil email addresses are accepted*



Government Self-Service Registration

Step 2 of 3

2

Fields with an asterisk (*) are required. Date of submission: 12/5/2024

A

Employment type *

Select One

B

Office Information

Organization *

Select One

Primary DMIS *

Installation Name *

C

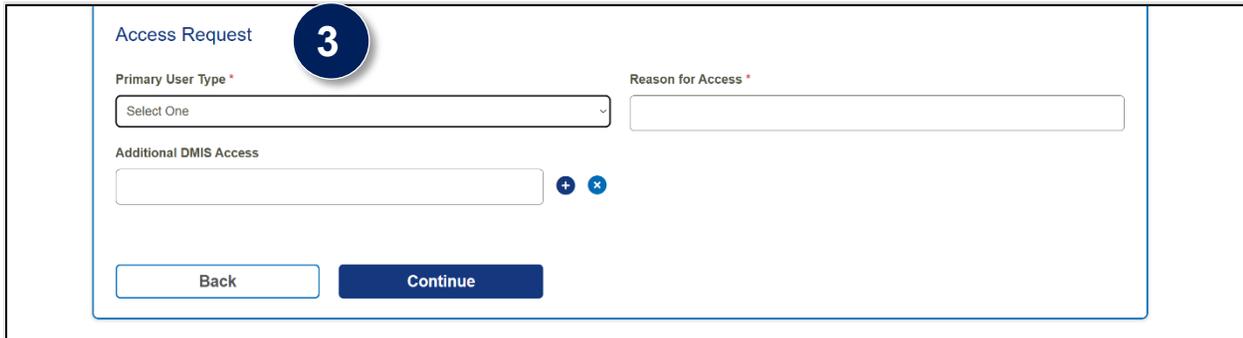
Supervisor Information

Supervisor First Name *

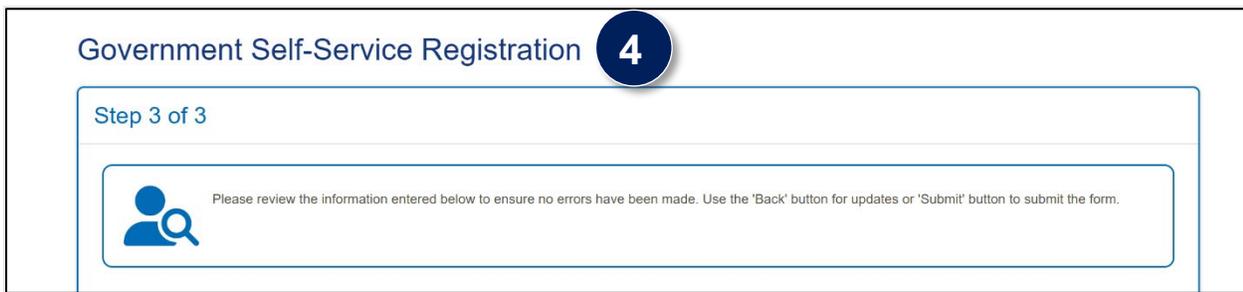
Supervisor Last Name *

Supervisor Email *

3. At the bottom of the form, complete the **Access Request** section before selecting **Continue**.

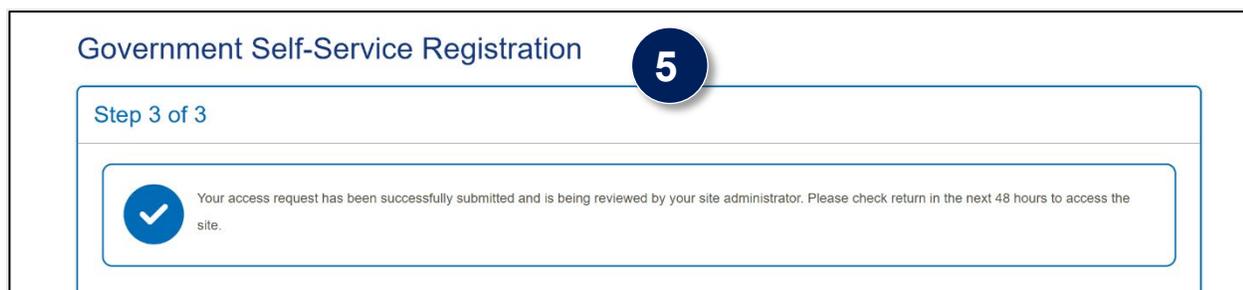


4. On the following page, review the information entered to ensure that no errors have been made. Use the **Back** button for updates or select the **Submit** button to submit the form.



5. **Congratulations!** Your access request has been successfully submitted. Once submitted, an administrator will review the registration request and authorize or deny access. Please allow up to 48 hours to access the site.

Note: Your submitted information is displayed below the confirmation message. An option to **Print** is available at the bottom of the page.





Cybersecurity Awareness

Cybersecurity is crucial for protecting your information. When practicing cybersecurity awareness, it's important to remember:

- TriWest will never call you to ask for your password.
- 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.