





Authorization Status Tool

Check status and view/print determination letters

Health Net Federal Services, LLC (HNFS) offers beneficiaries an easy way to view authorization details with our secure, online Authorization Status tool.

This tool is for beneficiaries registered at www.tricare-west.com.

Key features:

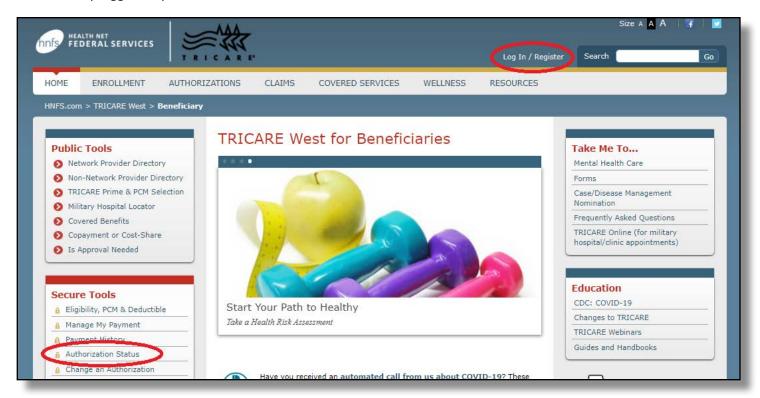
- Check referral and authorization status.
- Print determination letters.
- Make network-to-network provider changes.

Beneficiaries:

- TRICARE requires beneficiaries access referral and authorization notices online. There is no "opt out" option.
- Other ways to view determination letters:
 - Check your Secure Inbox for status messages.
 - Sign up for text or email alerts.
 - If you do not have access to a computer, call our customer service line to request letters be mailed to you on a per-instance basis.

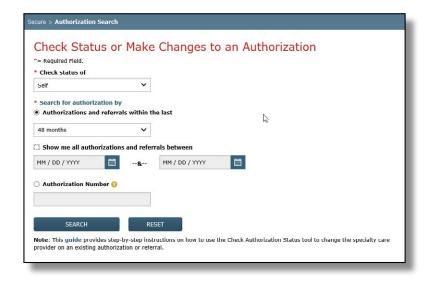
Step 1:

Go to the beneficiary portal at www.tricare-west.com. Under the Secure Tools section, select "Authorization Status." If you are not already logged in, you will be directed to do so.



Step 2:

You may search the status for yourself, dependent or other family members (if permission to view the record has been granted). Choose to search by a certain time frame or date range, or by the authorization number.



Step 3:

Once you locate the authorization you'd like to view, click on the authorization number to view details.



Step 4:

The details page will show you the authorization status (approved, pended/pending, canceled or denied). This page will also give you an option to view your authorization letter. Click on "View authorization letter" to view and/or print the determination letter from HNFS. The option to view and/or print the authorization letter will only exist if one has been generated by HNFS.

If you would like to request a different network specialist, click on the "Request New Provider" link.

