Current TRICARE Regions

New T2017 Regions

T2017 Frequently Asked Questions

When and to whom were the T2017 TRICARE® Managed Care Support Contracts awarded?
On July 21, 2016, the U.S. Department of Defense (DoD) awarded two regional TRICARE contract awards for 2017:

- TRICARE West awarded to Health Net Federal Services, LLC (HNFS)
- TRICARE East awarded to Humana Military

Why is the DoD transitioning to only two TRICARE regions in the United States?
The DoD reduced the number of TRICARE regions in an effort to standardize how beneficiaries receive their TRICARE benefits. The TRICARE South and TRICARE North Region will combine to form the new TRICARE East. Geographically, the West Region will remain the same.

When is the start of health care delivery for T2017?
The DoD anticipates the start of health care delivery to be October 1, 2017.

Why am I receiving an HNFS Join Our Network form?
Health Net Federal Services is reaching out to providers in an effort to build a robust provider network in the T2017 TRICARE West Region prior to the start of health care delivery.

If I sign an HNFS T2017 TRICARE Network Provider Agreement, will my network agreement with UnitedHealthcare (the current TRICARE West Region managed care support contractor) terminate?
No, any current TRICARE Network Provider Agreements with UnitedHealthcare for the TRICARE West Region will remain in effect until the end of the current TRICARE contract, which the DoD anticipates to be October 1, 2017. Health Net Federal Services and UnitedHealthcare will coordinate efforts to ensure a smooth transition and minimize any impact on you and/or your TRICARE patients.

My practitioner(s)/health care delivery organization was credentialed by UnitedHealthcare. Am I required to credential them with HNFS?
Yes, HNFS is required to conduct a credentials review on each network provider to determine if the provider meets the minimum requirements of the Defense Health Agency, HNFS and URAC.

As part of the provider agreement process, medical, surgical and/or behavioral health providers must complete this HNFS credentialing process.*

* Most behavior health providers are contracted and credentialled through Managed Health Network, Inc. (MHN), a subsidiary of Centene Corporation.

Why does HNFS request network providers accept a rate discount?
As part of our agreement with TRICARE, there is a guaranteed discount that is passed directly to the government to fund future TRICARE services for our active duty service men and women. Network providers must agree to accept a discount off the TRICARE maximum allowable charge. This may be a change for some providers and we are happy to discuss any concerns you may have. With HNFS, providers can expect timely claims processing (processing of clean claims in less than five days), low claim denial rates (below industry standards) and access to online self-service tools to streamline your TRICARE transactions.

When will my HNFS T2017 TRICARE Network Provider Agreement become active?
Your HNFS T2017 TRICARE Network Provider Agreement will become active on the first day of T2017 health care delivery, which the DoD anticipates to be October 1, 2017. However, the contracting and credentialing processes must be completed in advance to ensure our directories are current for health care delivery.

Will there be changes to the TRICARE benefit?
While the TRICARE benefit won’t change, beneficiaries and providers can expect changes in how care is accessed and to some processes. Health Net Federal Services will issue additional information, once available, to network providers prior to the start of health care delivery.

Where can I find additional information?
Please visit www.tricare.mil/changes for up-to-date information on the T2017 transition.