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TriWest.com

May 19, 2026

Dear Valued TRICARE Beneficiary,

On behalf of TriWest Healthcare Alliance, I want to personally take this opportunity to apologize to those of you who have experienced challenges with Other Health Insurance on our watch, and to assure you of my and my whole team's commitment to your beneficiary experience.

While TriWest is required to gather information on OHI, I understand that some beneficiaries' claims incorrectly reflected that they had OHI, which resulted in the claims initially being denied – as well as delay and frustration. What's more, the encounters for some with our customer service operation were not efficient or effective. This is not acceptable, and our team has been working diligently to fix this issue.

We are monitoring this closely. Although our OHI denial rate has substantially decreased to 1.3%, we are not going to rest until we are convinced that we have smoothed this process as much as we can.

To those of you who have been impacted by OHI issues, the TriWest team and I sincerely apologize and we stand ready to help you. Effective immediately, we've set up a special email address for you to use: [OHlassistance@triwest.com](mailto:OHlassistance@triwest.com). First, complete and save the [OHI Questionnaire - TRICARE West Region](#). Next, send us an email with your OHI questionnaire attached. Include your name, Department of Defense Benefits Number (DBN), and issue you are experiencing in the body of the email. And, we'll do our best to address your specific issues.

Further, we are in the process of making systems changes and customer service changes to improve the beneficiary experience. Soon, if a caller has an OHI issue, the beneficiary will be connected with a representative who will be able to make changes in real-time, while the beneficiary is on the phone. We are also going to soon be allowing beneficiaries to update their OHI information directly through the beneficiary portal. We expect that both of these actions are going to ease the experience with OHI.

We are committed to providing access to the high-quality care and solid customer service you need and deserve. There is no greater honor than helping you – our nation's heroes – get the healthcare you have earned.

Respectfully,

A handwritten signature in black ink, appearing to read "David J. McIntyre, Jr.", written in a cursive style.

David J. McIntyre, Jr.  
President and CEO

Whatever It Takes!®