



In Case You Missed it

TRICARE® West Region e-Updates

April 2024

- 1. Keep up with your heart health.** Did you know that heart disease is the leading cause of death in men and women? Don't become a statistic; take action to keep your heart healthy. By staying up to date on your health care, heart disease may be caught sooner, leading to a better outcome. [Learn more](#) about protecting your heart, the risks of heart disease, and your TRICARE plan's coverage options.
- 2. Learn more about how TRICARE covers durable medical equipment (DME).** If you or someone on your TRICARE plan relies on DME, such as wheelchairs, walkers, glucose monitors, etc., TRICARE has you covered for many of the items you may need. [Find answers to the most frequently asked questions](#) about DME, including what is covered, what is considered DME, how repairs/replacements are handled, and more.
- 3. Preventive health care is important.** Staying up to date on your [preventive health care](#) doesn't just help prevent disease, it also can improve your overall quality of life. Preventive care involves health screenings not directly related to a specific illness or injury. Your primary care provider is responsible for most of your preventive care and can help you determine what preventive steps you can take for your health. If you are enrolled in a TRICARE Prime plan, you don't need a referral if you see a TRICARE network provider. (Active duty service members must have pre-authorization to see civilian providers.)
- 4. Get health care answers 24/7 with the Military Health System (MHS) Nurse Advice Line.** Sometimes you may need medical advice or just have general medical questions. The [MHS Nurse Advice Line](#) can help. Nurses are available via phone, web chat or video chat so you can receive health advice and get your questions answered. As always, if you or a loved one experience a medical emergency, call 911 or go to the nearest emergency room.
- 5. Is your other health insurance (OHI) up to date?** It's important to keep your OHI information with Health Net Federal Services, LLC (HNFS) up to date so we can process your health care claims accurately. You can easily update your OHI online at any time or by sending us a completed [TRICARE Other Health Insurance Questionnaire](#). Check out our [OHI web page](#) for more information on how your OHI works with TRICARE.
- 6. Don't forget about virtual health care options.** Virtual health care options can save you time and help eliminate inconveniences associated with going to your doctor's office. With telehealth, you can see health care providers without leaving home, taking time off work or arranging for childcare. View your [telehealth options](#) and get connected with a telehealth provider today.
- 7. Web chat option available.** Have you tried HNFS' secure web chat? In addition to self-service web tools and our customer service line, HNFS offers web chat as a support option. It's available Monday through Friday, 9 a.m.-2 p.m. PT. To get started, log in at [www.tricare-west.com](#) and click on "Secure Chat" from the "Secure Tools" box.
- 8. April is National Stress Awareness Month; we offer resources to help you cope.** Visit our [Learning Center](#) for recorded classes on stress management, anxiety and depression. Our [Health Topics](#) section has web links to additional resources on these topics. We also have [one-on-one coaching](#) for stress management. For help with anxiety or depression, visit our [FAQ page](#) for information and to self-nominate for one of HNFS's chronic care/disease management programs.
- 9. Make long-term healthy changes!** Do you ever get distracted from your health goals? Whenever you get off track, the skills learned in our online class can help you be successful at making and maintaining healthy changes. Register for our next [Making Healthy Changes for Life](#) webinar on May 15. If classes aren't for you, try our [Assessing Your Readiness for Healthy Change](#) online program to determine your level of readiness for change. For more information on how to get and stay healthy, try our [Take Charge of Your Health](#) self-care online program.
- 10. Did you know?** Colorectal cancer screenings start at age 45 for people with average risk for developing this cancer. Screenings may start earlier if you are considered to be at high risk. Test your knowledge on preventing colorectal cancer by taking the Centers for Disease Control and Prevention's (CDC) [quiz](#). The CDC also has information on the [different types of screenings](#) available. [Choose wisely](#), and talk with your doctor about when and how often you should be screened. For more information, visit our [Cancer Prevention](#) page. For TRICARE benefit details, visit [www.tricare.mil/preventive](#).