



Referral and Authorization Requests for Newborns and Children (10 and Under)

Frequently Asked Questions for TRICARE Providers

Key Points

- Newborns must be eligible in the Defense Enrollment Eligibility Reporting System (DEERS) before their record will appear in the online referral management system for the referral and authorization process.
- If you do not find a match, use the TRICARE-eligible parent or legal guardian's information to confirm coverage until the newborn or child's details are up to date in DEERS.



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Introduction

When caring for a newborn or child under 10 years old, providers may experience delays or difficulties locating the child's information in the online referral management system, which may result in no returned matches. Providers should ensure eligibility before proceeding with referrals or authorizations to avoid processing delays.



How do I search for a child under 10 when I don't have their member ID number?

Normally, children under 10 years old do not have a Military ID card. In those situations, a TRICARE-eligible parent or legal guardian must show their ID card to the provider. Please note, the ID numbers on the parent/guardian's ID card will be for the card holder, and not the child.

You can use the name and date of birth search functionality described below to search for the child.

Why can't I find a newborn in the online referral management system?

Newborns may not yet have their information in DEERS. As a result, searches in the online referral management system may not return a match. The online referral management system allows you to conduct a name and date of birth search when a Department of Defense (DOD) ID or Defense Benefits Number (DBN) is not available.

Follow these steps to begin your search:

1. Search by name and date of birth only.
2. If the search is successful, select the appropriate member.
3. Expand the member's details to confirm the correct demographics before proceeding.
4. If this search method is not successful, please proceed to the next question below.

Member Search

Member ID

Name

Member Search

Member ID

Name

Member Search

Member ID

Name

Birth Date

1 records matched your criteria. Please choose a record from the grid below.

Member ID	Name	Gender	Birth Date
1225091826	MICKEY, MOUSE	MALE	5/14/1967

Member Search

Member ID

1225091826

Name

MICKEY, MOUSE

Look Up

Search Results

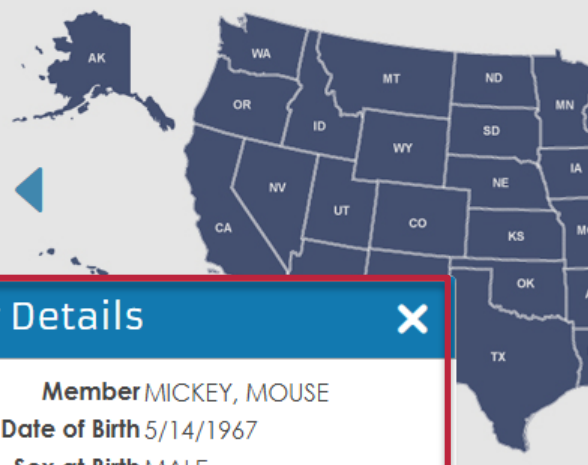
Clear

Authorizations (0)

New

Care Plans (0)

Welcome to TRICARE®



Member Details

3

Member

MICKEY, MOUSE

Date of Birth

5/14/1967

Sex at Birth

MALE

Gender Identity

None

Preferred Pronouns

None

Sexual Orientation

None

Alias / Preferred Name

Phone Number

1111111111

Address

1600 SPEARHD DIV AVE
1234, NM 87114

Coverage

013 - Reimbursable
Direct Care for DoD
Affiliates (OCONUS
Only)

Coverage Dates


1/1/2025 - (None)



How should I submit a referral or authorization if I can't locate a newborn in the online referral management system?

Please submit the request using the alternative referral and authorization form on the TRICARE West payer space on Availity on the Applications tab. Using this form helps ensure the system can process referrals and authorizations for newborns both accurately and in a timely manner.

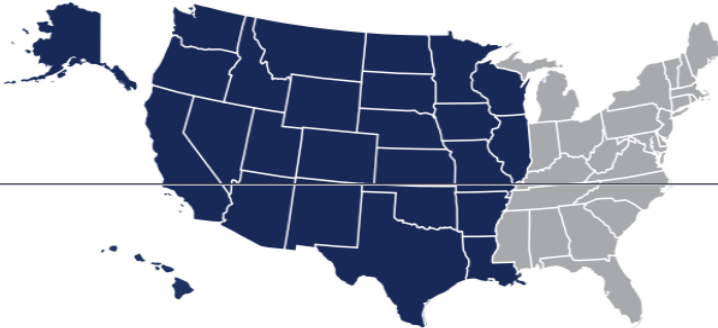
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TRIWEST - TRICARE

Welcome to the TRICARE West Region Payer Space

Access tools and information for the TRICARE program in the West Region

for dates of service January 1, 2025, and beyond.




Search

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Access TriWest Learning Center

Find TriWest-specific training & resources in the learning center.




Alternative Referral and Authorization Form

Use this form if you experience issues with the Submit Referral/Auth tool.




InterQual Clinical Practice Guidelines




Is A Referral/Auth Required?

Use TriWest's Referral and Authorization Decision Support Tool to find out.



Submit Referral/Auth

Use this tool to view and submit TRICARE West Region referrals/authorizations.



TRICARE West Provider Directory Access

Find TRICARE West Provider Directory

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Version 1.0 | December 5, 2025

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Change Log

Version	Effective Date	Summary	Approver, Title
1.0	December 11, 2025	Template update	Communications Team

[View detailed change log](#)