



PO Box 42049
Phoenix, Arizona 85080-2049

TriWest.com

March 27, 2025

Dear Valued TRICARE Provider,

Thank you for your commitment and partnership in serving our nation's military and their families in support of the Department of Defense (DOD) under the West Region TRICARE contract. We take this work very seriously and thank you for being a part of this journey with us.

Since the start of health care delivery on January 1, 2025, TriWest has been navigating several challenges, largely due to the size and scale of this transition. We understand the inconvenience and concern these challenges may be causing you and your staff. TriWest values your partnership and would like to personally apologize for any disruption this may have caused your practice as you care for TRICARE beneficiaries.

I am writing to you today to ensure that you are aware that the Defense Health Agency extended its blanket waiver that allows **all** TRICARE Prime enrollees referred for outpatient specialty care by their primary care manager to proceed with the needed care without requiring a TriWest approval. Military beneficiaries enrolled to TRICARE Select do not require a referral for care.

Further, TRICARE patients may continue to seek care from their existing providers, regardless of whether the provider has joined the TriWest network.

The referral waiver is now effective from January 1, 2025, through April 30, 2025. If a beneficiary has a referral for care from the previous TRICARE contractors in the West Region states, Health Net Federal Services or Humana Military, it will be honored through June 30, 2025, or the last date on the authorization, whichever comes first. These referrals are covered by the same approval waiver process as described above.

More information about the waiver can be found on the West Region website at <https://tricare.triwest.com>. Please move forward delivering care to this deserving population with the confidence knowing this waiver is in place and your claims will be processed accordingly.

At TriWest, we are committed to ensuring the highest quality health care services, and are working closely with the DHA to ensure care is available when and where it is needed for those we consider our heroes. Since January 1, we've paid nearly 4 million claims to TRICARE providers. We're working day and night to implement improvements to our processes and are confident in our ability to once again reach the standard of performance that represents our solid track record for the past 30 years in serving the military and Veteran communities.

We appreciate your willingness to serve those who have sacrificed so much for our freedoms. Thank you for serving our nation's military community under the T-5 contract.

Sincerely,

David J. McIntyre, Jr.
President and CEO

Whatever It Takes!®