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February 10, 2025

Dear Patient,

On Jan. 1, 2025, the TRICARE West Region contractor changed from Health Net Federal Services, LLC (HNFS) to TriWest Healthcare Alliance (TriWest).

Unfortunately, this transition is going through some difficulties. TriWest has informed us that they are still in the process of updating data from TRICARE. Our participation status and contact information does appear correctly on their backend; however, we are not pulling up on many of the databases used by referring providers or patients.

We want to assure you that we continue to be contracted to provide services for our military men and women, as well as their families.

*****WE ARE STILL IN-NETWORK FOR BOTH TRICARE WEST AND TRIWEST*****

To be referred to us for services, your doctor can continue to utilize their PCM order/prescription or our Elam Sports O'ahu referral form. Authorization requirements for some TRICARE West plans have temporarily been suspended. Please refer to the memo included.

As a veteran established practice, we are honored to continue to meet the rehabilitative needs of those brave men, women and their families who serve our country. Your trust in us is sincerely appreciated.

If you have any questions, please do not hesitate to contact us at **808-674-9595**.

Mahalo!

Included: TRICARE West Region Referral Waiver Approval Letter

Life's a Sport...Play it!



TRICARE WEST REGION REFERRAL WAIVER APPROVAL LETTER

Dear Provider,

This letter serves as approval for TRICARE Prime patients to seek outpatient TRICARE-covered services that would otherwise require approval from TriWest Healthcare Alliance (TriWest), including those referrals submitted to TriWest on or after January 1, 2025.

On January 23, 2025, the Defense Health Agency implemented a temporary waiver of outpatient referral requirements for eligible TRICARE West Region beneficiaries enrolled in a TRICARE Prime plan.

WAIVER DETAILS	Referrals from military or civilian primary care manager (PCM) or other TRICARE-authorized provider do not require separate approval from TriWest during the waiver period. Outpatient TRICARE-covered procedures, services, and equipment ordered or initiated during the waiver period do not require separate approval from TriWest. Beneficiaries are encouraged to take their PCM referral with them to their specialty appointment.
EFFECTIVE DATES	Referrals and orders for service issued to TRICARE Prime beneficiaries January 1, 2025, through March 31, 2025, are valid for services rendered through June 30, 2025.
INCLUDED SERVICES	TRICARE-covered office visits and outpatient procedures/services/equipment that otherwise require TriWest approval, when a PCM or other TRICARE-authorized provider issued the referral between January 1 and March 31, 2025.
AUTHORIZED PROVIDER	Any TRICARE-authorized provider. Network and non-network provider directories are available at https://tricare.triwest.com under "Find a Provider."
EXCEPTIONS	Inpatient care, applied behavior analysis (ABA)/Autism Care Demonstration (ACD) services, laboratory developed test (LDT), Extended Care Health Option (ECHO) services and other services that require pre-authorization.
LIMITATIONS	This waiver only applies to TRICARE-covered services. Refer to "Is a Referral/Auth Required?" on Availity in the TRICARE West payer space under Applications to search specific services that may require pre-authorization.
AFTER WAIVER ENDS	Referrals and orders issued after March 31, 2025, must follow TRICARE referral and authorization requirements. Point of service charges and authorization penalties may apply if TriWest approval is not obtained.
CLAIMS DOCUMENTATION	A copy of this TRICARE West Region Referral Waiver Approval Letter is not required with a claim submission.

NOTE: This TRICARE West Region Referral Waiver Approval Letter is your verification of approval.

Sincerely,

TriWest Healthcare Alliance