



Beneficiaries' Guide to Log In or Register at www.tricare-west.com

Health Net Federal Services, LLC (HNFS) provides secure online tools that allow beneficiaries to access information and conduct many TRICARE-related transactions at www.tricare-west.com.

Why log in?

Using our secure online tools allow you to make enrollment payments, check TRICARE eligibility, view authorization and claim status, change a network provider on an approved authorization, and more. New TRICARE rules require beneficiaries to access authorizations and individual claims Explanation of Benefits statements online. Once logged in, you can set notification preferences to receive immediate text message or email notifications when a claim is created or an authorization is processed. Other notification preferences include, but are not limited to appeals and grievances, and case management.

Who can log in/register?

Any adult with an active Department of Defense (DoD) Self-Service (DS) Logon or a valid account in the Defense Eligibility Enrollment Reporting System (DEERS) may use the secure tools. If you choose not to use your DS Logon, you may register for a unique HNFS username and password. Dependents under age 18 may not register as they do not have the authority to attest to the agreements required in the registration process. The sponsor or spouse may add dependents under age 18 to their account. At this time, guardians and others not listed under the sponsor's DEERS account cannot register and must get information by phone or in writing. Only those with a current and active sponsor in DEERS may register.

Step 1: Log In/Register

Using a DS Logon: The fastest and preferred way to log in is with your DS Logon, if you have one. It eliminates several steps and gives you immediate access to your information and account preferences.

Go to www.tricare-west.com and choose **Beneficiary** under the **Secure Login** section. Or, if you are already in the beneficiary portal, click **Log In** at the top of the page. (Mobile users already in the beneficiary portal can select **Secure Portal** from the main menu in the top left corner.)

Choose the DS Logon option and a separate screen will appear to enter your DS Logon username and password. You can then

complete the first-time log in options explained in **Step 2** on the next page.

Registering without a DS Logon: Registration takes less than five minutes. Go to www.tricare-west.com and chose **Beneficiary** under the **Register** section or, if you are already in the beneficiary portal, click **Register** at the top of the page. You will be asked basic registration information about yourself and your sponsor, including branch of service, sponsor status (active, retired), pay grade, and relationship to the sponsor. (For survivors, the answers should match the information in DEERS when the sponsor passed.)

The screenshot shows the website interface for TRICARE West for Beneficiaries. At the top, there are logos for Health Net Federal Services and TRICARE. A navigation bar contains links for HOME, ENROLLMENT, AUTHORIZATIONS, CLAIMS, COVERED SERVICES, WELLNESS, RESOURCES, and SECURE PORTAL. The 'Log In / Register' link is highlighted with a red circle. Below the navigation bar, the page is divided into several sections: 'Public Tools' with links to Network Provider Directory, Non-Network Provider Directory, TRICARE Prime & PCM Selection, Military Hospital Locator, Covered Benefits, Copayment or Cost-Share, and Is Approval Needed; 'Secure Tools' with a link to Secure Portal; a central banner for 'TRICARE West for Beneficiaries' featuring a person holding a smartphone and a 'Sign up for auto payment' button; and 'Take Me To...' with links to Answers to My Transition Questions, Mental Health Resources, Forms, Frequently Asked Questions, and TRICARE Online (for military hospital/clinic appointments). There is also an 'Education' section with a link to Changes to TRICARE.

Create your account by providing your phone number, email address, username, and password. You will be asked to log in again to confirm your information.

*Note: If the sponsor's information you entered does not match DEERS, after three attempts you will be mailed a Secure Key Code to your address listed in DEERS. Please note the username and password you selected. Once you receive the code in the mail, use the log in screen to enter your username and password. You will be prompted to enter the code and complete **Step 2**.*

You can now start using the **Secure Tools**; however, we recommend you first follow **Step 2** to set additional account preferences.



Step 2: First Time Log-In Options



Follow the prompts to:

- **Add Dependents:** Add dependents (minors) to your www.tricare-west.com account so you can see and receive notifications for their information.
- **Grant or Modify Permissions:** Allows you to grant permission for others to see your information as long as they are registered at www.tricare-west.com (they must be adults listed under the same sponsor). You can also grant permission for another adult family member to have access to your information by phone or correspondence.
- **Update Contact Information:** Confirm or update contact information.
- **Manage Preferences:** Choose how you want to receive notification of processed authorizations, claims, enrollment letters, etc., for yourself and your dependent minors. Email notification is the default for claims and authorizations, but you can choose text messages for some items. Note: Not all options are available for every notification type.

More information

Per DoD guidelines, DS Logon passwords expire every 60 days and are not controlled or maintained by HNFS. Passwords tied to an HNFS username expire every 365 days. You will receive a pop-up reminder whenever you log in, beginning 30 days before your password expires.

For an overview of the public and secure self-service tools available to beneficiaries online 24/7, go to www.tricare-west.com > Beneficiary > Resources > Handbooks and Brochures > Web Resources.

