



In Case You Missed it

TRICARE® West Region e-Updates

August 2023

- 1. Make preventive care a priority for children heading back to school.** Do you have a [child going back to school soon](#)? Many schools require children get an annual exam and be up to date on certain vaccines. As you begin shopping for school supplies and setting up school-year routines, don't forget to schedule a beginning of the year health exam for your child so they can start school on the right track.
- 2. Recognizing calls from Health Net Federal Services, LLC (HNFS).** We recently upgraded our phone system. We've since noticed an increase in hang ups when we make outbound calls to beneficiaries. There are several reasons why we may call you, such as customer service follow-up, case or disease management care planning, and Autism Care Demonstration-related support. Read more about how to [better recognize calls from HNFS](#).
- 3. Don't forget to check your information in the Defense Enrollment Eligibility Enrollment System (DEERS).** If it's been a while since you have checked your DEERS record, now is a good time to do so. Having correct information is one way to ensure you don't run into issues with your TRICARE benefit. [Find answers to some of the most common questions](#) pertaining to DEERS and how to update your record.
- 4. Enrolled in TRICARE Prime? Learn more about referrals.** Knowing when a referral is needed may be tricky. A referral is when your primary doctor sends you to another doctor or specialist to receive care. Whether you need a referral depends on your beneficiary category, which TRICARE plan you use, and the type of care you need. To help you understand referrals a little better, read more at www.tricare.mil/referrals. Also check out TRICARE's recent article, "[How To Find Your TRICARE Referrals](#)."
- 5. Telehealth options are just a click away.** Virtual health care continues to be a popular option to receive health care. No more having to drive to a doctor's office, find child care or sit in a waiting room with those who may be ill and contagious. If you prefer virtual health care options, we've got you covered. Telehealth options allow you to get the care you need from the comfort of your home. [Connect with a telehealth provider](#) to get the care you need.
- 6. Laboratory Developed Test Demonstration extended.** The Defense Health Agency (DHA) has extended the [Laboratory Developed Tests \(LDTs\) Demonstration Project](#) for five years, allowing TRICARE beneficiaries to access non-FDA approved LDTs. The extension runs until July 18, 2028, offering vital health care capabilities to TRICARE beneficiaries. Go to www.tricare.mil/labtests for more on LDTs. Additionally, [preconception and prenatal carrier screening tests](#) have been included as part of the basic TRICARE benefit. TRICARE coverage for these tests is available to eligible beneficiaries beginning Dec. 27, 2021, covering specific conditions with one test per condition per lifetime for cystic fibrosis, spinal muscular atrophy, fragile X syndrome, Tay-Sachs disease, hemoglobinopathies, and conditions linked with Ashkenazi Jewish descent. If you paid out of pocket for these tests between Dec. 27, 2021, and Aug. 28, 2023, you may [submit a claim](#) or [request that a denied claim be reprocessed](#).
- 7. Our self-service automated phone system can get you the information you need.** HNFS offers a variety of self-service tools so you can easily access your TRICARE information. While many of these tools are online, don't forget you can also use our automated self-service telephone system at any time, 24/7. Need to check your eligibility, make an enrollment payment, locate a provider, or review your authorization/ referral status? Simply [contact us and use the self-service phone prompts](#) to get started.
- 8. Learn more about TRICARE. Attend a live webinar.** Whether you are new to TRICARE or just want to refresh your TRICARE knowledge, we're here to help. HNFS offers beneficiary briefings via webinar on a variety of TRICARE topics, presented by our experienced staff. View the [current schedule](#) (scroll to the bottom of the web page) to see what topics are covered. Don't forget, we also have pre-recorded briefings you can watch any time.
- 9. Check out HNFS resources for your mental health.** Visit our [Learning Center](#) for recorded classes on anxiety, depression and stress management. Our [Health Topics](#) section has web links to additional resources on these issues. We also have one-on-one coaching available for [Stress Management](#). One-on-one coaching is also available for anxiety and depression. Visit our [FAQ](#) page for information and to nominate yourself.
- 10. Human Papillomavirus (HPV) – men can get it too!** According to the CDC, about 4 in 10 cases of cancer caused by HPV occurs in men. Cancer in men includes the back of the throat, anus and penis. These types of cancer may not be found until they cause serious health problems. Because there currently is no approved screening for men for HPV, it's important to talk with your doctor about getting the [HPV vaccine](#). Visit our [Sexual Health](#) page in our Health Topics section for more information on HPV.



An exploration of the many benefits available to you through your TRICARE health plan.

August's topic:

Breast Cancer – An Early Diagnosis Can Give You the Gift of Time