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Check the TRICARE Network Provider Directories Ahead of 2025

If you live in the <u>West Region</u>, or a <u>state that's moving to the West Region</u> on Jan. 1, your new regional contractor is TriWest Healthcare Alliance. <u>TriWest's network provider directory</u> is available at <u>tricare.mil/west</u>. You should use this directory to see which providers will be in the network for care you get **starting Jan. 1**.

Note: Are you planning to get care between now and Dec. 31? Keep using the <u>Health Net Federal Services, LLC network provider</u> directory to find a network provider.

If you live in the **East Region**, Humana Military will remain your regional contractor. This means you can keep using the same <u>Humana Military network provider directory</u> in the new year.

These network provider directories are continuously updated as new providers join the network.

Network providers

A network provider is part of TRICARE's contract network, as outlined in the <u>TRICARE Choices in the United States Handbook</u>. These providers have an agreement with TRICARE to follow specific rules.

Here's what to expect from network providers:

- Care agreements: Network providers have signed a contract with TRICARE to offer services at pre-determined rates.
- Cost-sharing: They accept your network copayment or cost-share as payment in full, which can lower your costs.
- **Claims processing**: Network providers handle claims directly with TRICARE. This means you don't have to file them yourself.

If you have <u>TRICARE Prime Overseas</u> or <u>TRICARE Prime Remote Overseas</u>, network providers offer cashless, claimless services. This means you don't have to pay upfront or file claims.

Non-network providers

Non-network providers aren't part of the TRICARE network. But they're authorized to provide care to TRICARE beneficiaries.

Non-network providers fall into two categories:

- <u>Participating providers</u>: These providers file claims for you and accept payment from TRICARE. They agree to the TRICARE-allowable charge, which includes your copayment or cost-share.
- <u>Nonparticipating providers</u>: These providers haven't agreed to the TRICARE-allowable charge. They may charge more than this rate for care. If you see a nonparticipating provider, you may need to pay upfront and <u>file a claim</u> for reimbursement.

Here are some important things to consider when getting care from a non-network provider:

- Upfront costs: Non-network providers might ask you to pay for services at your visit.
- Additional charges: In the U.S., non-network providers may charge you above the TRICARE-allowable amount.
- Claims responsibility: With non-network providers, you may need to file your own claims.

Are you living or traveling overseas? The <u>TRICARE Overseas Program Handbook</u> describes what you need to know about non-network care.

Remember: If you get care from a non-TRICARE-authorized provider, you'll be responsible for the full cost of your care. Before getting care, encourage them to check out how to become a TRICARE provider.

Finding a provider

To locate a TRICARE provider, you can use the <u>Find a Doctor</u> tool or browse <u>All Provider Directories</u>. Or visit your regional contractor's website to search their online directory:

- East Region
- West Region
- <u>Overseas</u>
- <u>US Family Health Plan</u>